

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Major

Definition

Performs administrative/supervisory duties as an assistant to the State Patrol division director; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Supervises and evaluates the work of subordinates; recommends personnel actions related to selection, disciplinary procedures, performance, leaves, grievances, work schedules, and assignments; administers personnel policies and procedures.

Participates, coordinates, and motivates the enforcement activities of the assigned division.

Inspects subordinates' personal appearances, uniforms, and equipment, notes differences and requires adjustments.

Commands, directs and leads subordinates when working in groups. Assign subordinates as need dictates.

Counsels subordinates and attempts to secure answers to their questions and problems.

Provides the supervisor with information concerning activities of patrol as necessary.

Performs the duties of Division Administrator when assigned.

Competencies Required

Knowledge:

- Customer and Personal Service – Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- Public Safety and Security – Relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- Administration and Management – Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

- Personnel and Human Resources – Principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

Abilities:

- Law and Government – Understand and adhere to applicable laws, legal codes, administrative rules, and regulations.
- Clerical – Maintain complex clerical records.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Speech Clarity – Speak clearly so others can understand.
- Speech Recognition – Identify and understand the speech of another person.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning – Combine pieces of information to form general rules or conclusions.

Skills:

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Speaking – Talking to others to convey information effectively.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Negotiation – Bringing others together and trying to reconcile differences.
- Persuasion – Persuading others to change their minds or behavior.
- Management of Personnel Resources – Motivating, developing, and directing people as they work, identifying the best people for the job.
- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Service Orientation – Actively looking for ways to help people.
- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Graduation from an accredited four-year college or university with a degree in any field, and experience equal to four years of full-time full time progressively supervisory work.
- 2) A total of eight years of education and/or full-time experience (as described in number one), where thirty semester hours of accredited college or university coursework in any field equals one year of full-time experience.

Notes

All applicants must be eligible for enrollment in the Iowa Law Enforcement Academy training program. Screening for the Academy includes:

- a) Thorough background investigation and evaluation (including fingerprint searches) for substance abuse, or arrest and conviction records that indicate an individual could not serve effectively as a peace officer.
- b) Physical examination and agility test to assure that an individual is free from conditions which might adversely affect the performance of duties (drug screens included).
- c) Vision exam requiring uncorrected vision of not less than 20/100 correctable to 20/20 with normal color vision.
- d) Hearing exam with a loss not exceeding a 25-decibel average in either ear at 1000, 2000, and 3000 cycles.
- e) Height and weight within acceptable limits in relation.
- f) Battery of psychological exams to determine that the individual meets the minimum standards for mental fitness required for a law enforcement officer.
- g) Oral Board and Polygraph review.
- h) Age - applicants must be 22 years of age. All applicants must be United States citizens but need not be Iowa residents at the time of application.

Effective date: 05/23 KC