

SUBJECT: PERSONNEL RESOURCES

PERSONNEL

- A. The North Carolina State Bureau of Investigation is committed to recruiting, selecting and promoting individuals of the highest quality to serve the citizens of North Carolina. Bureau personnel practices encourage excellence. Individuals are rewarded for taking on increased responsibilities, acquiring new skills and improving their performance. While minimum standards are set for each position in the Bureau, the personnel evaluation process rewards the pursuit of excellence.
- B. Recruitment, selection, and promotion processes are designed to attract, hire, retain, and promote the most qualified people available for vacant positions.
- C. The performance evaluation process is designed to ensure that all employees are evaluated fairly and consistently and that supervisors and those they supervise have an opportunity to talk regularly about how to improve the working environment of the Bureau.
- D. To ensure that the SBI keeps pace with changes in our society, career development plans (currently applicable to special agents and under design for laboratory personnel) encourage employees to seek training and work assignments that will expand their knowledge, skills, and abilities and to upgrade and refine their professional expertise continually.
- E. The SBI Training Section is responsible for offering all Bureau employees the opportunity to develop the skills, knowledge and abilities they need both to do their present jobs and to progress in their careers.

PERSONNEL WELFARE

The nature of command requires mutual loyalty between the management of the Bureau and subordinates. Managers have a responsibility to take an interest in employee welfare beyond identifying morale problems and their effect upon individual performance. It includes supervisory concern for the personal problems, desires, and interests of all members of the Bureau and positive assistance in resolving issues or in achieving goals. However, management and supervisory personnel should be cautious to avoid interfering where assistance is not requested, desired, or useful.

EMPLOYEE RESPONSIBILITIES

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The manner in which duties are performed by each Bureau employee reflects his or her personal goals and professional attainment. Employees are encouraged to exercise judgment, initiative, and sound reasoning in all official transactions; to strive for efficiency and effectiveness; to exercise restraint in difficult situations; to seek self-improvement through formal and informal schooling; and to assist fellow employees whenever possible. These are commitments upon which professionalism is established. In situations where no written directive or guidance is available, employees are expected to analyze the situation and react in a professional manner.

PERSONNEL SUPPORT SERVICES

- A. Personnel services related to employee benefits or programs will be provided by the Department of Justice Personnel Division.
- B. The Assistant Director for Administrative Services will be the Bureau liaison between SBI employees and the Personnel Division.

MANPOWER NEEDS

- A. The Bureau assigns personnel to Divisions/Districts/Sections/Units according to demonstrated need with a concern for workload equity. Current personnel are reassigned when appropriate, and new positions are requested when that best meets the needs of the Bureau. Workload of each Division/District/Section/Unit are factors considered when reviewing personnel needs. Annually workload assignment of each position is reviewed by supervisory personnel.
- B. Example:

Bureau Special Agents are given assignments based upon one or more of the following needs:
 - 1. Specific need for a specialized agent function such as Polygraph Examiner, Crime Scene Search Specialist, Arson Agent or others,
 - 2. Geographical need based upon time required to respond to requests for assistance and,

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3. General workload demands in the District.