GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, this position assists and supports the Chief of Police in the overall management and administration of the Police Department. The three major bureaus are Community Operations, Investigations, and Administration and Support. Reports to the Police Chief.

ESSENTIAL JOB FUNCTIONS

Oversees the daily operations of the assigned bureau; provides guidance to subordinates on more difficult operations and administrative problems; may oversee major projects which support departmental infrastructure; and ensures City and departmental personnel policies and procedures are appropriately administered.

Serves as an advisor to the Police Chief in matters of policy, training of officers, selection of equipment and technology systems, and personnel assignments; updates the Police Chief regarding investigations, status of projects, and personnel matters; implements the policies, philosophies and directives of the Police Chief; and acts in the absence of the Police Chief.

Advises and assists in developing the departmental direction, priorities, goals and objectives to meet City, department, and community needs; assists in establishing and implementing internal departmental organization and management systems to effectively meet operating goals and objectives; and establishes and accountable for applying modern law enforcement concepts and systems.

Serves as liaison between the Police Department and other City departments; initiates and coordinates relations with community groups; and initiates and coordinates relations with the business community.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City’s Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.
REQUIRED KNOWLEDGE

- **Law Enforcement** – Comprehensive knowledge of principles, operations and practices of a modern law enforcement agency.
- **Human Resources** – Knowledge of human resources and modern business principles, theories and practices to include laws and regulations. Knowledge of organizational development including training principles and practices. Knowledge of recruitment and selection.
- **Management of Personnel** – Knowledge of leadership techniques, principles and procedures to assign, schedule, supervise, train and evaluate the work of assigned staff. Knowledge of office systems, practices and administration.
- **Customer Service** – Thorough knowledge of principles and processes for providing customer services. This includes setting and meeting quality standards for services and evaluation of customer satisfaction.

REQUIRED SKILLS

- **Performance Management** – Monitors and assesses performance of other individuals, or the organization to make improvements or take corrective action. Motivates, develops, teaches and directs people as they work, identifying the best people for the job.
- **Critical Thinking** – Using logic and reasoning to understand, analyze, and evaluate complex situations and then to research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation. Applies general rules to specific problems to produce answers that make sense. Combines pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- **Judgment and Decision Making** – Evaluating the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Interpersonal Relationship** – Deals with people beyond giving and receiving instructions. Maintains high morale among all department employees. Shares knowledge with supervisors and staff for mutual and departmental benefit. Develops and maintains cooperative and courteous relationships with employees, managers in other departments, representatives from organizations, and the general public. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons.

REQUIRED ABILITIES

- **Coordination of Work** - Ability to establish and implement effective administrative and management programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Performs a broad range of supervisory responsibilities over others.
- **Communication** – Ability to communicate ideas effectively, including the preparation of reports and logs. Ability to listen and understand directions, information and ideas presented verbally and in writing. Ability to handle a variety of customer service issues with tact and diplomacy in a confidential manner.
• **Accounting and Budgeting** — Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of financial data.

**EDUCATION AND EXPERIENCE**

Requires any combination of education and experience equivalent to a Bachelor’s Degree in a related field and at least five (5) years of responsible law enforcement management and command experience.

**ADDITIONAL REQUIREMENTS**

This position requires satisfactory results from a medical, psychological, audio evaluation and employment substance abuse testing and is subject to random alcohol and controlled substance testing. An acceptable background check to include an FBI fingerprint check and a valid Virginia’s driver’s license prior to employment with an acceptable driving record to include a zero or positive point balance. Employees are required to refrain from the use of tobacco.

Must meet all State requirements for police officers as specified in Virginia Code.

Must maintain required certifications such as annual state certifications as a condition of continued employment.

Must maintain all federal, state, and local requirements to carry a firearm.

**ENVIRONMENTAL HAZARDS**

The job risks no exposure to any environmental hazards.

**PHYSICAL AND DEXTERITY REQUIREMENTS**

Requires sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis and routine keyboard operations.

**SENSORY REQUIREMENTS**

The job requires normal visual acuity and field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.