

Job Summary

Under limited direction and in compliance with technical, administrative, regulatory, and professional standards and guidelines, directs and oversees the day-to-day activities and operations of either the Administration or Operations functions of the agency. The Major assigned to Administration will provide oversight of the following divisions: Investigations, Training, Fiscal Management, Property Management, Special Events, Strategic Planning, and Analysis. The Major assigned to Operations will provide oversight of the following divisions: Field Operations, Traffic, Animal Control, Community Response Team, Neighborhood Engagement Team, School Resource Officers, SWAT, Crisis Negotiations, Warrants, and Chaplains. Participates in managing the development and implementation of departmental strategic goals, objectives, and priorities for assigned divisions and developing tactical objectives to reach those goals. Manages and participates in the development, implementation and monitoring of departmental strategic goals, objectives, policies, and priorities for assigned divisions. Assures departmental compliance with state and federal laws, City ordinances, and City and department policies and procedures. Selects, trains, manages and evaluates assigned personnel. Ensures the appropriate service and staffing levels. Provides complex administrative support to the Police Chief. Conducts administrative studies and develops comprehensive programs designed to effectively correct operational deficiencies. Assists with the research, writing and development of department policies as well as other management reports. Participates in the development and administration of the department budget. Represents the Police Department to other departments, elected officials, and outside agencies and community groups. Coordinates Police Department activities with other City departments and outside agencies. Maintains ability to perform all the essential duties of the rank of Police Officer. Stays abreast of new trends and innovations in the field of law enforcement. As assigned, acts as Police Chief in the absence of the Chief.

Essential Functions

Essential Functions	% of Time
<ul style="list-style-type: none">• Provide Leadership and Management Oversight for Assigned Divisions: Provide leadership and guidance for the administration and supervision of either the Administration or Operations functions of the agency:•	40%

- The Major assigned to Administration will provide oversight of the following divisions: Investigations, Training, Fiscal Management, Property Management, Special Events, Strategic Planning, and Analysis. Approve all departmental administrative, training, and budgetary preparations for the Police Chief's final approval. Approve contractual obligations managed by the Administration Captain. Provide oversight for Dignitary Protection Team's tactical plans.
- The Major assigned to Operations will provide oversight of the following divisions: Field Operations, Traffic, Animal Control, Community Response Team, Neighborhood Engagement Team, School Resource Officers, SWAT, Crisis Negotiations, Warrants, and Chaplains. Ensure staff and other resources are utilized effectively to respond to criminal activity and other calls for service within the city limits of Greenville. Ensure that leadership staff is tasked appropriately for proactive prevention, intervention, and enforcement initiatives and activities.
- Participate in the development and implementation of departmental goals, objectives, and priorities for each assigned division and developing tactical objectives to reach those goals. Plan, program, direct and evaluate the operations of assigned areas of responsibility. Review and provide feedback on assigned divisions' activity, progress, and evaluation reports. Coordinate services with the other command staff, subordinate staff and City departments to ensure efficient and effective work efforts. Approve operational plans, orders, and priorities for allocating critical resources in the department. Review workload demands of assigned areas of command and adjust personnel resources as required. Establish appropriate service and staffing levels within City and department policies. Review and approve department reports, training programs, disciplinary actions, work processes, and related items completed and performed by division commanders and other subordinate personnel. Develop and implement budget for assigned divisions; recommend budget allocations for staffing, equipment, and capital improvements. Manage overtime, comp-time, and capital expenditures. Monitor expenditures to ensure compliance with approved budget. Stay abreast of new trends and innovations in the field of law enforcement. Conduct

<p>administrative studies of management problems and concerns.</p>	
<ul style="list-style-type: none"> Provide Strategic Planning and Administrative Support: Provide highly responsible and complex administrative support to the Police Chief. Assist in developing the department's long- and short-term goals, plans, and objectives. Implement and evaluate goals, policies, procedures, systems, standards, and work plans consistent with stated objectives and applicable laws and regulations. Monitor project assignments to ensure organizational strategic goals, objectives, and initiatives are achieved. Conduct administrative studies of management problems and concerns. Develop comprehensive programs designed to correct operational deficiencies effectively. Assist in developing, implementing, and updating department policies and procedures: formulate and develop work methods and practices, policies, standard operating procedures, training programs, and general orders. Coordinate activities between different functional programs and/or areas and integrate services. Consult with Police Chief, City officials, command staff, officers, and others as needed to review department plans/operations/activities, review/resolve problems, receive advice/direction and provide recommendations. Support and reinforce the department's community policing vision, values, and mission. Research, assess, and meet current and future community policing needs through implementing and evaluating effective strategies, workforce deployment, equipment use, and community relations programs. Update departmental guidelines according to federal, state, or local legislation. Report to and update Police Chief on the status of significant cases and critical incidents/situations. Perform other department administrative functions: draft official correspondence; generate required reports. Stay current with changing policies, procedures, codes, and criminal/civil case law and maintain professional affiliations. 	<p>30%</p>
<ul style="list-style-type: none"> Supervise Assigned Staff: Provide direction and support to subordinate managers and supervisors in accomplishing work plan goals and priorities. Provide management oversight, consultation, and advice regarding assigned operations and assist staff with complex/problem situations. Ensure compliance with department policies, procedures, rules, regulations, standards, and orders. Disseminate information and special orders. Assign, manage and review work of subordinate commanders. Meet with direct reports routinely to discuss work progress and address any issues or concerns. Ensure staff is trained in and compliant with all applicable 	<p>15%</p>

<p>federal, state and local laws as well as department operations, policies, and procedures. Coach and mentor staff for optimal performance. Ensure effective mentoring relationships exist for all assigned personnel. Facilitate the resolution of employee concerns and problems consistent with department and City Human Resources policies. Direct or participate in the investigation and reporting of employee misconduct, making recommendations for improvement and taking appropriate and timely disciplinary action. Assist with coordinating and completing employee performance appraisals. Review and approve timesheets as well as requests for general leave. Coordinate requests for FMLA and/or ADA leave with Human Resources. Participate in Public Safety Citizen Review Board meetings and appeal hearings as required. Provide oversight in the development and implementation of a department succession plan.</p>	
<ul style="list-style-type: none"> • Act as Liaison between Municipal Government and Society: Represent the Police Department to other departments, elected officials, and outside agencies. Coordinate assigned activities with those of other departments and outside agencies and organizations. Interact and collaborate with citizens, community groups, other City, county, state, federal departments/agencies, and other entities as needed to promote the overall success of the Police Department in reducing crime, improving safety, and enhancing community confidence and trust in its police. Create/maintain positive public relations with the public and represent the City at various functions by attending ceremonies, dedications, and other events. Make speeches or presentations to schools, civic groups, and community organizations; and provides education and information to the public on laws, law enforcement, crime prevention, drug abuse, and related issues. Participate on a variety of boards, commissions, and committees. Attend and participate in professional group meetings. Respond to and resolve complex and sensitive citizen inquiries and complaints. Participate in media interviews when necessary. 	15%
<p>Perform other duties as assigned.</p>	

<p>Job Requirements</p>
<ul style="list-style-type: none"> • Bachelor's degree in criminal justice, business, or a related field.

- Five (5) years of increasingly responsible law enforcement leadership experience, including two (2) years of senior level management responsibility, at the rank of Captain or above, in a comprehensive law enforcement agency of comparable size.

Preferred Qualifications

- Master's degree in related field.
- Advanced police leadership training such as Southern Police Institute, FBI National Academy, Police Executive Research Forum (PERF) Senior Management Institute for Police (SMIP), or equivalent leadership training.

Driver's License Requirements

- Valid South Carolina Class D Driver's License.

Performance Requirements

Knowledge of:

- Law enforcement theory, principles, and practices and their application to a wide variety of police services and programs.
- Pertinent federal, state, and local laws, codes, and regulations.
- Operations, services, and activities of a comprehensive municipal policing program; principles and practices of program development, administration, and evaluation.
- Community policing principles, practices, and policies.
- Technical and administrative methods of crime prevention and law enforcement, including investigation and identification, patrol, traffic control, records management, care and custody of persons and property, and environmental protection.
- Recent court decisions and how they affect department and division operations.
- Methods and techniques used in providing and evaluating the full range of law enforcement, intervention, and crime prevention services and activities,

including investigation, patrol, traffic control, crime prevention, records management, and care and custody of persons and property.
<ul style="list-style-type: none"> • Current technology and its application to public safety administration, including communication devices/systems, information systems, and vehicles.
<ul style="list-style-type: none"> • Methods and techniques of public relations and community outreach.
<ul style="list-style-type: none"> • Principles and practices of budget preparation and administration.
<ul style="list-style-type: none"> • Principles of leadership, management supervision, training, and performance evaluation.
<ul style="list-style-type: none"> • Methods and techniques of strategic and succession planning.
<ul style="list-style-type: none"> • Incident Command System (ICS) and the National Incident Management System (NIMS) at an upper management level.

Ability to:
<ul style="list-style-type: none"> • Demonstrate personal and professional integrity of the highest order.
<ul style="list-style-type: none"> • Interpret and apply federal, state, and local policies, laws, and regulations.
<ul style="list-style-type: none"> • Ensure enforcement practices used exemplify fairness, consistency, respect for cultural differences, and absolute compliance with applicable laws, statutes, and departmental and City-wide policies.
<ul style="list-style-type: none"> • Manage and monitor the work performance of assigned police department divisions and programs, including establishing broad organizational goals, evaluating program/work objectives and effectiveness, and realigning work and staffing assignments for the department.
<ul style="list-style-type: none"> • Develop department budget and assure budget recommendations comply with budget goals, funding limitations, and service levels to meet department and organizational goals.
<ul style="list-style-type: none"> • Work under frequent time pressures, emergency situations, changes of tasks, and irregular schedules/overtime.
<ul style="list-style-type: none"> • Perform multiple tasks simultaneously, working closely with others as part of a team.
<ul style="list-style-type: none"> • Evaluate customer satisfaction, develop cooperative associations, and utilize resources to improve customer satisfaction continuously.
<ul style="list-style-type: none"> • Effectively handle communications that involve difficulty (i.e., contentious confidential, sensitive, or political) with diverse, important contacts inside and outside the organization.
<ul style="list-style-type: none"> • Exercise initiative and sound independent judgment within general policy guidelines.
<ul style="list-style-type: none"> • Facilitate and/or consult on the resolution of unusual or difficult situations.

- Maintain effective external relationships with citizens, various news organizations, state law enforcement agencies, civic groups, and other police agencies.
- Establish and maintain effective internal relationships with Municipal Court, Finance, Human Resources, and other City leadership and management personnel.
- Communicate effectively, both verbally and in writing, with various audiences.
- Read, analyze, and interpret general business periodicals, professional journals, technical journals and procedures, financial reports, legal documents, governmental regulations, literature, books, reviews, reports, and abstracts.
- Work with advanced mathematical operations/methods and functions of real and complex variables.
- Proficiently use firearms, baton, taser, handcuffs, and other modern police equipment and technology, including police vehicles and radio.
- Operate general office equipment to include scanner, printer, copier, telephone, and computer with Microsoft Office Suite.

Working Conditions

Primary Work Location: Indoors/Outdoors/Vehicle.

Protective Equipment Required: Body armor, gloves, and gas mask.

Environmental/Health and Safety Factors:

Occasional exposure to unpleasant environmental conditions and hazards. Occasional outside work. Monthly exposure to wetness, humidity, noise, vibration, and physical danger. Seasonal exposure to extreme temperatures. Daily exposure to physical danger or abuse from suspects. Weekly exposure to mechanical hazards. Seasonal exposure to electrical hazards and communicable diseases.

Physical Demands:

Continuously requires vision, hearing, and talking. Frequently requires standing, reaching, fine dexterity, handling, walking, using foot controls, balancing, carrying, bending, and sitting. Occasionally requires crouching, kneeling, twisting, lifting, and pushing/pulling. Medium strength demands include lifting 30-50 pounds infrequently

and 10-25 pounds occasionally. Must be capable of carrying all police uniform equipment, up to 30 pounds, constantly.

Mental Demands:

Frequently requires time pressures, emergency situations, frequent change of tasks, irregular schedule/overtime, performing multiple tasks simultaneously, working closely with others as part of a team, and noisy/distracting environment. Occasionally requires tedious or exacting work.

Americans with Disabilities Act Compliance

The City of Greenville is an Equal Opportunity Employer. To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions. Prospective and current employees should contact Human Resources to request an ADA accommodation.

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.

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