

**CITY OF CONCORD  
CLASS SPECIFICATION**

**CLASS TITLE: DEPUTY POLICE CHIEF/OPERATIONS**  
**DEPARTMENT: POLICE**  
**REPORTS TO: POLICE CHIEF**

**JOB CODE: 3006**  
**DATE: 2/08**

**JOB SUMMARY:**

Performs work involving managing the overall activities of the Patrol Division, Criminal Investigations Division, and Communications Division in the Police Department. Supervises and directs the work of subordinate personnel; ensures training and orientation of new personnel; communicates directives, policies, and procedures; prepares and monitors budgets; ensures the maintenance and repair of vehicles, equipment, and facilities; prepares and reviews case reports on various aspects of police activity. Ensures the provision of total staff support for the City of Concord Police Department.

**ESSENTIAL JOB FUNCTIONS:**

Plans, directs, controls, and manages the activities of the Patrol Division, Criminal Investigations Division, and Communications Division.

Plans, allocates, and monitors time, people, equipment, and other resources to ensure efficient organization and completion of work.

Supervises and directs the work of sworn and civilian law enforcement personnel; writes, reviews, and approves performance evaluations; evaluates and approves training requests; monitors performance through direct observation or reports of activities.

Monitors the activities of all personnel; counsels employees to resolve problems; issues or reviews disciplinary actions, including letters of reprimand, oral reprimands, or other appropriate forms of discipline; reviews performance evaluations completed by lieutenants or subordinate personnel.

Relays information from personnel up the chain of command by discussing information from employees with the Police Chief in order to keep management staff informed of staff activities, needs, concerns, and problems.

Responds to major emergencies, dangerous or priority calls in order to render assistance to officers and to take charge of situations if necessary; makes assignments of personnel; supervises activities at the scene; responds to accidents involving police personnel in order to assess and appropriately handle situation.

Reviews case files completed by subordinate officers in order to ensure accuracy and completeness, to determine status of assignments, and to determine the efficiency and effectiveness of unit activities; returns inadequate case files for completion.

Communicates directives, policies, and procedures to subordinate personnel; communicates and enforces departmental rules and regulations in order to maintain discipline and to inform personnel of consequences of infractions of rules and regulations.

Oversees orientation and initial training of personnel by meeting with them to discuss policies and procedures; ensures that new personnel are assigned to experienced officers to receive training.

Reviews reports of complaints involving employees of the department, such as shooting incidents, use of force complaints, fitness for duty evaluations, and employee misconduct complaints.

Coordinates law enforcement activities among Patrol Area Commands or Bureau units to ensure consolidated efforts and efficient attainment of goals.

Determines goals and objectives, and formulates strategies and priorities for attainment of objectives.

Establishes and implements policies and procedures for the Patrol Bureau.

Conducts or reviews investigations of officer conduct or behavior and recommends disciplinary action, if appropriate.

Ensures the availability of necessary vehicles and equipment; ensures that vehicles, weapons, and specialized equipment are properly maintained and that they conform to safety standards.

Interacts with citizens in order to respond to inquiries and complaints and to establish rapport and trust.

Collaborates with Information Services to ensure that the department's database/computer system is current and functioning.

Initiates and reviews reports in order to stay abreast of activities and to detect crime trends in area; reviews Uniform Crime Reports (UCR) in order to stay abreast of crime trends.

Prepares reports and case records on criminal or investigative activity in order to document cases and to provide information on criminal activity.

Makes oral presentations to groups regarding various aspects of law enforcement.

Attends in-service and specialized training to ensure the required number of training hours has been accrued.

Collaborates with other Law Enforcement or Community Groups to plan for unexpected major critical incidents.

Performs other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

Protective and Safety Equipment	Vehicle	Fire Arms
Cell Phone and other wireless devices	Radio	Computer

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

Bachelor's degree in Criminal Justice, Public Administration, Business Administration, or a related field (*Master's degree in Criminal Justice, Public Administration, Business Administration, or a related field is desirable*) and, a minimum of six years of progressively responsible law enforcement experience, or any combination of education, training and experience which provides the knowledge, skills and abilities required for the job.

**Licenses and Certifications:**

Valid New Hampshire Driver's License; Certification as a Police Officer by the State of New Hampshire

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

The principles and practices of sound management and motivational techniques.

Law enforcement techniques, practices, and methods.

Budget preparation and administration.

Grant procurement techniques.

Sound disciplinary practices.

Staffing of a medium-sized police department for the delivery of optimum service.

Personnel practices and applicable legal considerations as they pertain to police department employees.

The practices and procedures for properly completing performance appraisals.

All pertinent local, state, and federal laws and city ordinances, including but not limited to principal felonies and misdemeanors, juvenile code, and traffic laws.

Federal, state, and local practices and procedures for response to major critical events.

Court decisions and changes in laws that may affect law enforcement procedures.

Pending changes in law that may make current laws obsolete.

Rules of evidence and frequently used legal terminology.

State and federal laws pertaining to civil rights legislation and liability issues.

Proper English grammar, spelling, and sentence structure.

Investigative interview techniques.

Modern crime prevention methods and techniques.

**Skill in:**

Interpersonal relations.

Conflict resolution.

Operation of equipment as assigned.

Effective written and oral communications.

Dealing effectively with diverse groups.

**Mental and Physical Abilities to:**

Lead, delegate work to subordinates, and enable commanding officers to resolve divisional problems and conflicts whenever possible.

Direct and lead the work of a medium-sized police department.

Accurately evaluate the performance of others.

Instruct others in work methods.

Exercise sound judgment in determining the course of action needed to effectively neutralize difficult and emergency situations.

Prepare and administer departmental budget.

Understand the work of subordinates in order to effectively answer questions and resolve concerns.

Read, comprehend, and explain all pertinent local, state, and federal laws and city ordinances, including but not limited to principal felonies and misdemeanors, juvenile code, and traffic laws.

Read, comprehend, and explain procedures and practices associated with law enforcement and management.

Explain and administer city and department policies and procedures.

Acquire knowledge of the demographics and/or cultural diversity of the citizenry in order to effectively respond to or direct the response to situations involving cultural diversity.

Communicate, both orally and in writing.

Establish effective professional relationships with the City Manager, elected officials, other city officials, subordinates, members of other law enforcement agencies, court personnel, and the general public.

Establish a rapport with and explain police actions to the citizenry.

Testify in a courtroom.

Safely operate emergency vehicles and their equipment, especially under stressful and/or dangerous conditions.

Analyze situations, both emergency and routine, efficiently and accurately, in order to objectively neutralize situations and to determine best courses of action.

Prepare clear, concise, and accurate reports and to check the reports of subordinates.

Perform duties while sitting at a desk or while intermittently sitting, standing, or stooping.

Occasionally lift light objects.

The employee is required to use distance vision, color vision, and depth perception to accomplish job responsibilities.

**Working Conditions:**

The work is performed in an office.

The work may be performed outdoors, where the employee may be exposed to noise, dust, dirt, grease, and cold or inclement weather.

The work may require the use of protective devices.

The employee is exposed to possible bodily injury from traffic, firearms, and hostile subjects.

The employee is occasionally exposed to possible bodily injury from falling from high, exposed places.

The employee is occasionally exposed to possible bodily injury from explosions as well as from toxic or caustic chemicals.