

**CODE: 1750
FLSA: EXEMPT
GRADE: 25**

**TOWN OF VIENNA, VIRGINIA
JOB DESCRIPTION**

**JOB TITLE: LIEUTENANT – OPERATIONS
OPERATIONS DIVISION
POLICE DEPARTMENT**

GENERAL STATEMENT OF JOB

Under limited supervision, performs law enforcement, supervisory, and administrative work in assisting in planning, coordinating, and supervising daily operations in assigned area, ensuring the strict enforcement of State and local laws relating to public safety and welfare. Work involves supervising patrol section and traffic section; coordinating all special events; supervising bike squad; serving as emergency management representative for Police Department; assisting in planning the departmental budget; conducting public relations activities and sharing the responsibility in personal representation of Chief of Police when necessary; conducting internal affairs investigations and complaints from citizens; working in coordination with Parks and Recreation Department and Public Works Department; and possessing knowledge of Virginia Law and Police procedure. Employee works under stressful, high-risk conditions. Reports to the Deputy Chief of Police.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Supervises department employees which involves such duties as instructing, assigning and reviewing work, maintaining standards, acting on employee problems, selecting new employees, appraising employee performance, recommending promotions, discipline, termination and salary increases.

Supervises patrol and traffic section.

Staffs and coordinates special events; deploys personnel.

Supervises crime scenes; provides guidance in handling life-threatening situations, as well as difficult situations.

Ensures Officers comply with policies, rules, and regulations.

Supervises first-line supervisors and their assigned squads or unit.

Reviews work through meeting, reports, and analysis of results.

Reviews all case and arrest reports to ensure legal procedures are followed.

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Monitors calls for service and staffing levels by reviewing schedules, adjusting personnel to provide adequate coverage.

Develops and implements policies, procedures, and rules.

Ensures maintenance schedules for department vehicles and equipment are met; assists with budget and related support documents.

Coordinates and conducts investigations of internal affairs or complaints.

Serves as emergency management representative; prepares emergency plan for disasters; formulates policies and procedures for Police Department.

Collects timesheets from staff; verifies accuracy; ensures training of Officers is current; schedules classes if required.

Assumes responsibility for department in the absence of higher authority; notifies Deputy Chief of Police of major occurrences after hours.

Performs duties that include traffic direction, effect arrests, traffic enforcement, report writing, and general patrol duties.

Serves as first line supervisor during day shift; answer general questions from public by telephone or walk-in.

Receives and/or reviews various records and reports such as case reports, crime scenes, personnel conflicts, citizen complaints, and traffic complaints.

Prepares and/or processes various records and reports such as directives, and special events roster.

Refers to general orders, Virginia State Code, administrative regulations, safety manual, emergency plan, policy and procedure manuals, codes / laws / regulations, publications and reference texts, etc.

Operates a vehicle and a variety of equipment such as handgun, shotgun, AED machine, radio, computer, cell phone, pager, telephone, etc.

Uses a variety of tools such as handcuffs, pepper spray, duty belt, flashlight, expandable baton, etc.; a variety of supplies such as writing instruments, paper, staplers, ammunition, uniform clothing, general office supplies, etc.; and a variety of computer software such as Microsoft Word, Microsoft Outlook, CAD/RMS, etc.

Interacts and communicates with various groups and individuals such as the Deputy Chief of Police, Patrol Officers/Traffic Officers, Patrol supervisors, administrative staff, Town Council/Mayor, civic groups, and the general public.

ADDITIONAL JOB FUNCTIONS

Fills in for Chief or Deputy Chief of Police upon their absences.

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Performs general administrative / office work as required, including attending and conducting meetings, reviewing mail, preparing reports and correspondence, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, etc.

Performs other related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a Bachelor's degree in criminal justice or management supplemented by eight to nine years of progressively responsible law enforcement experience, some of which has been in a supervisory capacity; or an equivalent combination of education, training, and experience, which provides the required knowledge, skills, and abilities. Must have successfully completed required courses and certification; may be required to possess additional certification(s) as deemed necessary by the Town. Must have certification as a Virginia Police Officer. Must possess and maintain a valid State driver's license.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including a computer, telephone, firearms, vehicle, etc. Must be able to exert up to ten pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Physical demands are in excess of those for sedentary work; must be able to remain on feet for periods of time, stoop, kneel, crawl, crouch, lift, carry, push, pull, climb, balance, walk, jump, run and traverse uneven terrain. Must be physically fit and able to defend one's self from attack or physical assault. Must be able to restrain, lift and/or carry adults of varying weights.

Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communications: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving assignments and/or directions to subordinates and receiving direction and instruction from supervisor.

Language Ability: Requires ability to read a variety of policies and procedures, laws, regulations, manuals, etc. Requires the ability to prepare reports, correspondence, records, etc. with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; and to deal with several abstract and concrete variables. Requires the ability to apply influence systems in managing subordinates; to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

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Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions; and to counsel and teach employees. Must be able to communicate effectively and efficiently in a variety of technical and/or professional languages including law enforcement, medical/first-aid, legal, personnel, etc.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to use mathematical formulas, to determine percentages and decimals and to determine time. Must be able to use practical applications of geometry and statistics.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes using office machinery, firearms and other special equipment; and to operate motor vehicles.

Manual Dexterity: Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, etc. Must have significant levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, night vision, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under significant stress when confronted with emergency, unusual or dangerous situations. The worker may be subject to danger or risk to a significant degree, or to tension as a regular, consistent part of the job.

Physical Communications: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, procedures and policies of the Operations Division of the Police Department as they pertain to the performance of duties of the Lieutenant – Operations. Has considerable knowledge of the functions and interrelationships of the department, County and other governmental agencies. Has knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position. Is able to help ensure departmental compliance with all laws and regulations and control the activities of the department through effective supervision. Is able to offer instruction and advice to subordinates regarding departmental policies, methods and regulations. Is able to perform employee evaluations and to make recommendations based on results. Is able to offer training and assistance to co-workers and employees of other departments as required. Is able to use independent judgment and discretion in supervising various programs including the handling of emergency situations, determining procedures, setting priorities, setting schedules, maintaining standards, planning for future department needs and resolving problems. Is able to plan and develop daily, short- and long-term goals related to department purposes. Is able to make sound, educated decisions. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to plan, organize, and prioritize daily assignments and work activities. Is able to work under stressful or dangerous conditions, often involving considerable personal risk or risk to others. Is able to perform duties under the pressure

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of very high expectations for exemplary and non-erring leadership, management, professionalism and implementation of law enforcement procedures. Is able to show a high level of discretion and flexibility in daily operations. Has considerable knowledge of the structure, function and inter-relationships of state and local law enforcement agencies. Has extensive knowledge of up-to-date law enforcement procedures. Has considerable knowledge of firearms, automotive, radio and other law enforcement equipment. Is skilled in the use of firearms. Has extensive knowledge of legal rights of accused persons and law enforcement. Has extensive knowledge of criminal behavior and methods of operation. Is able to conduct thorough criminal investigations. Is able to plan and conduct special operations as assigned. Is able to deal courteously, yet firmly and effectively with the public in police situations. Is able to communicate effectively with a wide variety of public and private groups and is persuasive in such communication. Is able to make public presentations. Has knowledge of the layout of local roads and of the locations and characteristics of the various neighborhoods. Is able to work in uncomfortable and/or dangerous conditions as necessary, including excessive heat or cold, wetness and humidity, and exposure to noise, smoke, toxic agents, dusts, disease, machinery hazards, explosives, light intensity, electrical currents, and violence. Is able to learn and utilize new skills and information to improve job performance and efficiency. Has knowledge of modern office practices and technology; has skill in the use of computers for word and data processing. Has the mathematical ability to handle required calculations. Is able to read and interpret complex materials pertaining to the responsibilities of the job. Is able to assemble and analyze information and make written reports and records in a concise, clear and effective manner. Has comprehensive knowledge of the terminology and various professional languages used within the department.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Writes accurate reports of events. Provides accurate oral description of events. Maintains weapons use proficiency via the maintenance of target practice skills. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations. Patrols assigned area in vehicle. Collects and preserves evidence. Explains nature of complaints to offenders, witnesses and victims. Reviews information or criminal activity in area.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas. Advises persons of constitutional rights. Ensures that assigned sectors are patrolled with diligence and resoluteness. Responds to law enforcement calls promptly and reliably. Requests emergency assistance for accidents.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction. Uses initiative to investigate suspicious persons and vehicles.

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Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors, including the firing of weapons while on duty, the encountering of armed suspects, the use of deadly force when necessary and the subduing and arresting of resisting/attacking individuals. Gives warning to offenders in lieu of arrest or citation. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment whenever possible.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra-and inter-departmentally. Exchanges necessary information with other officers. Participates in meetings with other officers. Informs other units of major incidents. Escorts emergency vehicles.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Interacts and works effectively with citizens. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Comforts emotionally upset individuals, talks with people to establish rapport. Advises victims, witnesses and offenders on legal procedures. Engages in the mediation of family disputes when appropriate. Refers people to agencies providing social services. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes 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 work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety standards, including the handcuffing of suspects and prisoners, the conducting of frisk and pat downs, the recovery of weapons from suspects who give up, performing evasive maneuvers to recovery weapons and the operation of vehicles in both emergency and non-emergency situations and conditions. Adheres to established housekeeping standards, including the cleaning and inspection of weapons. Checks condition and status of assigned patrol equipment/vehicle. Ensures that safety and housekeeping standards are not violated.

Planning: Plans, coordinates and uses information effectively to enhance activities and production. Knows and understands expectations regarding such activities and works to ensure such expectations are met. Develops and formulates ways, means and timing to achieve established goals and objectives. Effectively and efficiently organizes, arranges and allocates manpower, financial and other designated resources to achieve such goals and objectives.

Organizing: Efficiently organizes own work and that of subordinate staff. Ensures that personnel understand what results are expected of them, and that each is regularly and appropriately informed of all matters affecting or of concern to them.

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Staffing: Works with upper management, where appropriate, to select and recommend employment of qualified personnel. Personally directs the development and training of personnel under charge, ensuring their proper induction, orientation and training. Maintains proper staffing levels. Reviews proposed allocation plans from subordinates. Reviews transfer plans and assignments.

Leading: Provides a work environment, which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership and how such principles are to be applied. Conducts performance appraisals. Provides adequate feedback and counseling to personnel under charge concerning their performance. Commends and rewards personnel under charge for outstanding performance, and takes timely and appropriate disciplinary action as necessary. Exercises enthusiasm in influencing and guiding others toward achievement of established goals and objectives.

Controlling: Provides a work environment, which is orderly and controlled. Coordinates, audits, and controls manpower and financial resources efficiently and effectively. Coordinates, audits, and controls the utilization of materials and equipment efficiently and effectively. Supervises deputy activities at incident scenes. Supervises roll call activities. Checks attendance and punctuality. Receives and reviews time sheets. Ensures that subordinates comply with policy. Maintains personnel records for subordinates. Has a clear and comprehensive understanding of established standards, methods and procedures.

Delegating: Assigns duties as necessary and/or appropriate to meet goals, enhance abilities of personnel under charge, build their confidence and assist them in personal growth. Assigns work activities and projects. Has confidence in personnel under charge to meet new or additional expectations.

Decision Making: Exercises discretion and judgment in developing and implementing courses of action affecting functions under charge. Recognizes when a particular policy, procedure or strategy does not foster the desired result, and moves decisively and explicitly to develop and implement alternatives.

Creativity: Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of functions under charge. Employs imagination and creativity in the application of duties and responsibilities. Is not adverse to change that supports achievement of goals and objectives.

Human Relations: Strives to develop and maintain excellent rapport with personnel under charge. Listens to and considers their suggestions and complaints, and responds appropriately. Establishes a work environment to promote and maintain mutual respect.

Policy Implementation: Has a clear and comprehensive understanding of policies regarding functions under charge and the function of the organization. Adheres to policies in the discharge of duties and responsibilities, and ensures the same from personnel under charge.

Policy Formulation: Maintains awareness of changes in operating philosophies and policies, and routinely reviews policies to ensure any changes in philosophy or practice are appropriately incorporated into functions under charge. Recognizes and understands the relationship between operating policies and practices and morale and performance. Strives to ensure that established policies enhance same.

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DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.