

Town of Milford, Massachusetts
Police Chief Job Description: October, 2019

Position Title:	Police Chief	Grade Level:	V
Department	Police	Date:	2015
		Revised Date:	2019
Reports to:	Board of Selectmen	FLSA Status	Exempt

Statement of Duties: The Chief of Police is responsible for the administration and management of the Town's police department, pursuant to MGL c.41, s.97A, establishing department goals, objectives, policies and regulations, all in conformity with municipal, state or federal law or regulation. Provides strategic direction, oversight, and coordination of all department procedures, practices and functions; inspects police personnel to ensure proper discipline is maintained; cooperates with other law enforcement agencies; serves as the principal department representative, and oversees the department's financial management system. The Police Chief is responsible for the maintenance and improvement of the efficiency and effectiveness of all areas under his/her direction and control. The employee is required to perform all similar or related duties.

Supervision Required: Under the administrative direction of the Board of Selectmen, and working from municipal policies and objectives, the individual establishes short- and long-range plans and objectives. Consults with the Board of Selectmen only where clarification, interpretation, or exception to municipal policy may be required. The employee exercises control in the development of departmental policies, goals, objectives and budgets. Employees at this level are expected to exercise whatever means are necessary to resolve conflicts that cannot be addressed at the departmental level.

Supervisory Responsibility: The Chief of Police supervises professional, paraprofessional, and support staff, providing direction, while engaging and motivating employees. Responsible for implementation of procedures for hiring, performance management/discipline and evaluation. Analyzes program objectives, and determines the various work operations needed to achieve them. Allocates financial and staff resources required, reports periodically on the achievement and status of the program objectives, and recommends new goals. The Chief of Police typically formulates or recommends program goals and develops plans for achieving short- and long-range objectives; determines organizational structure, operating guidelines and work operations; formulates, prepares and defends budget and manpower requests and accounts for effective use of funds and staff provided; coordinates program efforts within the unit and with other departments. The Chief delegates authority to subordinate supervisors and holds them responsible for the performance of their work; reviews work in terms of accomplishment of program objectives and progress reports, approves standards establishing quality and quantity of work; and oversees the personnel function, including the effective hiring, training, and disciplining of employees. Employee is responsible for supervising a professional staff of sworn officers and civilian staff.

Confidentiality: Has full and complete access to all municipal confidential information in accordance with the State Public Records Law. The employee is expected to act with the highest integrity and is responsible for maintaining confidentiality of all records, whether designated confidential or not, within the parameters of applicable law.

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Accountability: Duties include department-level responsibility for technical processes, service delivery, contribution to municipal-wide plans and objectives. The employee has fiscal responsibility for the department including buildings, equipment and staffing utilization. Consequences of errors, missed deadlines or poor judgment could severely jeopardize department operations or have extensive financial and legal repercussions and/or loss of life.

Judgment: Extensive judgment and ingenuity are required to develop new, or adapt existing methods and approaches for accomplishing objectives or to deal with new or unusual requirements within the limits of the guidelines or policies. Judgement exercised may be in the form of administrative or organizational policies, general principals, legislation or directives that pertain to a specific department or functional area. The employee acts as the department or functional area authority in interpreting the guidelines, determining how they should be applied, and developing operating policies.

Complexity: The work consists of employing many different concepts, theories, principles, techniques and practices relating to municipal policing. Assignments typically concern such matters as studying trends in the field for application to the work; assessing services and recommending improvements; planning long range projects; devising new techniques for application to the work, recommending policies, standards or criteria.

Work Environment: Work may be performed in any environment, including but not limited to, in an office, in a police cruiser and in all outdoor weather conditions; and under routine, emergency and stressful circumstances and often without backup, except as available through mutual assistance arrangements. Work requires a high degree of individual tolerance to combinations of extremely unpleasant elements, or mental stress from constant conflicting urgent time and attention demands of the utmost priority. The nature of the physical environment may be such that the employee's personal well being and/or safety is compromised, while exposed to job site hazards such as traffic accidents, disasters and emergency situations.

Nature and Purpose of Public Contact: Interaction is constant with subordinates, the public and with groups and/or individuals who have conflicting opinions or objectives, diverse points of view or differences. Skillful negotiation and compromise are required to secure support, concurrence and acceptance or compliance; or one-on-one relationships with a person who may be under severe stress, where gaining a high degree of persuasion may be required to obtain the desired effect. The employee may represent to the public a functional area of the municipality on matters of procedures or policy where perceptiveness is required to analyze circumstances in order to act appropriately. This position represents the Town on policy and procedural matters directly related to the Police Department.

Occupational Risk: Duties may involve exposure to hazardous conditions, such as working with vehicles traveling a high rate of speed. Job frequently entails the possibility of serious personal injury, danger to public safety, or exposure to conditions that could result in total permanent disability or loss of life; for example, danger of physical attack or work during extreme weather conditions. Extreme care and safety precautions are required at all times.

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Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

1. Establishes short- and long-range department goals, objectives, policies, regulations and procedures based upon the current and future needs of the town and the Police Department. Consults with Town Administrator and governing body, as necessary, on any major policy changes, continually evaluates the effectiveness and responsiveness of the Department.
2. Directs, coordinates and keeps apprised of all Department procedures, practices and functions; establishes and maintains formal channels of communications through which information must flow and specific authority is delegated; takes necessary steps to improve police operations.
3. Ensures departmental compliance with all applicable codes, laws, rules, regulations, standards, policies and procedures, adhering to established safety procedures; monitoring the work environment and use of safety equipment to ensure safety of employees and other individuals.
4. Provides leadership and guidance to all police personnel, setting goals and expectations, and addressing issues and concerns affecting the department. Manages all personnel matters, including investigating complaints, conducting internal investigations, and providing corrective action as appropriate.
5. Cooperates with other town, county, state and federal law enforcement officials for crime prevention and law enforcement; negotiates and maintains mutual aid agreements.
6. Serves as primary representative of the Department with civic organizations, public interest groups, elected representatives, schools, etc., attending meetings related to public safety and enforcement. Appears before the State Legislature, and Board of Selectmen to present testimony on proposed statutes, bills and ordinances affecting the Police Department.
7. Oversees the preparation and management of the Department's operating budget. Directs the forecasting of additional funds needed to ensure adequate levels of law enforcement personnel, services, programs, activities, and related tools, supplies and equipment. Seeks financial grants or other assistance from state and federal agencies.
8. Provides leadership to all personnel, and builds and enhances relationships with the schools. Partners with school community in regards to safety protocols and preparedness.
9. Develops and integrates new techniques, practices and programs, including the use of technology and social media, to improve effectiveness of police administration in the Town.
10. May perform law enforcement and other policing duties designed to preserve peace and order and to protect life and property in the Town. Advises and assists Department personnel in investigations and personally participates in more difficult police enforcement or investigative matters.
11. Oversees the operation and maintenance of department-issued firearms and other Police Department equipment.

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12. Plans and directs the management of department activity records and statistics including all calls for service, complaints and files on all accident reports and cases.
13. Implements and administers the department's personal integrity program.
14. Oversees Department's training program ensuring that all training activities are consistent with Departmental goals and objectives; also ensures that proper training is provided to all personnel in accordance with state law and department regulations.
15. Prepares annual reports of departmental operations and activities. Reviews, prepares and files all state and federal reports as required.
16. Assists with collective bargaining with the designated collective bargaining representatives.
17. Conducts and maintains effective public relations for the department.

Recommended Minimum Qualifications:

Education and Experience: Bachelor's Degree and a minimum of ten (10) years of progressively responsible experience in law enforcement and crime prevention work including five (5) years in a command and supervisory capacity within the last ten years. Continuing police education and training.

Special Requirements: Valid Massachusetts Motor Vehicle License within 30 days of residency; must have completed a basic recruit police academy and be certified as a police officer by the Massachusetts Police Training Commission.

Knowledge, Abilities and Skill

Knowledge: Extensive knowledge of the principles, practices, quality standards and methods of modern police administration, and the use and application of police records; thorough knowledge of town, state and federal laws and regulations, statutes and bylaws relating to law enforcement. Knowledge of labor law and collective bargaining.

Abilities: Ability to plan, organize and direct the work of a large number of subordinates performing varied operations connected with police activities; develop proper training and instructional procedures and to maintain a high level of discipline and morale; establish and maintain effective working relationships with other Town officials, state and Federal authorities, civic leaders and the public; and the ability to prepare and present effective oral and written materials relating to the activities of the Department.

Skills: Demonstrated solid interpersonal and communications skills including the exercise of independent judgment to produce desirable outcomes and conflict resolutions. Proven ability to communicate effectively, react calmly, think rationally, and make sound decisions during emergency situations. Requires excellent computer skills and knowledge of applications used in police work. Demonstrated driving and firearms qualification skills.

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Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Demands: Work requires some agility and physical strength, such as standing or walking most of the work period. Occasionally, work may require lifting heavy objects and carrying them. There may be need to stretch and reach to retrieve materials. Usually, the work will require extended physical effort over a significant portion of the workday. Ability to pass physical examination prior to appointment.

Motor Skills: Duties may involve close hand and eye coordination and physical dexterity. Manipulation and motor control under conditions that may require extreme accuracy may be critical. The manual skills required are comparable to those needed in firing a gun, or operating safety vehicles at high speeds. Requires the operation of a police cruiser and related equipment, communications radio, firearms, first aid and CPR equipment; as well as office equipment, including a computer, telephone, fax and copier.

Visual Demands: Visual demands include constantly reading documents for general understanding and for analytical purposes, routinely reviewing non-written materials such as instruments for analytical purposes. Specific visual acuity required for this position include close and distance vision, color vision, depth perception and the ability to adjust focus.

Psychological Suitability: Work subjects the employee to frequent situations of high stress. Ability to pass law enforcement psychological screening tests prior to appointment and maintain psychological fitness at all times during tenure in this position.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.