

## POLICE CAPTAIN

### DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and reviews the work of staff performing difficult and complex public safety support related to all programs and activities of the Police Department; coordinates assigned activities with other City departments and outside agencies; provides complex and responsible support to the Chief of Police and others in areas of expertise; and performs related work as required.

### SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Chief of Police. Exercises general direction and supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

### CLASS CHARACTERISTICS

This is a management classification that manages the operations and services of the City's Police Department. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and operations of assigned functional areas, including patrol, public service and investigative functions, or administrative support activities. Successful performance of the work requires an extensive professional background as well as skill in coordinating work with that of other City departments and public agencies. This class is distinguished from the Police Chief in that the latter has overall management responsibility for all police safety programs, functions, and activities, and for developing, implementing, and interpreting public policy.

### EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Plans, manages, and oversees the daily functions, operations, and activities of several police functional areas, including patrol, investigations, and administrative support services.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned areas; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Administers the budget after significant involvement in budget preparation.
- Develops and standardizes procedures and methods to improve and continuously monitors the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to the Chief of Police.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; approves the staff training plan and any training requests; works with employees on performance issues; implements discipline and termination procedures.

- Recommends and administers policies and procedures while ensuring that operation and maintenance, financial, regulatory, and legal requirements are met.
- Researches changes in Federal, State and local law and policy, and coordinates proper training of staff on these changes.
- Oversees the development of consultant requests for proposals for professional services and the advertising and bid processes; evaluates proposals and recommends project award; administers contracts after award.
- Investigates and resolves problems with requests for services or complaints regarding police functions; conducts internal investigations of complaints from officers and/or the public; mediates any conflicts or disputes with department personnel or the public; takes appropriate action to ensure a timely and equitable resolution when necessary.
- Provides leadership and administrative expertise during major emergency situations and natural disasters utilizing standardized Emergency Management System (EMS) regulations, including organizing operations center, call back of personnel and equipment resources, providing active management of emergencies and disasters, utilizing the City's emergency action plan, and participating in organizing, planning, and practicing EMS training.
- Prepares, reviews, and completes various reports, including City Council agenda reports and department-related documentation and correspondence.
- Provides technical information and instruction regarding applicable procedures and methods; interprets and explains rules, regulations, and procedures; answers questions and resolves concerns.
- Serves as a liaison for the assigned division to other City departments, divisions, and outside agencies; may assist the Chief of Police in providing staff support to commissions, committees, and task forces, as necessary; negotiates and resolves significant and controversial issues.
- Provides highly complex staff assistance to the Police Chief; develops and reviews staff reports related to assigned activities and services; may present information to the City Council and various commissions, committees, and boards.
- Conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to public safety programs, policies, and procedures.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of police services; researches emerging products and enhancements and their applicability to City needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- Principles and practices of budget development and administration.
- Principles and practices of employee supervision, either directly or through subordinate levels of supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned functional area.
- Functions, services, and funding sources of a full-service municipal police department.
- Contract management practices in a public agency setting.

- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Practices of researching municipal police services issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- General principles of risk management related to the functions of the assigned area.
- Recent and on-going developments, current literature, and sources of information related to public works operations and maintenance.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

**Ability to:**

- Recommend and implement goals, objectives, and practices for providing effective and efficient police services.
- Administer complex and technical operations, maintenance, and related programs in an independent and cooperative manner.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations and in meetings with individuals.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Make sound, independent decisions within established policy and procedural guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to graduation from an accredited four-year of college or university with major coursework in criminal justice, police science, public administration, or a related field, and five (5) years of supervisory experience in the police service equivalent to Police Sergeant or above.

**License:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of a valid Advanced Certificate issued by the California State Commission on Peace Officer Standards and Training (P.O.S.T.).
- Possession and maintenance of firearms qualification.
- Possession of valid Supervisor and Management Certificates issued by the California State Commission on Peace Officer Standards and Training (P.O.S.T.) are highly desirable.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; maintain P.O.S.T. physical standards, including mobility, physical strength, and stamina to respond to emergency situations and apprehend suspects; vision to maintain firearms qualification and to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone or radio. The job involves fieldwork requiring frequent walking on uneven terrain, climbing and descending structures to access crime scene, and to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate police services equipment. Positions in this classification frequently bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

**ENVIRONMENTAL ELEMENTS**

Employees work indoors and outdoors, and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. The principal duties of this class are performed in a police station environment with exposure to criminal offenders, mentally ill individuals, and persons potentially infected with communicable diseases.

**WORKING CONDITIONS**

Must be willing to pass a detailed background investigation. Must be willing to work extended shifts or be called back in emergency situations and work with exposure to difficult circumstances, including exposure to dangerous situations.