

PUBLIC SAFETY MANAGER

GENERAL DESCRIPTION OF WORK

Positions in this banded class direct public safety operations for a University campus or State agency. Employees are responsible for the administration of law enforcement divisions and/or law enforcement auxiliary service units such as patrol, criminal investigation, K-9 units, telecommunication, accreditation, and crime prevention education/outreach. Duties include but are not limited to developing policy and procedures, planning and organizing operations, managing budget development and related resource allocation, and maintaining appropriate relationships with local and State law enforcement agencies and the media. Typically reports directly to the Chief of Police. Work performed in this career band differs from the Public Safety Supervisor since it involves oversight of multiple units, and a higher level of authority. At the Journey or Advanced level may serve as backup to the Deputy or Chief depending upon the organizational structure.

CONTRIBUTING

Functional Competency	Examples of Work	Competencies
Technical Knowledge	<ul style="list-style-type: none"> • Ensures proper investigation of non-standard traffic accidents, thefts, vandalism and related incidents escalated by subordinate Public Safety Supervisors • Coordinates inspections of all facilities, ensuring completion of inspections by public safety staff and compliance with applicable codes and regulations. • Interprets new laws, ordinances, rules, and policies for staff. • Monitors threat assessment, administrative, and major criminal investigations for compliance with legal procedures, and organization policies. • Ensures appropriate response to critical incidents, to include compliance with the organization's policies and procedures. 	<ul style="list-style-type: none"> • Knowledge of a variety of law enforcement and administrative units and functions. • Knowledge of applicable state and federal laws as well as the policies and procedures that govern the University or Agency, and regulations related to Workplace Violence and Safety. • Knowledge of Police Department Departmental Operating Instructions, the Commission on the Accreditation of Law Enforcement Agencies (CALEA), and International Association of Campus Law Enforcement Agencies (IACLEA), and Hate Crime Identification.
Strategic Planning and Organizing Operations	<ul style="list-style-type: none"> • Develops and implements plans for security coverage at special events, health and safety programs, and conduct seminars for University staff and students. • Provides input to planning of crisis communications, emergency response drills, and emergency preparedness plans, and organization-wide education initiatives. • Develops plans to incorporate emerging trends or new regulations into units business practices. • Responds promptly and effectively to deploy resources in emergency situations of limited or well-defined scope as directed by the Chief or Deputy Chief or superior official 	<ul style="list-style-type: none"> • Knowledge of community policing strategies and the ability to implement and apply community oriented strategies based on the patterns of criminal incidents identified • Ability to analyze and assess existing programs, policies, and operational needs, to identify areas for improvement and provide recommendations to the Chief or Deputy Chief.
Policy and Program Development	<ul style="list-style-type: none"> • Reviews and edits Standard Operation Procedures to ensure compliance with best practices in law enforcement, state and federal legislation, CALEA and IACLEA standards, and respective university or agency expectations. • Establishes operational procedures for multiple units of moderate complexity, in consultation with the Chief or Deputy Chief of Police. 	<ul style="list-style-type: none"> • Ability to analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations which align with division and strategic goals • Ability to research, analyze, and propose new service

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	<ul style="list-style-type: none"> Identifies training needs, and implement programs to educate the employee population regarding new laws, crime prevention, self-defense, etc. 	<p>delivery methods, models, and techniques.</p>
Business & HR Administration	<ul style="list-style-type: none"> Monitors staffing and resources needed and coordinate with the Deputy or Chief to secure funding for additional resources. Establishes and monitors performance standards, priorities, and expectations for safety/security units. Develops and implements comprehensive training programs and staff meetings to maintain high standards of performance. 	<ul style="list-style-type: none"> Ability to assess staffing level and resource needs of the units and plan budget and resources accordingly. Knowledge of Office of State Human Resources policies, university or agency procedures, and ability to apply policies to context of Police Operations. Knowledge of Federal and State requirements pertaining to Equal Opportunity and Fair and Equitable Practices. Knowledge of disciplinary action process, including appeals and grievances. Ability to consistently and fairly work with Employee Relations and other Command Staff members to ensure proper and appropriate disciplinary procedures.
Communication and Public Relations	<ul style="list-style-type: none"> Communicates with safety/security personnel regularly to plan and coordinates activities, assign and monitor work, and resolve problems. Issues crime and emergency alerts as appropriate; serves as responsible authority for multiple units in emergency response situations. Serves as a liaison to local, state, and federal law enforcement and government agencies to address matters of mutual concern. 	<ul style="list-style-type: none"> Ability to communicate effectively with supervisors and staff through interpersonal interactions and written documentation. Ability to develop and maintain effective relationships with local and State law enforcement agencies and the media. Ability to clearly communicate unit goals and expectations to subordinate roles. Ability to establish collaborative relationships with campus or agency units external to law enforcement in order carry out outreach or planning efforts.
Organizational Awareness	<ul style="list-style-type: none"> Develops and implements comprehensive training programs and staff meetings to maintain high standards of performance. Identifies trends in crime statistics in the organization and the surrounding area. Identifies trends in organizational compliance matters. Oversees the preparation and submission of statistical and narrative reports in accordance with legal requirements. Responsible for the maintenance and retention of safety records and reports in accordance with legal requirements and policies. 	<ul style="list-style-type: none"> Knowledge of emerging issues and ability to develop strategies to address them. Knowledge of overall organizational structure, demographic populations, facility/building locations, and surrounding infrastructure.
JOURNEY		
Functional Competency	Examples of Work	Competencies
Technical Knowledge	<ul style="list-style-type: none"> Manages multiple complex units comprised of uniformed and sworn personnel 	<ul style="list-style-type: none"> Thorough knowledge of a variety of law enforcement and

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	<p>responding to calls for service, providing traffic enforcement action, serving in a special investigation unit, and/or functioning as a telecommunicator, for example. Ensures that all officers act in accordance with case law and remain abreast of changes in NC General Statute in the performance of their duties.</p> <ul style="list-style-type: none"> • Audits all Use of Force reports and Pursuit Reports completed by patrol unit to analyze for trends, accuracy, quality control, and compliance. • Serves as the Field Commander for Police Incidents in accordance with the Incident Command System and will coordinate officer response at Special Events (e.g.: University Football Games). 	<p>administrative units and functions.</p> <ul style="list-style-type: none"> • Thorough knowledge of applicable state and federal laws as well as the policies and procedures that govern the University or Agency, and regulations related to Workplace Violence and Safety. • Complete knowledge of Police Department Departmental Operating Instructions, the Commission on the Accreditation of Law Enforcement Agencies (CALEA), and International Association of Campus Law Enforcement Agencies (IACLEA), and Hate Crime Identification.
<p>Strategic Planning and Organizing Operations</p>	<ul style="list-style-type: none"> • Develops Divisional annual goals and objectives for Patrol Division, Investigative Division, Support Services divisions (e.g.: telecommunication, crime prevention, accreditation) • Establishes dignitary protection details for high profile political figures, Guest Speakers, and VIPs • Maintains the Police Department’s business continuity plan/ emergency response plan, and serves as the Police Department’s Emergency Management Coordinator 	<ul style="list-style-type: none"> • Knowledge of Community Policing Strategies and the ability to implement and apply Community Oriented Strategies based on the patterns of criminal incidents identified • Ability to analyze and assess existing programs, policies, and operational needs, to identify areas for improvement and make adjustments as appropriate. This includes staff, resources, training needs, etc. • Ability to respond with sound presence of mind to act calmly and quickly, and deploy resources in emergency situations with delegated authority from the Chief or Deputy Chief • Ability to plan and implement emergency response plans and drills
<p>Policy and Program Development</p>	<ul style="list-style-type: none"> • Reviews and edits Standard Operation Procedures to ensure compliance with best practices in law enforcement, state and federal legislation, CALEA and IACLEA standards, and respective university or agency expectations. • Independently establishes operational procedures for multiple units, or in consultation with the Chief of Police. • Identifies training needs, and implement programs to educate the employee population regarding identified safety and crime prevention topics/trends. In a university setting, this includes student body training programs as well. 	<ul style="list-style-type: none"> • Ability to analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations which align with division and strategic goals
<p>Business & HR Administration</p>	<ul style="list-style-type: none"> • Manages personnel with consideration for necessary staffing levels as well as budgetary constraints 	<ul style="list-style-type: none"> • Full knowledge of Office of State Human Resources policies, university or agency procedures, and ability to apply policies to context of Police Operations.

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	<ul style="list-style-type: none"> Ensures that police equipment including weapons, radars, and vehicles are properly maintained by the unit responsible. Ensure that any associated replacement costs are financially feasible and in accordance with procurement requirements Evaluates Investigative databases and purchases contracts for appropriate services that are needed for follow-up investigations Makes recommendations to the Chief for projected expenditures for field operations or other expenses. 	<ul style="list-style-type: none"> Knowledge of Federal and State requirements pertaining to Equal Opportunity and Fair and Equitable Practices. Full knowledge of disciplinary action process, including appeals and grievances. Ability to consistently and fairly work with Employee Relations and other Command Staff members to ensure proper and appropriate disciplinary procedures. Ensure that law enforcement staff training is documented in compliance with NC Criminal Justice Training & Standards
Communication and Public Relations	<ul style="list-style-type: none"> Serves as a liaison to local, state, and federal law enforcement and government agencies to address matters of mutual concern. Coordinates with agency or university communications team to prepare statements to the media regarding newsworthy incidents 	<ul style="list-style-type: none"> Ability to research and prepare written analysis of comprehensive issues and prepare and conduct presentations. Ability to communicate effectively with multiple audiences of various levels Ability to disseminate, interpret, and explain policy and procedures.
Organizational Awareness	<ul style="list-style-type: none"> Communicates with supervisors regularly to plan and coordinate activity across units, assign and monitor work, and resolve escalated problems. Issues crime and emergency alerts as appropriate; serve as responsible authority for multiple units in emergency response situations 	<ul style="list-style-type: none"> Ability to recognize emerging issues, develop strategies, and execute action plan to address those issues. Thorough knowledge of overall organizational structure, demographic populations, facility/building locations, and surrounding infrastructure. Knowledge of key university or agency officials and ability to maintain collaborative relationships with those individuals
ADVANCED		
Functional Competency	Examples of Work	Competencies
Technical Knowledge	<ul style="list-style-type: none"> Responsible for the successful operations of several units comprised of a combination functions such as patrol, auxiliary services, telecommunications, investigations, operations, accreditation, special events, and/or education. Implements strategic initiatives as directed by the Deputy Chief or Chief, and establish quality control standards, metrics, and best practices. Ensures that all units function in accordance with applicable state and federal laws, and are compliant with industry standards. 	<ul style="list-style-type: none"> Comprehensive knowledge of a variety of law enforcement and administrative units and functions. Ability to interpret changing legislation and assess impact to the agency or university setting, and establish new internal procedures as needed. Comprehensive knowledge of applicable state and federal laws as well as the policies and procedures that govern the University or Agency, and regulations related to

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		<p>Workplace Violence and Safety.</p> <ul style="list-style-type: none"> • Complete knowledge of Police Department Departmental Operating Instructions, the Commission on the Accreditation of Law Enforcement Agencies (CALEA), and International Association of Campus Law Enforcement Agencies (IACLEA), and Hate Crime Identification.
<p>Strategic Planning and Organizing Operations</p>	<ul style="list-style-type: none"> • Develops divisional annual goals and objectives for a combination of Patrol, Investigative, and Support Services divisions (e.g.: telecommunication, crime prevention, accreditation) • Enforces the Police Department’s business continuity plan/ emergency response plan, and serves as the Police Department’s Emergency Management Coordinator. Offer recommendations for process improvement to the Chief or Deputy Chief. • Assesses current and forecast future staff, budgetary, and training needs, and plan for the procurement of resources, based on industry trends and requirements and project growth of university or agency populations. 	<ul style="list-style-type: none"> • Ability to analyze and assess trends in the surrounding community and direct operations accordingly. • Ability to link existing programs, policies, and operations to the university- or agency-wide strategic initiatives. • Ability to respond promptly and effectively to deploy resources in emergency situations with delegated authority from the Chief or Deputy Chief.
<p>Policy and Program Development</p>	<ul style="list-style-type: none"> • Establishes Standard Operation Procedures to ensure compliance with best practices in law enforcement, state and federal legislation, CALEA and IACLEA standards, and respective university or agency expectations. • Independently establishes operational procedures for multiple complex units with a variety of needs. Determine unit strengths, weaknesses, opportunities, and threats. 	<ul style="list-style-type: none"> • Ability to analyze problems, assess internal efficiency/effectiveness, implement solutions and recommendations which align with division and strategic goals, and evaluate the effectiveness of organizational or procedural changes. • Ability to research, analyze, and propose new service delivery methods, models, and techniques.
<p>Business & HR Administration</p>	<ul style="list-style-type: none"> • Provides personnel administration for units with various employee classifications at multiple levels throughout the organization. • Links personnel administration to strategic planning with consideration for necessary staffing levels as well as budgetary constraints. • Assesses resources of the units, ensure compliance with professional standards and best practices, and plan for future needs. This may include weapons, radars, vehicles, IT infrastructure, K-9 and/or mounted patrol resources, etc. Ensures that any associated replacement costs are financially feasible and in accordance with procurement requirements, with signature and purchase authority. • Evaluates purchases contracts and negotiates service or purchase rates either independently, or with delegated authority from the Chief or Deputy Chief. 	<ul style="list-style-type: none"> • Comprehensive knowledge of Office of State Human Resources policies, university or agency policies and procedures, as well as Federal laws governing the workplace, with the ability to apply policies to context of Police Operations. • Knowledge of Federal and State requirements pertaining to Equal Opportunity and Fair and Equitable Practices. Exercise judgment in administering the disciplinary action process, including appeals and grievances. • Ability to consistently and fairly work with Employee Relations and other Command Staff members to ensure proper and appropriate disciplinary procedures. • Full knowledge of the agency or university business

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	<ul style="list-style-type: none"> • Makes recommendations to the Chief for projected expenditures for field operations or other expenses. May compose Request for Proposals, produce annual security reports, perform workload analysis, manage/negotiate service contracts for software and equipment • May compose Request for Proposals, produce annual security reports, perform workload analysis, cost/benefit analysis <p>Independently makes decisions demonstrating consideration for the mitigation of liability to the agency or university</p>	<p>procedures including purchasing, conflicts of interest, security protocols, Federal Cleary Act reporting requirements.</p>
<p>Communication and Public Relations</p>	<ul style="list-style-type: none"> • Serve as a liaison to local, state, and federal law enforcement and government agencies to address matters of mutual concern, spanning multiple jurisdictions. May represent the university or agency on joint committees or task forces. • Partners with agency or university central communications team to prepare statements to the media regarding newsworthy incidents, or to publicize various law enforcement campaigns and initiatives. May have authority to speak on behalf of the law enforcement department as delegated from the Chief or Deputy Chief, or in the absence of superior officials. • Ensure effective management of high profile matters to mitigate damages to the agency or university reputation 	<ul style="list-style-type: none"> • Ability to research and prepare written analysis of comprehensive issues and prepare and conduct presentations for a variety of audiences to achieve the intended goal (e.g.: educate, persuade, negotiate) • Ability to communicate effectively with multiple audiences of various levels both within the department and across the university or agency. Ability to build collaborative partnerships internally and externally. • Ability to disseminate, interpret, and explain policy and procedures.
<p>Organizational Awareness</p>	<ul style="list-style-type: none"> • Communicates with Public Safety Supervisors regularly to plan and implement cross functional procedures, and resolve escalated complex problems. • Serves as responsible authority for multiple complex units in emergency response situations and direct subordinate positions in the execution of action plans. 	<ul style="list-style-type: none"> • Ability to recognize and analyze emerging issues, develop strategies proactively, and implement necessary changes to address those issues. • Comprehensive knowledge of overall organizational structure, demographic populations, facility/building locations, and surrounding infrastructure. • Ability to assess opportunities for future partnerships with key university or agency officials, and advance existing relationships

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Bachelor’s degree and two years of progressive supervisory/managerial public safety experience; or equivalent combination of training and experience. Additional Education and Experience will be necessary for progressive steps (Journey and Advanced). Certification as a Law Enforcement Officer in accordance with the provisions of the North Carolina Criminal Justice Training and Standards Commission or the ability to achieve certification within one year of employment. All degrees must be received from appropriately accredited institutions.

This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.