



**Mayor and Council
Town Of Middletown
19 W. Green Street, Middletown, DE 19709
(302) 378-2711 FAX (302) 378-5672**

Job Title: Police Accreditation Manager

Department: Police Department

Reports To: Police Executive Staff

FLSA Status: Non-Exempt

Summary: An employee in this class is responsible for assessing and coordinating the needs of the accreditation process mandated by the Commission on Accreditation for Law Enforcement Agencies (CALEA); this employee works under the general direction of the Chief of Police or designated supervisor.

Essential Duties and Responsibilities:

Include the following. And all other duties as assigned.

- Develops, reviews and organizes the Department's directives, internal operating procedures and standard operating procedures to ensure compliance with CALEA standards;
- Provide administration/management for the MPD database system (Power DMS)
- Identifies and develops new programs, systems, procedures or equipment specifications for the improvement of agency performance related to Accreditation;
- Keeps abreast of the accreditation process, including proposed changes to the standards, transition policies or process;
- Drafts changes to directives for the command staff review to achieve accreditation objectives;
- Develops and administers Accreditation training for agency personnel;
- Coordinates Accreditation tasks to meet deadlines;
- Provides information to the public and may make presentations to civic associations;
- Maintains CALEA records, both written and computerized;
- Evaluates and reports on impact of any changes to Accreditation standards;
- Reviews complex and technical reports concerning CALEA standards and the Accreditation process;
- Coordinates attendance of agency representatives at CALEA conferences and local police Accreditation meetings;
- Maintains master files for agency written directives and routinely reviews the individual unit files of all Division components;
- Executes orders and directives in accordance with the Department's goals and objectives;
- Uses various software programs to track and record Accreditation activities;
- Acts as a liaison with the surrounding CALEA police agencies and local CALEA PAC organizations (requires occasional travel);
- Assists other local CALEA agencies with review of their files for upcoming assessments;
- Trains personnel who are temporarily assigned to assist in the CALEA preparation process;
- Attends CALEA conferences as required.

- Promotes an ongoing attitude of dedication to public service and ensures that external and internal customers are provided with the highest quality of service;
- Monitors and ensures compliance with any required additional Delaware Accreditation requirements.
- Operates a personal computer and other related equipment in the course of the work;
- Coordinate and work with the MPD training coordinator to set up training;
- Establish and maintain effective working relationships with Town employees, Town officials, property owners, consultants and the general public.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- Technical Skills - Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Participates in meetings.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- Cost Consciousness – Works within approved budget; Develops and implements cost saving measures; Conserves organizational resources.
- Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and diplomacy; Upholds organizational values.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Quantity - Completes work in timely manner.
- Safety and Security – Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

- Attendance/Punctuality - Is consistently at work and on time; Arrives at meetings and appointments on time.
- Dependability – Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Ability to pass a comprehensive pre-employment background investigation.

Education and/or Experience:

Undergraduate degree preferred with coursework in business administration or a related field, or equivalent combination of education and experience. Some experience efficiently coordinating multiple activities and effectively communicating with all levels of employees, vendors and the general public, necessary. Certified CALEA Accreditation Manager with experience successfully completing an accreditation cycle and accreditation.

Language Skills

- Ability to read and comprehend simple instructions, short correspondence, and memos.
- Ability to write simple correspondence.
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization. Ability to draft policies based on best practices
- Ability to draft policies based on best practices in policies that comply with corresponding CALEA standards.

Mathematical Skills

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

- To perform this job successfully, an individual should have knowledge of Database software. Internet software; Spreadsheet software and Word Processing software.
- Must be able to secure DELJIS and NCIC authorization.

Other Skills and Abilities

- Knowledge of administrative and office practices and procedures.
- The ability to read, understand, and explain Town regulations, policies and procedures.
- Ability to research police policies that correlate to CALEA standards and legal requirements.
- Skill in handling complaints tactfully and thoroughly. Ability to verify accuracy of information, resolve discrepancies and follow-up on customer complaints.
- Ability to operate a variety of office machines and equipment including 2-way radios.

Machines, Equipment, Tools Used

- Personal computer, calculator, copy machine and fax machine.

Physical Demands

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 essential functions.

- While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear.
- The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually moderate to low.