

Job Description



Deputy Director of Administrative Operations (Civilian)

1 FTE | POS # 100010487

Direct Report	Chief of Police	Grade	M-20 Starting Salary: \$131,496*
Department	Police	FLSA	Exempt
Division	Police	Bargaining Unit	Non-Union Unit C
Date	December 2025	Location	Police Headquarters

Homeland Security Emergency Status: Essential
Safety Classification – Non-Safety Position

Summary

This senior leadership role is responsible for overseeing and managing the administrative operations of the Police Department, ensuring the efficient execution of critical functions including budget management, human resources, technology integration, dispatch and communications, contracts, facilities, grants, crime analysis, data collection and processing, and strategic planning. This position requires an individual with strong organizational, analytical, and leadership abilities, as well as a deep understanding of law enforcement operations and public sector administration.

As the Deputy Director of Administrative Operations, you will serve with the Deputy Chief of Police as the second-in-command within the department, supporting the Police Chief and working closely with other senior leadership members to drive continuous improvement, policy development, and ensure the department's goals are met effectively. This role will also involve presenting plans, updates, and reports to key stakeholders, including the Mayor, City Council, other city departments, and the community.

Supervisory Responsibilities

Supervision Scope: Supervisors are responsible for signing performance reviews.

Supervision Received: This position receives general direction and supervision from the Chief of Police.

Supervision Given: This position has formal supervisory responsibilities over other employees.

Essential Function

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Administrative Oversight:** Manage day-to-day administrative functions of the New Bedford Police Department, overseeing human resources, information technology, crime analysis, dispatch, facilities, fiscal, and grants.
- Budget Management:** Develop and manage the department's budget, ensuring alignment with strategic goals and identifying opportunities for financial efficiency and sustainability. Oversee and direct the upkeep of the police department fleet.
- Human Resources:** Oversee personnel-related functions, including staffing, performance management, professional development, complaints, employee conduct, recruitment, and retention.
- Technology & Systems Management:** Supervise the integration and management of technology systems, ensuring the department is equipped with the tools necessary for modern law enforcement operations.

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5. **Grant Management:** Identify funding opportunities, manage grant applications, and ensure compliance with grant requirements and reporting.
6. **Crime Analysis & Data Processing:** Lead efforts in data collection, analysis, and reporting, using data to inform decisions related to crime prevention, patrol officer deployment, and departmental efficiency. Conduct comprehensive workload, response, and calls-for-service analysis to guide police resource deployment.
7. **Strategic Planning & Deployment:** Work with senior leadership to analyze trends and data and use this information to develop plans for department growth and operational improvements.
8. **Accreditation & Compliance:** Ensure the department's adherence to state and national accreditation standards, leading efforts for accreditation and continuous quality improvement.
9. **Facilities:** Work with the project manager and design firm on the planning and construction of a new police headquarters building. Coordinate general maintenance and improvement needs of existing facilities used by the police department.
10. **Reports & Presentations:** Prepare detailed reports, plans, and presentations for internal and external stakeholders, including the Mayor, City Council, other city departments, and the public.
11. **Collaboration & Communication:** Foster effective communication and collaboration with internal and external stakeholders, including other city departments, public safety organizations, community groups, and the public.
12. **Continuous Improvement:** Drive continuous improvement initiatives within the administrative operations of the department, staying informed on best practices and emerging trends in law enforcement administration.
13. Perform related work as required and assigned.

The duties listed above are intended only as illustrations of the various types 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. The job description does not constitute an employment agreement between the City of New Bedford and the employee and is subject to change by the City as the needs of the City and requirements of the job change.

Competencies

Leadership	Independent Judgement	Thoroughness & Attention to Detail
Collaborative mindset with a focus on community engagement	High Integrity and commitment to public service	Planning & Organizational Skills
Adaptability	Ability to thrive in a fast-paced, dynamic environment and manage competing priorities effectively	Budget Management

Special Requirements

- Subject to Mandatory CORI (Criminal Offender Record Investigation)

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Education and Experience

- Bachelor's degree in Public Policy, Criminal Justice, Business Administration, or a related field (Master's preferred).
- At least 5 years of progressively responsible experience in public sector administration, including budget management, human resources, and technology systems.
- Experience in law enforcement or public safety administration is highly desirable.
- Proven experience in managing large, complex projects and working with multiple stakeholders.

Required Skills and Abilities

- Strong leadership and management skills with the ability to lead cross-functional teams.
- Exceptional written and verbal communication skills, including the ability to prepare and deliver high-level presentations.
- Proficiency in data analysis, crime analysis tools, and software used in law enforcement agencies.
- Strong understanding of state and national accreditation processes for law enforcement agencies.
- Familiarity with budgetary processes, grant writing, and contract management.
- Ability to handle sensitive and confidential information with discretion.
- Excellent problem-solving skills and the ability to think strategically and analytically.

Tools and Equipment Used

Computers, calculators, phones, copy machines, and other general office equipment.

Work Environment

The **Deputy Director of Administrative Operations** makes constant contact with other staff, members of the public and City departments. This requires excellent customer service skills. The **Deputy Director of Administrative Operations** is expected to operate in an environment where errors can be costly with regard to efficiency of the operation.

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. The work environment and exposures 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 position is generally sedentary. Employees must be able to remain in a stationary position 50% of the time. This employee occasionally needs to move about inside the office to access filing cabinets, office machinery, etc. This position requires the operation of a computer and other office productivity machinery, such as a calculator, copy machine and computer printer. The employee must use hands/fingers to handle or operate, activate, use, prepare, inspect, place, detect or position various equipment as needed.

This position requires the employee to communicate, detect, converse with, discern, convey express oneself, exchange information. The ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.

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This position requires the employee to detect, determine, perceive, identify, recognize, judge, observe, inspect, estimate, and assess. The ability to observe details at close range within a few feet of the observer. This position is primarily conducted indoors.

Work Hours

This is a full-time exempt position with a typical 40 hours per week with possible availability for after normal hours of operation during emergencies and other departmental critical needs.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice as needed by the City of New Bedford within the scope of departmental needs. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment of the position.

Compensation for Unit C (Management) Positions

All management positions receive an annual salary increase (or “Step” increase), contingent on satisfactory job performance. Step increases are awarded upon the first anniversary of an employee’s initial hiring and each year thereafter for the next eleven years of employment. The above position offers a starting salary of \$131,496 in Year/Step 1, and a maximum salary of \$204,848 in Year/Step 12.