

# Job Description

## Deputy Chief of Operations (Sworn)

1 FTE | POS # 100000141

<b>Direct Report</b>	Chief of Police	<b>Salary Range</b>	\$170k – \$190k (commensurate with experience)
<b>Department</b>	Police	<b>FLSA</b>	Exempt
<b>Division</b>	Police	<b>Bargaining Unit</b>	
<b>Date</b>	December 2025	<b>Location</b>	Police Headquarters

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

[Benefits Guide](#)

### Summary

This sworn, second-in-command role is responsible for directing, managing, and overseeing the operational components of the Police Department, including all sworn personnel assigned to the Patrol Division, Detective Division, and specialized units.

The Deputy Chief of Operations will provide executive leadership and oversight for critical functions such as patrol deployment, criminal investigations, community policing initiatives, port security, school resource officer operations, traffic enforcement, property and evidence, professional standards, training, inspections, detail scheduling, and animal control.

This role also requires serving as **Acting Chief of Police** in the absence of the Chief, ensuring continuity of command and maintaining the effective functioning of the organization. The Deputy Chief will work closely with the Chief of Police, the Deputy Director of Administrative Operations, senior command staff, city officials, and community stakeholders to drive operational excellence, enhance public safety, and advance the department's strategic goals.

### Supervisory Responsibilities

**Supervision Scope:** Supervisors are responsible for signing performance reviews.

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

**Supervision Given:** This position may have formal supervisory responsibilities over Patrol Division, Detective Division, and specialty units including Traffic, Community Policing, Port Security, School Resource Officers, Community Outreach, Professional Standards, Property & Evidence, Training, Firearms, Inspections, Detail Office, Backgrounds, and Animal Control.

### Essential Function

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

#### **Operational Command & Oversight**

- Lead and manage the daily operational activities of the Police Department, ensuring effective deployment of sworn personnel and resources.
- Serve as Acting Chief of Police during the Chief's absence, assuming full command authority.

#### **Strategic Leadership & Planning**

- Develop and implement operational plans, policies, procedures, and crime-reduction strategies aligned with department goals and best practices in policing.

# Job Description

- Conduct staffing analyses, allocate personnel for daily operations and special events, and ensure appropriate supervision and command coverage.
- Lead committees and working groups to advance major operational initiatives.

## **Internal Affairs, Professional Standards, & Training**

- Provide executive oversight of internal affairs investigations, discipline processes, and professional standards compliance.
- Ensure officer certification, training standards, and continuing professional development meet state, federal, and accreditation requirements.
- Oversee training programs, inspections, and operational readiness assessments.

## **Equipment & Resource Management**

- Maintain responsibility for operational equipment procurement and readiness, including uniforms, firearms, ammunition, ballistic vests, and other essential police equipment.
- Ensure proper controls, accountability, and lifecycle management for all issued gear.

## **Communications & Reporting**

- Prepare and submit reports to the Mayor, City Council, city departments, partner agencies, and the community.
- Represent the department in hearings, community meetings, board and commission engagements, and other public forums.
- Serve as a spokesperson on operational matters and coordinate communications with the media when appropriate.

## **Labor Relations & Administration**

- Participate in collective bargaining matters, including negotiations, grievances, and contract interpretation related to sworn personnel.
- Work closely with city administration and HR regarding personnel issues, staffing needs, and departmental planning.

## **Community & Interagency Engagement**

- Foster strong relationships with elected officials, partner agencies, community groups, and residents.
- Attend training, conferences, and professional meetings to stay current on evolving best practices and emerging trends in policing.
- Collaborate with internal and external stakeholders to improve service delivery and enhance public trust.

## **Departmental Projects & Facilities**

- Work with project managers, architects, and city leadership on planning and development of the new police headquarters.
- Assist in ensuring operational needs are incorporated into facility planning and design.
- Other duties as assigned by the Chief.

# Job Description

*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

Expert Reporting	Independent Judgement	Thoroughness & Attention to Detail
Communication Proficiency	Customer Service	Planning & Organizational Skills
Adaptability	Problem Analysis	Leadership
High integrity and commitment to ethical policing and public service.	Collaborative, forward-thinking, and adaptable in dynamic environments	Commitment to equity, transparency, and community-centered policing

## Requirements

- Subject to Mandatory CORI (Criminal Offender Record Investigation)

## Education and Experience

- Bachelor's degree in Criminal Justice, Public Administration, or a related field (Master's degree preferred).
- Valid Massachusetts Driver's License and a Massachusetts License to Carry Firearms (LTC), or the ability to obtain them both within two months of hire will be necessary. The selected candidate must comply with all the requirements of the Municipal Police Training Committee (MPTC), and the Massachusetts Peace Officer Standards and Training (POST) within six months of initiating employment.
- Minimum of 10 years of progressively responsible law enforcement experience, including substantial command-level experience.
- Demonstrated experience leading major operational divisions, managing sworn personnel, and overseeing complex policing functions.
- Proven experience in investigations management, patrol operations, community policing, and critical incident leadership.

## Preferred Requirements

- Work history that demonstrates proactive approach to policing along with involvement in departmental and community issues.
- New Bedford Police Department employees are encouraged to apply including candidates who have enlisted in optional leadership positions presented by NBPD.
- Graduation from a recognized command/leadership program (e.g., FBI National Academy, PERF Senior Management Institute for Police, Southern Police Institutes Administrative Officers Course, University of Chicago Policing Leadership Academy, or similar) is highly desirable.
- Experience working with unionized personnel and participating in collective bargaining processes is **mandatory**
- Residency Preferred

## Required Skills and Abilities

- Strong leadership ability with a demonstrated record of building effective teams and fostering accountability.
- Comprehensive knowledge of modern policing practices, investigative procedures, and community engagement strategies.
- Excellent written and verbal communication skills, including experience presenting to elected officials and community groups.

# Job Description

- Strong analytical and decision-making skills, particularly under pressure or during critical incidents.
- Familiarity with accreditation standards, departmental policies, and use-of-force regulations.
- Ability to maintain strict confidentiality and exercise sound judgment in sensitive matters.

## Tools and Equipment Used

Computers, calculators, phone/radio, copy machines, and other general office equipment.

## Work Environment

The **Deputy Chief of Operations** makes constant contact with other staff, members of the public and City departments. This requires excellent customer service skills. The **Deputy Chief of 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.

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 employee frequently moves objects up to 30 - 40 pounds for various needs, including having to lift, carry, push, pull, or otherwise move objects.

## 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.

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