**Class Summary**

The Chief of Operations oversees the day-to-day operations of a Division within the Department of Adult and Juvenile Detention (DAJD). Incumbents are responsible for ensuring facility and program safety and security, and that participants and inmates are managed in accordance with applicable laws, policies/procedures and best practices.

**Distinguishing Characteristics**

This is a single level classification. Incumbents provide direction and oversight to supervisors and other staff responsible for the development and maintenance of divisional programs. The Chief of Operations reports to the assigned Division Director, and serves as the top of the chain of command within the division.

**Examples of Duties**

1. Manage the day-to-day operations of all divisional programming including oversight of facility safety and security.
2. Work closely with senior managers to monitor the division’s overall functioning, anticipating political, personnel or other issues affecting the division, and addresses problems efficiently and promptly.
3. Implement and manage the Quality Assurance and Quality Improvement programs for the division.
4. Directly supervise and manage the performance and progressive discipline of division supervisors. Develop divisional supervisors in accordance with succession planning.
5. Ensure the division applies appropriate national standards and best practices in the management of participants or inmates.
6. Ensure that supervisors continuously monitor, evaluate, and provide coaching to the division staff, and oversee progress discipline for Divisional staff.
7. Review all incident reports submitted by division supervisors and determine the need for further and/or formal investigation in consultation with the Division Director.
8. Manage and ensure that Equity and Social Justice (ESJ) is incorporated into all aspects of the division.
9. Conduct cost analysis and manage resources, including overtime usage for division operations. In conjunction with the Division Director, make financial recommendations.
10. Develop and maintain successful partnerships with superior court, district court, law enforcement, corrections, and community corrections agencies to maintain and improve provision of services to participants and to the public.
11. Assists in development of policies and procedures for the division.
12. Oversee the division’s implementation of County, Department, and the division strategic plan and goals.
13. Perform other duties as assigned.

**Knowledge/Skills**

Knowledge of community corrections and alternatives to secure detention principles and the Revised Code of Washington (RCWs) and Washington Administrative Code (WACs) governing community corrections

Knowledge of jails, prisons and juvenile confinement facilties and Revised Code of Washigton (RCWs) and Washington Administrative Code (WACs) governing incarnation of individuals

Knowledge of the Prision Rape Elemination Act (PREA) standards

Knowledge of National Commission on Corrrectional Health Care (NCCHC) accreditation and standards

Knowledge of local and state government structures and the legislative process as it relates to the role of community corrections and alternatives to secure detention

Knowledge of the principles and practices of adult, juvenile, community corrections, and alternative to secure detention

Knowledge of the principles and practices of human resources

Knowledge of the principles of labor relations including grievance and contract administration processes as well as relevant labor agreements

Knowledge of basic principles of community and organizational development, policy development and the dynamics of organizational behaviors

Knowledge of basic program assessment methods and data analysis

Ability to communicate effectively verbally and in writing, including the ability to prepare and make public presentations

Ability to develop and maintain effective relationships with internal/external stakeholders and key partners

Ability to lead organizational change to implement new or revised standards and practice models

Ability to effectively engage in and sustain relationships with people from diverse cultures and socio-economic backgrounds

Ability to work independently and as a team member

Demonstrated proficiency with business applications, such as Microsoft Office suite

**Education and Experience Requirements**

Bachelors' degree in Criminal Justice or related field and progressive experience in a supervisory or management capacity in corrections or within the criminal justice system

OR any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position

**Licensing, Certification and Other Requirements**

Some licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required

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| **FLSA Designation** | Exempt (Administrative) |
| **Service Status** | Appointed |
| **EEO Code** | 1 |
| **Levels within same series** | None |
| **Class History** | 2/2017 - Created |