



VILLAGE OF GLENCOE, ILLINOIS

# DIRECTOR OF PUBLIC SAFETY



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## POSITION IN BRIEF

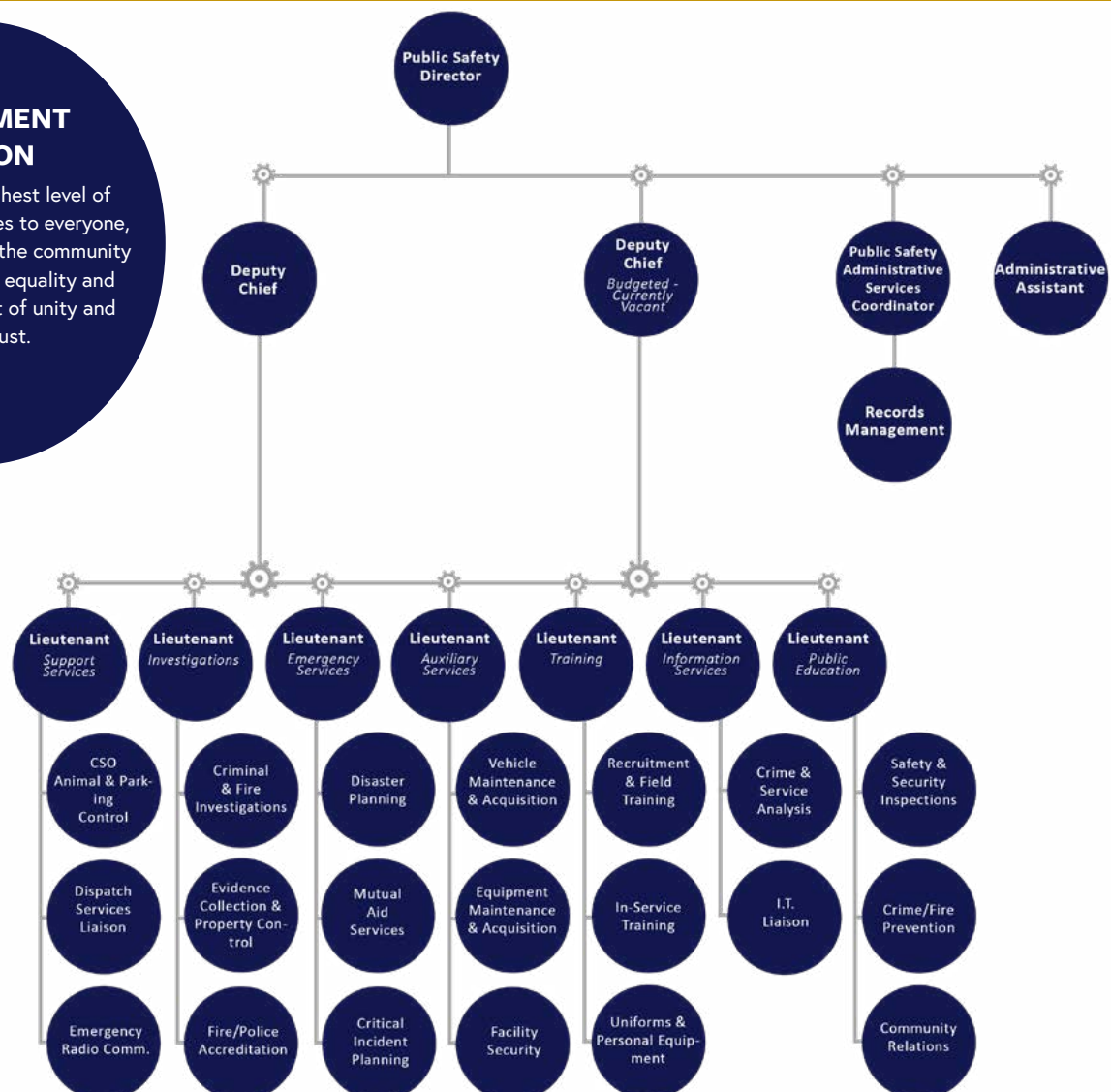
The Village of Glencoe is an affluent, historic, naturally beautiful community with a long history of professional management and committed, community-focused elected leadership and is seeking a highly competent, experienced Public Safety Director to lead its fully cross-trained team of dedicated public safety professionals. The Director will be charged with ensuring the continued success of the public safety model and will be a champion of public safety services, including ensuring the highest standards of training in the areas of fire and EMS as well as 21<sup>st</sup> century policing. Glencoe is the only fully consolidated, cross-trained public safety department in the State of Illinois, where Public Safety Officers must be certified police officers, firefighters and either EMT-Bs or Paramedics and perform all three functions throughout the year – sometimes even on the same shift.

The new Director must demonstrate a commitment to creating a positive work culture, offer mentorship and consider how to best integrate new methods to foster consistently excellent service delivery. The Director oversees a department of 36 full time and 7 civilian employees who are supported by a budget of approximately \$11.2 million, which in 2023 includes over \$250,000 to remodel the Public Safety facility as well as significant investments in equipment and technology. The incumbent Public Safety Director is retiring after 10 distinguished years with the Village and a total of 37-years in law enforcement/public safety. The Public Safety Director is a key member of the Village's senior management team and is appointed by and reports to the Village Manager.

## GLENCOE PUBLIC SAFETY DEPARTMENT - ORGANIZATIONAL CHART

### DEPARTMENT MISSION

To provide the highest level of public safety services to everyone, in cooperation with the community in a partnership of equality and integrity, in a spirit of unity and mutual trust.





## THE COMMUNITY AND ORGANIZATION

Incorporated by Special Charter in 1869, the Village of Glencoe is a non-home rule community with a population of just under 9,000 located in the northeastern corner of Cook County. Covering just under four square miles, the Village enjoys a vibrant downtown, nationally-ranked schools, award-winning parks (many designed by acclaimed landscape architect Jens Jensen), historic neighborhoods with a rich architectural heritage (boasting the third largest concentration of Frank Lloyd Wright-designed structures in the world), and is home of the Jeanne Gang-designed Writers Theatre, which houses the nationally-acclaimed theatre company which began in Glencoe over 30 years ago. With a wide range of faith communities represented in Glencoe, residents welcome diversity and actively support efforts to promote equity.



Glencoe has numerous community amenities close at hand, including numerous bicycle trails, Cook County Forest Preserve facilities including the renowned Chicago Botanic Garden, and three golf courses (two private, one public). The community has 220 acres of park and 31 park properties, Glencoe Beach, and a boating facility.

Glencoe places the highest emphasis on delivering customer-focused excellence in municipal service delivery and has a long history of innovation in the provision and management of the municipal operation. The first community in Illinois (and the 13th nationwide) to adopt the Council/Manager form of government, Glencoe has been served by only eight Village Managers since 1914, with the current manager appointed in 2013. The Village has 105 full-time employees allocated across a fully-integrated Public Safety Department, a full-service Public Works Department, Finance, Village Manager's Office and the Golf Club, a municipal golf operation (under a long-term land partnership with the Cook County Forest Preserve District). The Village is AAA-rated by S&P Global Ratings and has an [annual budget](#) of \$41.7 million. Glencoe is often cited as one of the most affluent communities in the United States.

## COMMUNITY DEMOGRAPHICS SNAPSHOT

**8,849** population (2020 U.S. Census)

**3,302** households

**\$195,600** median household income

**\$1,101,200** median house value

Education levels: **53.4%** master's degree, **34.0%** bachelor's degree

**3.72** square miles

S&P Global Ratings **AAA** bond rating

**99%** of residents rate Glencoe as a good or excellent place to live

**94%** satisfaction rating for quality of emergency medical service and **95%** of residents feel safe within the community

Through established strategic initiatives, the Village Board and Village Manager have committed to ensuring that Glencoe is an employer of choice, with exceptionally competitive pay structures as well as demonstrated work to establish progressive employment policies. This approach is meant to underscore the value of the employee to the Village, in the same ways as we continually seek to underscore the importance of each part of our community in municipal operations.

Located on the shores of Lake Michigan, Glencoe is bordered by the Village of Winnetka on the south, the City of Highland Park to the north and the Village of Northbrook to the west. The community is served by both METRA and PACE which offer excellent commuter service. The highly acclaimed Glencoe School District 35 and New Trier High School support the educational needs of the community.

Additional information on the community can be found at [www.villageofglencoe.org](http://www.villageofglencoe.org)





## THE DEPARTMENT

The only one of its kind in the State of Illinois, the Glencoe Department of Public Safety was formed in 1954 when the Village combined the fire and police departments into a fully integrated organization. In 1974, the department began emergency medical service training for all public safety officers. Today, all officers become certified police officers, firefighters, and either EMT-Basic or Paramedics, providing comprehensive public safety services to the community. The Department has a strong commitment to fair, impartial and anti-biased policing and embraces the [10 Shared Principles](#) adopted in 2018 by the Illinois Association of Chiefs of Police and the Illinois NAACP State Conference.

The Department's authorized staffing consists of 36 sworn officers (including seven Lieutenants and two Deputy Chiefs), three civilian Community Service Officers, four civilian administrative employees and several paid-on-call firefighters. One of two Deputy Chief positions remains vacant, pending input from the new Public Safety Director. The Public Safety Officer rank is represented by the Fraternal Order of Police (the current collective bargaining agreement runs through December 2023) and all sworn officers, including the Director, are enrolled in an Article 3 Police Pension Fund. Fire/life safety inspections are carried out by the Winnetka Fire Department through an intergovernmental agreement and in partnership with School District 35, crossing guard services are provided by an outside vendor. Importantly, for decades the Department has relied on Family Service of Glencoe to provide and coordinate emergency social services, post-incident mental health resource referrals, and alternative strategies in lieu of criminal proceedings for subjects in crisis. This long-standing and unique partnership remains key in the Department's efforts to address the social and mental health service needs of the community.

Officers' shifts can rotate every three months, between 12-hour police and 24-hour-on/48-hour-off fire shifts. Officers working 12-hour shifts perform regular patrol duties in the community and may respond to fire and EMS incidents which offers the benefit of early intervention in many instances. The Public Safety Department is a member of numerous mutual aid organizations (including NORTAF, NIPAS and MABAS, among others) involving tasks such as disaster management, fire response, major crime investigation, and critical incident responses. Dispatch services are provided by the Village of Glenview Dispatch Center through a multi-year intergovernmental agreement that is currently being renegotiated.

Like many departments across the region and the country, the Department has several vacancies but is focused on a multi-faceted recruitment effort for both entry-level and lateral candidates. In partnership with the Director, Glencoe's three-member Public Safety Commission is working to fill these positions with highly qualified candidates as quickly as possible.

[The Department budget of \\$11.2 million](#) supports four separate operational divisions:

- Administration
- **Police Services** including: Criminal Investigations, Youth Services, Field Training, Elderly Services, Evidence Technician, Public Education, Drone Operator, Firearms Instructor
- **Fire Services** including: Fire Apparatus Engineer, Arson Investigations, Public Education, Dive Team
- **Emergency Medical Services** including: EMT, Paramedic, CPR Instructor, Public Education

The 2023 budget reflects the Village's commitment to ensuring necessary resources are available to the Department. Increases in the current budget include allocations for personnel costs due to increased overtime as a result of staff turnover and hiring challenges, the roll out of body worn cameras (anticipated deployment in fall 2023), and equipment replacement including six squad cars. Also included in this year's capital plan is over \$250,000 for renovation of the living quarters in the Department as well as training room/roll call improvements.





## STRATEGIC INITIATIVES

As the leader of the Public Safety Department, the ideal candidate for the new Director must demonstrate a genuine desire to provide the highest level of public service for the entire Glencoe community. The next leader must:

- Create and execute strategic, operational, and organizational culture objectives to maintain the public safety model, demonstrating an understanding of the staffing challenges created by training, recruitment in today's landscape and supporting the employee team who have been taxed by staff shortages.
- Implement police reform legislative mandates including body-worn cameras scheduled for roll out in 2023.
- Consider best practices and strategies to ensure that public safety services are delivered to the community in an effective manner while always assessing opportunities for improvement.
- Continually assess how the Department's physical environment needs to adapt to optimally meet the Department's operational needs.
- Collaborate, engage, and foster relationships throughout the community expressing a desire and ability to engage with a diverse mix of community members, staff and leadership to promote trust, collaboration, and partnership between colleagues, departments, institutions, and leadership levels.
- Demonstrate patience, resilience, and determination while navigating multi-layered relationships internally and externally, from the highest level of governance to the individual.

## TOTAL CALLS FOR SERVICE 2022 YTD

Police = **13,405**

Fire/EMS = **1,330**

## ANNUAL CALL BREAKDOWNS FOR 2022 YTD

Fire/Paramedic Service Calls = **1,330**

# of ambulance calls = **415**

# of service calls to other fire dept. = **439**

Motor Vehicle Accidents = **114**

Driving Violations = **759**

Citations Issued = **2,675**

Part 1 Offenses = **90**

• Major contributor: Theft = **72**

• # of Part 1 Arrests = **10**

Part 2 Offenses = **208**

Major contributors:

• Motor vehicle offenses = **91**

• Deception = **29**

• Criminal damage and trespass to property = **28**

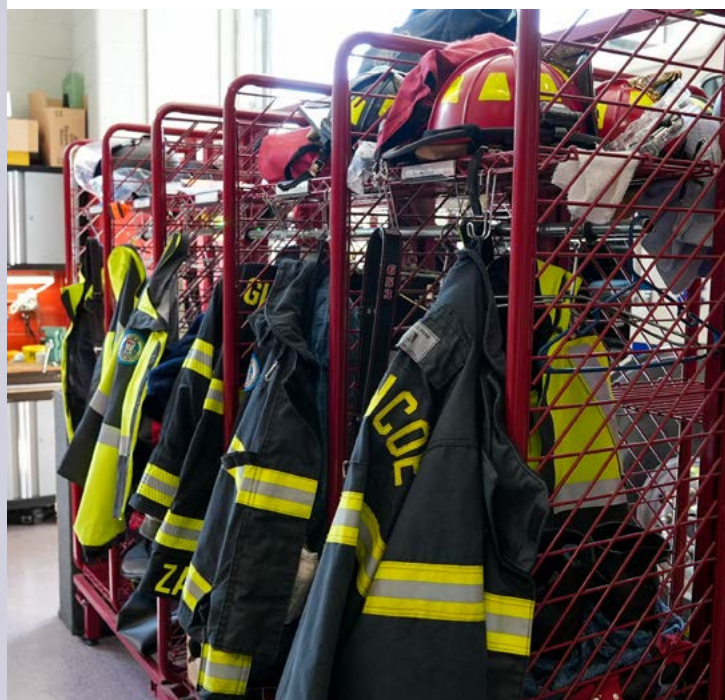
# of Part 2 Arrests = **123**



## CANDIDATE QUALIFICATIONS

The Village of Glencoe is seeking a dedicated and aspirational public safety leader who will advance and promote an appreciation for the public safety service model, welcome and encourage community engagement and will foster the delivery of best-in-class services while applying their extensive background in the varied disciplines and practices of law enforcement, fire and EMS services.

- The ideal candidate will have a minimum of eight years of experience in public safety, law enforcement or fire service, including four years of increasing responsibility in a supervisory or management position. The Director serves as both Police and Fire Chief and must hold and/or acquire training and/or certification to carry out such duties, including certification as an Illinois law enforcement officer (or ability to achieve within six months).
- The ideal candidate will have a bachelor's degree from an accredited four-year college or university; command level leadership training such as the FBI National Academy, Executive Fire Officer, and/or a master's degree is strongly preferred.
- The ideal candidate will demonstrate a commitment to leading a consolidated public safety operation, undertaking requisite training and on-the-job learning to master both police and fire operations.
- The ideal candidate will have a history of developing and maintaining a positive, trusting and cooperative work environment as well as fostering a culture of fairness in dealing with employees, especially in building strong labor/management relationships with collective bargaining units and investing in the next generation of leadership.
- The ideal candidate will empower staff members to meet their professional and personal goals while holding staff accountable for organizational goals and values.
- The ideal candidate will be a high-energy, service-oriented individual with a demonstrated commitment to modern management practices. As an approachable leader with refined communication skills, the new Director will be collaborative and work to establish a team environment fostering a sense of family and loyalty to the department and the community.







## CANDIDATE QUALIFICATIONS (continued)

- The ideal candidate will be a collaborator with neighboring departments, community organizations and partner governments, especially Family Service of Glencoe, school districts and houses of worship. The candidate will demonstrate an ability to forge and build relationships to ensure community safety as well as preparedness in the event of disasters.
- The ideal candidate will have exceptional interpersonal and community relations skills, using them to develop a rapport with the community that is essential to maintaining the high level of satisfaction and trust that the community places in the department. This will include being visible and accessible to the community in informal and formal settings showcasing a genuinely friendly, approachable style.
- The ideal candidate will model and promote exceptional professional ethics and integrity. The Village deeply values diversity, equity, inclusion and belonging and the Public Safety Director is critically important in continuing to grow Glencoe as a community and employer that champions these values.
- The ideal candidate will demonstrate excellent communication and interpersonal skills and the ability to reach across department boundaries to partner with the Village Manager, other Executive Team leaders, the community and other agencies. In both verbal and written communications, the Director must be confident and clear, capable of handling media relations on routine matters and in the event of a crisis.
- The ideal candidate must possess strong financial management and budgeting skills understanding the revenue and expenditure constraints placed on local governments while advocating for the needed funds to effectively meet the needs of the department and the community.





## THE SUCCESSFUL CANDIDATE WILL:

- Confidently and diplomatically manage service expectations, demonstrate exceptional customer service in keeping with the department's practice accessibility and engagement with the community, and confidently relay sensitive and often challenging situations to a sophisticated, well-educated audience. With an understanding of the technical, legal and interpersonal challenges faced by public safety officers today, they will self-assuredly support and advocate for employees when necessary. As the face of the Public Safety Department, the new Director will readily engage with the community to foster trust in all public safety operations and capabilities.
- Possess considerable experience leading a multi-dimensional service model where staff provide an extraordinarily high service level. Progressive thinking, consideration of new methods, utilization of technology and modern approaches are strongly desired.
- Have a demonstrated track record of an inclusive and participatory internal and external management philosophy.
- Demonstrate a track record of being an inspirational leader that cultivates a team-focused mentality while also encouraging individual employee growth and development.
- Demonstrate cultural competence to effectively develop meaningful relationships with people of diverse identities, perspectives and backgrounds and authentically demonstrate a commitment to best practices in policing.







## COMPENSATION

The current salary range is \$141,409-\$197,972; starting salary will be commensurate with the selected candidate's qualifications and abilities. The Village also offers a comprehensive and very attractive benefit package including medical, dental, vision, life insurance, participation in the Glencoe Police Pension Fund, and a Retirement Health Savings program. Additionally, the Village of Glencoe offers additional benefits, including 457 deferred compensation, Flexible Spending Accounts, and relocation assistance for a candidate who is selected from outside the northern Illinois area. Residency is not required.

## HOW TO APPLY

Interested candidates should apply online with resume, cover letter, and contact information for five professional references at [www.GovHRjobs.com](http://www.GovHRjobs.com) by May 5, to the attention of Kathleen Rush, Vice President, GovHR USA, 630 Dundee Road, Suite 130 Northbrook, IL 60062. Questions regarding the Glencoe Public Safety Director position can be directed to Ms. Rush: [krush@govhrusa.com](mailto:krush@govhrusa.com).



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