



ILEAC PROGRAM DIRECTOR/ CRG SALES & IMPLEMENTATION MANAGER JOB DESCRIPTION

The ILEAC Program Director will work with ILEAC staff to ensure the goals, objectives, and deliverables are professionally completed on time and within budget.

ROLES & RESPONSIBILITIES:

Job tasks include but not limited to the following:

- Respond to all inquiries about accreditation and requests for information and technical assistance
- Recruit agencies statewide to discuss the benefits of accreditation
- Work with staff to promote the program and expand the number of agencies involved
- Develop and engage in marketing plans and campaigns to encourage program participation
- Identify and attend LE gatherings, meeting, conferences and trade shows to promote accreditation
- Create and maintain a relationship with ILEA to address the new Chiefs training each year
- Assist agencies in process organization to maximize success
- Develop lesson plans and provide training to accreditation managers
- Periodic contact with accreditation managers to monitor progress
- Address various issues that are problematic with agencies
- Share successful agencies methods and policies to comply with standards
- Recruit assessors, screen and train
- Schedule agency visits
- Coordinate on-site assessments including scheduling, assigning assessors and facilitating travel
- Monitor on-site issues uncovered by assessors
- Monitor law changes for standards compliance
- Monitor trends in law enforcement for “best policy” practices and new technology
- Oversee review/revision of program procedures; develop and edit standards
- Prepare new standards to address issues not previously covered to enhance the program
- Write standards in a way to allow agencies maximum latitude in how they will comply
- Suggest possible proof documents that agencies could use to show compliance
- Make Commission and local presentations during award ceremonies
- Maintain a close relationship with the software company used during the accreditation process
- Represent ILEAC, with general counsel and staff, in state/federal court when defending policy creation and award certification
- Attend state accreditation (InPAC) meetings to represent the state accreditation effort
- Provide periodic reports to the Board and staff
- Provide articles/bulletins to staff for distribution to membership
- Attend scheduled meetings and events

The CRG Sales & Implementation Manager is principally responsible for developing and nurturing sales opportunities for Collaborative Response Graphics® (CRG®) to clients of the Critical Response Group and ensuring CRGs are implemented properly by members of public safety. They are required to manage projects and contribute time to events that may require travel out of state. They are expected to offer perspective on potential company innovations and express opinions on product enhancements to ensure client satisfaction. This position requires self-motivation and the exercise of independent judgment to perform the responsibilities described herein.

Employees must be flexible and willing to take on tasks that may extend beyond their core responsibilities. Critical Response Group will coordinate assignments to ensure an employee is adequately supported in their activities. Any person hired will be provided necessary training and resources to be successful in the role.

ROLES & RESPONSIBILITIES:

Job tasks include but not limited to the following:

- Project Management: Lead a set of CRG customer projects with end-to-end project management responsibility including – planning, scope, requirements, schedule, communication, risk, and budget.
- Conduct presentations of CRG products to potential clients; assist with and attend tradeshow where CRG products are being displayed.
- Develop and provide training and implementation presentations, including but not limited to courses, seminars, tabletop and large-scale exercises.
- Interface with first responder organizations to facilitate the use of Collaborative Response Graphics.
- Develop and implement tools and systems to measure the effectiveness of Collaborative Response Graphics.
- Build processes and systems that enhance CRG performance and codify those activities.
- Coordinate with other CRG management and assist with identifying the appropriate strategic direction for product catalogs, advertising and marketing, strategic partnerships, and new products or services.
- Identify emerging industry trends and monitor competitor products to ensure CRG remains at the forefront of visual planning in the public safety arena.
- Help build spreadsheets and forms that standardize administrative systems.
- Plan and formulate proposals and applications for CRG business ventures, including grant opportunities.
- Follow up with clients who have received proposals but have not yet committed to purchase.
- Deliver weekly and monthly status reports on key projects that are assigned.
- Take on additional responsibilities as assigned from the senior management of CRG.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Knowledge of office operations and procedures, including record-keeping
- Knowledge of the law enforcement operations and administration, including contemporary best practice standards
- Ability to maintain a high level of integrity, including professional and ethical standards
- Ability to maintain highly confidential information and materials
- Ability to work well as a team member and independently
- Ability to work with minimal supervision and consistently complete tasks
- Ability to make decisions in accordance with Association rules, regulations and guidelines, as well as exercise judgment about when to consult with others
- Ability to complete and maintain records and to prepare reports from such records
- Ability to understand, prepare and carry out complex oral and written instructions
- Strong oral, written and interpersonal communication skills

DESIRABLE EDUCATION, TRAINING AND EXPERIENCE:

The following education, training, and experience is strongly desired:

- Experience as an accreditation manager, accreditation assessor, and/or working for an accredited police agency (e.g., IACLEA, CALEA, or state program) OR
- Possess five (5) years of law enforcement experience preferably in a supervisory, command or administrative capacity
- Experience with law enforcement tactical and operational planning where coordination of multiple agencies was required
- Experience in developing and implementing policies and procedures necessary to operate a law enforcement and/or campus public safety agency
- Experience in the delivery of training materials and public speaking
- Bachelor's degree from an accredited college or university strongly preferred

ADDITIONAL REQUIREMENTS:

Persons in this position must possess a valid Driver's License. Persons in this position are expected to dress in appropriate business or business casual attire or casual attire based on the job assignment of the day.

SCHEDULE COMMENTS:

The schedule for the position will be part-time with the potential to become full-time dependent on the volume of work and the needs of the Association. Occasional work beyond or outside hours agreed upon may be required during emergencies, special events or as assigned. Travel required.

LOCATION OF EMPLOYMENT:

This position is expected to work remotely. However, use of the ILEAC Executive Office is available as needed. The Executive Office is located at 11495 N. Pennsylvania St. Suite 103 Carmel, Indiana 46032.

SALARY:

Commensurate with experience.