

Lynchburg Police Department
2026 Emergency Communications Supervisor
Promotional Process
Assessment Dimensions



Community Relations

Identifies, understands, and addresses the needs and concerns of community members. Maintains a public service/community-focused orientation. Exhibits tact and political awareness while working with the public. Understands public perception and the need to represent the department in a professional manner. Demonstrates understanding and respect for various demographic and societal groups. Maintains an awareness of issues facing the community locally and across the country. Maintains an awareness of community programs, agencies (e.g., Red Cross) and other resources (e.g., shelters) that are available to assist individuals in need.

Critical Thinking and Planning

Sizes-up a situation to identify the problem(s). Weighs the risks and benefits of options with careful and thorough consideration before choosing the appropriate action. Gathers and evaluates information to aid in the decision-making process. Generates ideas to solve problems. Develops plans and goals that align with departmental policy. Understands the short- and long-term consequences of decisions and actions. Foresees problems/opportunities and strategically/proactively addresses or takes advantage of them. Delegates, coordinates, and follows through on tasks and assignments. Prioritizes and organizes work tasks to meet goals and timelines while maximizing staff and resources. Utilizes various pieces of information to aid in problem solving and determine where linkages and relationships may exist. Makes independent decisions based on laws, department policies and procedures, and common sense; uses good judgment. Adapts plans and schedules to meet changing priorities of work objectives. Analyzes all relevant facts in order to make sound and timely decisions. Uses appropriate resources to achieve objectives. Makes proper assignment of personnel, when applicable. Directs resources in the accomplishment of tasks. Adapts to changing priorities, situations, and resources. Understands the roles and responsibilities of individuals and agencies involved in emergency incidents. Makes independent judgments and adopts quick and effective courses of action without needing additional supervisory input. Takes action and responds to situations while under stress.

Interpersonal Skills

Demonstrates compassion and understanding for others; responds in a sympathetic and empathetic manner, as appropriate. Applies an appropriate interpersonal interaction based on the situation. Builds trust and a rapport with others. Collaborates effectively with others to reach a mutually agreeable solution and/or accomplish a task. Develops and maintains constructive and cooperative working relationships. Works to de-escalate situations by remaining calm, courteous, and professional. Maintains an awareness of how one's behavior impacts others. Responds receptively and accepting of others' opinions and ideas; remains open-minded.

Leadership

Monitors tasks and activities of personnel. Communicates effectively up and down the chain-of-command (i.e., with personnel and superiors) in order to relay pertinent information that impacts others within any level of the department. Evaluates (informally) personnel performance in an objective, impartial, and equitable manner. Recognizes areas for improvements in personnel and provides training, communicates deficiencies to a Manager, and/or assists with a development plan. Maintains accountability and responsibility for the actions of personnel and oneself. Mentors, coaches, motivates, and/or develops personnel to achieve the highest level of performance. Encourages the participation of others in the accomplishment of tasks. Assists with the resolution of personnel issues and disputes. Understands and upholds the department's values/policies and instills these within others. Separates personal feelings and reactions from the issues at hand. Acts assertively and with authority as the situation demands in order to lead others. Demonstrates dedication to the job and loyalty to the department. Conducts oneself in a professional and appropriate manner to represent the department, set an example for others, and serve as a role model. Shows a commitment to professional development. Exercises discretion in dealing with sensitive information. Remains calm and composed in frustrating or difficult situations to ensure work is conducted in a professional manner. Maintains a positive and productive work environment. Solicits feedback, thoughts, and perspectives from others. Recognizes bias within personnel through interactions with the community, one another, etc., and rectifies and/or addresses any identified concerns.

Oral Communication

Communicates clearly, concisely, and effectively with others. Uses proper grammar and vocabulary. Uses proper terminology. Conveys information in an understandable manner. Communicates in a manner that results in de-escalation or the calming of a situation. Presents information in a manner that engages others. Presents information in an organized fashion (including providing clear opening/closing statements and proper summaries of information). Gathers information from others; asks probing questions. Participates in active listening by remaining attentive, asking questions for clarification, and comprehending the speaker's message and intent.