



The Raleigh-Durham International Airport



Invites your interest in the position of
Major



The Raleigh-Durham International Airport (RDU) Authority Law Enforcement Department in the desirable capital city of Raleigh, NC, seeks an experienced and servant-minded law enforcement leader to serve as its **Major**. This position ensures the safety and security of all airport and TSA employees, vendors, and passengers by establishing a robust, customer service-oriented law enforcement culture that is undergirded by consistency in RDU branding, messaging, training, impartial enforcement of policy and procedure/rules and regulations, and a cohesive collaboration between Patrol Officers, Security Officers, and Checkpoint Officers.

The ideal candidate for this position is a change agent – one who has a history of successfully motivating, encouraging, and inspiring a team of law enforcement personnel through changes and growth. The **Major** will support the Chief in implementing many departmental changes including an organizational restructure while navigating the demands of daily operations and ensuring safety for all. The **Major** is an analytical yet swift problem solver who utilizes data in decision-making and handles complex situations with diplomacy and tact.

The Chief seeks a professional who has an understanding and awareness of the culture of an airport law enforcement department including the high level of federal regulations and who will demonstrate a commitment to the high level of quality customer service that the department is known for. As a natural collaborator, the next **Major** demonstrates the dignity and worth of others through their interactions and is highly effective in interacting with various stakeholders including peer leaders, personnel, federal, state, and local agencies, and Airport Authority leaders.

About the Community:

The Raleigh-Durham International Airport is located at the western edge of Wake County, midway between the cities of Durham and Raleigh in North Carolina. Wake County is home to 11 municipalities including the capital city of Raleigh. Accessed by I-40 and four major U.S. highways, Wake County has a population of over 1 million and is a thriving, growing community with endless opportunities. Consistently rated as one of the best places to live and work in America, Wake County offers 11 principal colleges and universities including NC State University. Wake County is also the center of state government, with the Capitol Building, legislature, and many government offices located in the City of Raleigh. Known as the City of Oaks, Raleigh was ranked #2 as Safest, #4 for Economic Well-being, and #6 for Quality of Education and Health among all State Capitals in early 2022. Raleigh boasts more than 9,000 acres of parkland and almost 1,300 acres of water, offering recreational activities year-round. A nationally acclaimed greenway system spans more than 180 miles, providing walking, jogging, and hiking trails that connect many of the City of Raleigh's 200+ parks and the Town of Cary's 30+ parks. The NHL Carolina Hurricanes, Carolina Mudcats Low-A Baseball, NC FC Men's, and NC Courage Women's pro soccer teams attract visitors throughout the year and serve as an entertainment hub for community members. From the NC Opera, NC Symphony, and the Carolina Ballet to three major state museums, Raleigh's culture is rooted in art, history, and natural sciences.

Neighboring Durham County, with a population of 317,665 and located in the Research Triangle Region of North Carolina, is home to Research Triangle Park and is one of the most economically competitive regions in the world. Research and development from many private and federal labs have fueled business and economic growth in Durham County and have made the region a world leader in life sciences, information technology, and clean technology. Consistently ranked among the top places to live, work and play, Durham is a magnet for talent, which helps attract innovative companies working in high-growth industries. Also called the “City of Medicine,” Durham has long been known for world-class medical facilities, including top-ranked Duke University Medical Center, and an industry-leading pharmaceutical sector. The healthcare industry in Durham County includes more than 300 medical and health-related companies and medical practices with a combined payroll that exceeds \$1.2 billion annually. More recently, Durham County has become a hotspot for entrepreneurs and high-tech startups, propelled by the launch of American Underground, a startup incubator and accelerator.

Durham boasts a premier performing arts center and the Durham Bulls AAA baseball team. In addition to Duke University, Durham is home to North Carolina Central University, the nation’s first public Historically Black College and University, now a major center for biotech and bio-manufacturing R&D, and Durham Technical Community College, a key partner in preparing a competitive workforce. Private investment flourishes, redeveloping former tobacco and textile warehouses and historic buildings into mixed-use developments filled with trendy housing options, restaurants, artist studios, retail spaces, and small businesses. Research Triangle Park (RTP), located just 6.5 miles from the RDU Airport, is a 7,000-acre special county research and production district encompassed on three sides by the city of Durham, with a portion in Wake County, and served by a Durham postal substation. RTP houses more than 170 major research companies employing 39,000 full-time employees and 10,000 contract workers.

About the Organization:

The Raleigh-Durham International Airport is governed by the Raleigh-Durham Airport Authority, an eight-member board. The Airport Authority was established by the N.C. General Assembly in 1939. The cities of Durham and Raleigh along with Durham and Wake counties each appoint two members to the board. The Airport Authority is a local government responsible for the development, operation, and maintenance of RDU. The Authority is committed to delivering a world-class airport experience through excellent airport services, facilities, and unparalleled customer service.

Since 1938, the Raleigh-Durham Airport Authority has played a central role in the growth of the Research Triangle Region. With 14 airlines, RDU offers flights to a multitude of nonstop destinations on 175+ daily departures. In addition to an in-house law enforcement department, the Authority also has a Fire-Rescue Department under the leadership of a Chief, with a deputy fire chief, captain, lieutenant, and three fire engineers on duty 24-hours a day, 365-days a year. Additionally, the Raleigh-Durham Airport Authority works closely with a number of federal agencies that have a presence at Raleigh-Durham International Airport including the **Federal Aviation Administration (FAA)**, **Transportation Security Administration (TSA)**, and





Customs and Border Protection (CBP). RDU is a participating airport in the U.S. CBP's Global Entry Trusted Traveler Network. This program allows U.S. citizens, lawful permanent residents, and pre-approved citizens of Mexico and the Netherlands an opportunity to use an automated kiosk to bypass the standard passport screening lines, thereby reducing wait times.

About the Department and Position:

The Raleigh-Durham Airport Authority Law Enforcement Department (RDULE) is a fully accredited North Carolina law enforcement agency. RDULE is responsible for ensuring visitors to Raleigh-Durham International Airport have a safe travel experience. The agency's jurisdiction extends beyond the airport's terminals and includes all of the Authority's 5,000 acres of property including sections of major roadways around the airport.

The RDU Law Enforcement Department includes a staff of 70+ full and part-time officers and support employees that perform a range of functions including foot and vehicle patrols, investigations, lost-and-found, special operations, traffic duties, community policing and more. RDULE is headquartered in the Airport Operations Center with remote offices in each terminal. The department also includes training facilities located on airport grounds.

The department's **Major** reports to the Police Chief and oversees department personnel who engage with RDULE customers in the field at the point-of-sale. The **Major** is tasked with managing the department's Patrol Section primarily through subordinate supervisors, i.e., four Patrol Lieutenants (Watch Commanders) and the TSA Checkpoint Operations Lieutenant. The **Major**, who is second in command in the department, must act as Police Chief during the Chief's absence. This office-based position is located on the grounds of the airport property with work occasional work off-site at emergency scenes during or outside the normal work week schedule.

The staff and officers of RDULE are well respected by airport employees and known for their swift response to issues reported from the operations center. Law Enforcement personnel are highly skilled and successful in adaptability and de-escalation tactics. The **Major** will uphold the reputation of the department and further lead the department towards excellence while embracing and nurturing the Authority's Core Values of *Learning, Integrity, Team, Excellence, and Respect*.

Key Position Priorities:

- Assess staffing levels, compensation, training, and work factors and implement short- and long-term solutions to improve morale, retention and recruitment and further position the department as a competitive employer.
- Unite personnel around a collective vision – leading the department through pivotal change and building a cohesive commitment among personnel to the growth and sustainability of the department through active listening, education, training, and accountability.
- Thoroughly evaluate the department's customer service and make changes while educating and training officers in customer service delivery to ensure consistency and quality in customer service delivery.

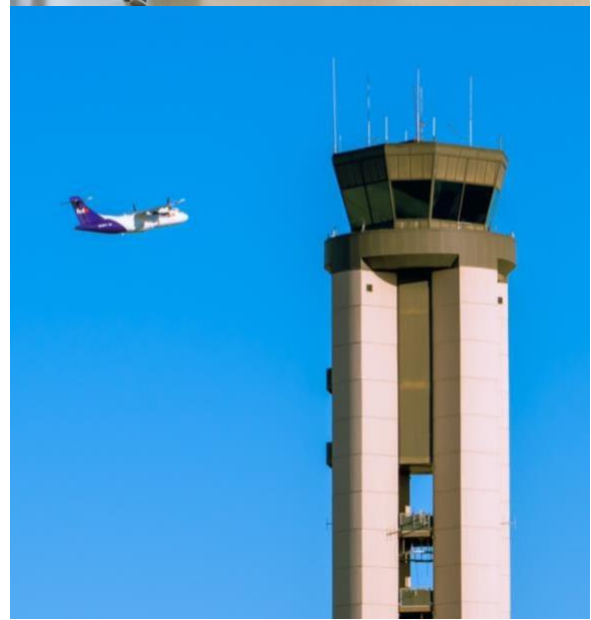
Qualifications: A Bachelor's Degree in Criminal Justice, Leadership, Business Administration, Public Administration, or a related field and 15 years of total Law Enforcement experience including 5 years in law enforcement management at the rank of Lieutenant or higher **is required**. Candidates with a Master's Degree in Criminal Justice, Leadership, Business Administration, Public Administration, or related field with 20 years of total Law Enforcement experience including 5 years as a patrol officer ***are preferred***. NC Advanced Law Enforcement Certification **is required**.

The following licenses/certifications ***are preferred***: Administrative Officers Management Program Certificate (AOMP); FBI National Academy Graduate (FBINA); Southern Police Institute Graduate (SPI); Police Executive Research Forum, Senior Management Institute for Police Graduate (SMIP). **Must** have a valid NC driver's license or the ability to obtain a valid NC driver's license within 60 days of relocating to NC. Experience working in an airport environment ***preferred***.

Transfers: An officer holding probationary certification may not laterally transfer from one law enforcement agency to another. The probationary period must be completed in its entirety at the same agency. If an officer terminates employment with one agency before his or her year is up, then he or she must start a new probationary period at the new agency. In-state candidates with less than a three-year break in NC service may receive partial credit toward basic law enforcement training.

Out-of-state transferees will be evaluated to determine the amount and quality of their training and experience. At a minimum, out-of-state candidates must have two years of full-time, sworn law enforcement experience and must have successfully completed a basic law enforcement training course accredited by the state from which they are transferring and cannot have a break in full-time service exceeding three years at the time of appointment.

Individuals with Federal law enforcement officer certification who have not had a break in service exceeding three years at the time of appointment may receive partial credit toward NC basic law enforcement training. NC does recognize and give partial credit for military police (MP) training if the candidate has completed a formal military basic training program and been awarded a military police occupational specialty rating and has served as a military police officer for not less than two of the five years preceding the date of appointment.





The Successful Candidate is:

- an individual with impeccable integrity and a proven record of consistency in managing both internal and external relationships in order to develop trust and to create opportunities for collaborative problem solving, strong stakeholder relationships and partnerships;
- has expert skills in navigating the complexities of varying roles (e.g. need for building relationships, advocating for personnel, clear communication, ensuring mutual trust);
- goal oriented, possessing high standards of self and others, thriving in a culture of high-performance expectations and personal accountability;
- courteous in their engagement with others and provides outstanding customer service with travelers while ensuring clear and firm adherence to safety principles and laws;
- experienced across functional areas such as accreditation, patrol, support investigations, K-9, or other specialized units;
- appreciative of the significance of diversity within all aspects of the department and organization, and has developed innovative solutions to attracting, retaining and promoting diversity;
- consistently updating personal knowledge regarding public policy, public perception, and law enforcement trends and ensuring that knowledge is shared with stakeholders;
- skilled in budget development and management, policy development and application, progressive policing strategies and maintenance of effective service levels despite resource constraints;
- an outstanding communicator who speaks and writes clearly, assertively, and transparently with internal and external stakeholders;
- known for their public safety success that comes from a balance of engagement and enforcement; and,
- knowledgeable regarding the use of technology, data driven approaches to predict and prevent crime, and community-oriented policing.

Salary and Benefits: The hiring range for this position is \$104,000 - \$136,000 annually. Starting salary will depend on experience and qualifications. The RDU International Airport provides an [excellent benefits package](#).

To apply, please visit

<https://www.governmentjobs.com/careers/developmentalassociates> and click on the **Law Enforcement Major – RDU International Airport** title.

To learn more about the selection process,

visit <https://developmentalassociates.com/client-openings/>, select “*Client Openings*” and scroll down to “*Important Information for Applicants.*” All applications must be submitted online via the Developmental Associates application portal – NOT the Airport Authority Employment Application portal, nor any other external website; it is not sufficient to send only a resume - resumes and cover letters must be uploaded with the application. Applicants must apply by May 13th, 2023. Successful semi-finalists will be invited to participate in virtual interviews and skill evaluation on June 12-13, 2023. Candidates are encouraged to reserve these dates for virtual meetings should they be invited to participate. All *inquiries* should be emailed to hiring@developmentalassociates.com.

The RDU International Airport is an Equal Opportunity Employer.

The recruitment and selection process is being managed by Developmental Associates, LLC.

