



**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY  
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Rule 109. In the absence of requests to meet addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

**Posting No:** 26  
**Fiscal Year:** 2008/2009  
**Posted Date:** March 31, 2009

***AMEND THE FOLLOWING JOB SPECIFICATION(S):  
(Draft job specifications attached.)***

<b>Item #</b>	<b>DEPT/ DIVISION</b>	<b>Class/Title</b>
1	POL	Q 50 Sergeant, (Police Department)

To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

**For additional information regarding the preceding proposed actions, please contact, Richard Marshall at 551-8943**

Requests to meet on an item should be addressed to the Human Resources Director, 1 South Van Ness, 4th Floor, San Francisco, CA 94103. All requests must be received in writing no later than close of business seven (7) calendar days from the posting date. FAX'd copies will be accepted as timely with original to follow. Copies of this notice may be obtained from the Information Center, 1 South Van Ness, 4th Floor.

**cc:** All Employee Organizations  
All Departmental Personnel Officers  
Regina Tharayil, MTA  
Anita Sanchez, CSC  
Harvey Rose, Budget Analyst  
Christina Fong, ERD  
Carmela Villasica, ERD  
Linda Cosico, DHR  
RAS Team Leader(s)  
DHR Support Services  
Martin Gran, ERD  
Steve Ponder, ERD  
File

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Q-50 SERGEANT**

**INTRODUCTION**

Under direction, as a sworn member of the San Francisco Police Department, the Q-50 Sergeant's duties may include but are not limited to: supervising field incidents, crime scenes or special events; monitoring, directing, evaluating, coaching and training subordinate personnel; reviewing documents and preparing routine paperwork; interacting with SFPD members, other city departments and law enforcement agencies; performing routine law enforcement field operations and station keeper duties; serving arrest and search warrants; collecting and processing physical evidence; interacting with victims, witnesses, and suspects during investigations; follow-up investigation, case management, and prosecution. For a more detailed list of Sergeant job duties, please refer to "Major, Important, and Essential Duties," compiled from the Q-50 Sergeant job analysis completed in March 2009.

**DISTINGUISHING FEATURES:**

The Q-50 Sergeant is the first-line supervisor position. The Q-50 Sergeant may also be assigned non-supervisory work of equal responsibility. The Q-50 Sergeant may be assigned to any of the four San Francisco Police Department Bureaus.

**SUPERVISION EXERCISED:**

Incumbents in this classification assume full supervisory responsibility of subordinate Q-2 Police Officers as well as directing personnel at crime scenes and major events or incidents.

**MAJOR, IMPORTANT, AND ESSENTIAL DUTIES**

The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed. (CSC Rules Vol II, Rule 209, Sec. 209.6.2)

**SUPERVISING FIELD INCIDENTS, CRIME SCENES OR SPECIAL EVENTS**

1. Monitor the radio and assess an incident or event (e.g., criticality, experience of responding officers, potential for escalation).

2. Respond and/or direct additional units or resources to the scene if necessary.
3. Evaluate crime scene, incident, or event by assessing factors such as crowd size and demeanor, location of victims, witnesses, and suspects; injuries and property damage; risk of escalation; political sensitivity or newsworthiness; nature of crime; available resources.
4. Protect the integrity of the investigation at crime scenes: direct the collection/preservation of evidence (e.g. shell casings, photographs); ensure that victims, witnesses, and suspects are interviewed when appropriate; supervise area searches and authorize arrests of suspects.
5. Establish control and attempt to stabilize/secure crime scene, incident or event; create and maintain perimeters; control traffic and crowds; set up command post if required.
6. Manage calls for service: redirect officers from lower to higher priority calls: direct officers to hasten their availability when stacked runs exist: request support from other sectors, etc.
7. Evaluate vehicle pursuits: monitor radio traffic; cancel or authorize the pursuit itself, as well as the number of units participating; authorize tactics (e.g., spike strips); respond to termination point as necessary.
8. Minimize risk to officers by appropriate positioning of personnel, establishing safe avenues of approach and exit, developing relief schedules, ensuring adequate equipment and supplies (e.g., riot gear, emergency lighting, food/water).
9. Ensure effective communications at crime scene, incident or event: brief others at the scene, such as Public Affairs officer, superiors, or representatives from other departments; request periodic updates from subordinates; notify FOB, Operations, Platoon Commander, and/or Captain when appropriate.
10. Effectively utilize resources by requesting additional personnel, health and safety assets (fire, EMS, hazmat), specialized units (TAC, Hondas, Inspectors, 35 car, etc.) and support from other agencies or city departments (Public Works, Public Health, MTA, etc.).
11. Direct the termination of on-scene operations: account for members and equipment; release officers and other personnel when appropriate; order the collection of equipment (e.g., barricades); ensure proper documentation (e.g., incident report, supplemental reports, evidence logs, use of force); review actions taken for future planning (debrief).

#### MONITORING, DIRECTING, EVALUATING, COACHING AND TRAINING SUBORDINATE PERSONNEL

12. Determine and authorize arrest charges based on information provided by officer and legal criteria.
13. Monitor all aspects of subordinate work, including search and seizure, arrests and detention, crime prevention and detection, for adherence to legal guidelines and department policies, procedures and directives, etc.

14. When assigned to Investigations Bureau or specialized unit, confer with patrol Sergeants and Officers to answer questions or provide guidance, clarify details in initial report, obtain additional information, make appropriate corrections.
15. Conduct preliminary investigation of officer-involved shooting incidents, managing the scene; conducting interviews.
16. Provide training to officers regarding General Orders, FOB Orders, Bulletins and other departmental directives to ensure understanding and compliance with policies and procedures, informally and in formal presentations when appropriate.
17. Promote general health and safety: direct officers to take proper precautions while performing their duties; detect environmental hazards or unsafe practices; ensure appropriate tools and safety equipment are available.
18. Assign tasks or projects to subordinates consistent with their assignment, experience and/or abilities; provide guidance to officers regarding effective methods or approaches, especially when an officer is unfamiliar with a task; authorize alternate methods when appropriate.
19. Serve in an acting capacity in the absence of the Platoon Commander to ensure continuity in supervision and operations.
20. Acquire and maintain knowledge of subordinate qualifications, abilities, and deficiencies: observe officers in the field to monitor their performance; review and update PIP files and other documentation.
21. Conduct an investigation when injury occurs to a suspect as a result of the use of force by ensuring that witnesses are interviewed and by observing the scene in order to determine if officer's use of force was reasonable and appropriate.
22. Monitor subordinate time and attendance; including appropriate use of overtime.
23. Document in a memo to the Captain the actions of subordinates which demonstrate special initiative, a job well done or exhibited extra effort.
24. Counsel subordinates to identify problems and correct performance; if necessary, formulate corrective measures; provide feedback and guidance; refer subordinates to resources such as the Behavioral Science Unit (BSU) when they are experiencing personal difficulties.
25. Meet with subordinates to develop and implement plans for a specific project, event, or activity.
26. Investigate accident or injury involving a police officer by interviewing the officer and witnesses and reviewing work status reports and/or traffic reports, in order to complete a supervisory investigation report.
27. Monitor subordinates' performance as follow-up to counseling sessions to determine if performance is improving; intervene with additional sessions if necessary.
28. Conduct preliminary investigation into potential officer misconduct (citizen complaint, failure to appear (court, range, etc.)); summarize preliminary findings in reports to commanding officer(s).

29. Make verbal or written reports to superior officers and other sergeants regarding subordinates performance.
30. Document counseling sessions with subordinates in a memorandum, to establish a formal, written account of the session and to note the performance problems (e.g., absence from range or failure to appear in court); file memorandum in PIP binder, along with correspondence and documentation (e.g. letter from citizen, accident report).
31. Formally evaluate officers' performance after reviewing materials such as officers' PIP binders, CAD/activity summaries, SP usage, personal observations, and disciplinary history.

#### REVIEWING DOCUMENTS AND PREPARING ROUTINE PAPERWORK

32. Complete Chronological Record of Investigation to document case investigation and to maintain detailed written chronological record of investigative activities and findings.
33. Review incident reports for accuracy, consistency, and completeness; direct corrections or request supplemental reports when appropriate.
34. Complete and/or supervise the completion of initial and/or supplemental incident reports to document or clarify details of incident, reasons for arrest, warrant issuance, warrant refusal, case closure.
35. Prepare complete case file with items such as re-booking sheets, criminal histories of all involved parties, including all transcripts, cassettes/discs of interviews, and photographs, prior to meeting with District Attorney.
36. Prepare documents for submission to the District Attorney's Office: warrant and court protective order requests, written documentation of evidence obtained after discovery.
37. Complete all forms related to the duties of Station Keeper, such as cell check log, medical screening cards, fire watch log, booking card.
38. Complete forms to document actions by subordinates, such as Use of Force Log, Vehicle Pursuit Summary form, Juvenile Detention Logs.
39. Write departmental memos, teletypes, Violence Reduction information, e-mails, to formally notify other Department members of important information.
40. Complete industrial injury or accident forms by gathering information about officer injuries, property damage, accident descriptions to formally document the occurrence.
41. Maintain records of station/unit activities: fax daily arrest log to OCC to maintain a record of the station's arrests; enter subordinates' daily activity reports into HRMS, update monthly activity report with statistical information, such as number of cases closed and arrests made.

#### INTERACTING WITH SFPD MEMBERS, OTHER CITY DEPARTMENTS AND LAW ENFORCEMENT AGENCIES

42. Receive briefing from off-going supervisor regarding current status and actions of personnel, equipment and recent or ongoing activities; provide briefing to relieving supervisor.
43. Confer with arresting officers and their supervisors to clarify details in initial report, obtain additional information, and/or to provide explanation of district attorney's decision regarding prosecution.
44. Provide briefings to lieutenant regarding status of cases, special projects or events.
45. Notify district station of the need for additional patrols of specified areas when called for by unusual circumstances (e.g., crime series); notify other stations of ongoing events or activities which could impact their district (e.g., mobile demonstration).
46. Interact with outside law enforcement agencies (such as FBI, DEA, CHP, ATFE, other jurisdictions, etc), with appropriate Bureau approval, to exchange information such as suspects and/or case investigations; coordinate enforcement activities; refer cases under their jurisdiction.
47. Coordinate enforcement activities or event management with other bureaus, districts, or units within the department; alert Departmental personnel and other agencies of specific crime information by preparing teletype, wanted bulletin requests, Critical Reach bulletins.
48. Present documentation of crime patterns, such as a synopsis of crimes and suspect descriptions to the Lieutenant to gain approval for proactive enforcement activities and plans.
49. Establish personal contacts and networks with other City agencies and to obtain support and coordinate activities (e.g., MTA, DPH, Adult/Juvenile Probation).
50. Notify other departments of serious health and safety issues detected in District (e.g., major code violations; traffic hazards).

#### PERFORMING ROUTINE LAW ENFORCEMENT FIELD OPERATIONS AND STATION KEEPER DUTIES

51. Attend watch line-up to obtain verbal reports from platoon commander regarding staffing levels, events or activities in the district, enforcement priorities, and shift activities; prepare for shift accordingly.
52. Monitor prisoners at timed intervals to ensure their physical well-being, that all are accounted for, and there are no unauthorized interactions; arrange medical treatment for injured or ill prisoners.
53. Perform functions required of all sworn officers, (e.g., qualify at the range, patrol district, operate police vehicle, perform BIPs, issue citations, conduct searches, make arrests).
54. Read General Orders, Operations Orders, teletypes, written directives, Bulletins to update knowledge of Department procedures.

55. Identify individuals detained for intoxication to ensure they are either transferred to the appropriate facility or are held no more than four hours in a proper holding cell.
56. Segregate juvenile, adult, transgender and female suspects into appropriate holding areas.
57. Account for the use and condition of equipment in the station armory, such as PIC radios and shot guns, as well as station vehicles, office machines, furniture, to ensure that they are properly maintained.
58. Collect property of persons booked at station to ensure the safety of prisoners and their possessions, verify at shift change that money booked as evidence or property remains secure.
59. Arrange transfer of prisoners and their property from the station to county jail for longer term custody by scheduling transportation and completing the prisoner control transfer sheet.
60. Ensure safety by carefully evaluating hazardous or potentially explosive property (e.g. fireworks); verify that weapons have been unloaded prior to being booked at the station; make periodic fire checks in cell area.
61. Maintain knowledge of district (e.g., types of businesses, schools, high crime areas, topology, traffic, etc.) in order to plan enforcement activities and inform subordinate personnel.
62. Inspect perimeter of district station at periodic intervals to maintain security of the building and grounds and identify and document maintenance or health and safety issues requiring correction.
63. Receive information from citizens regarding criminal activity or community needs via person, telephone, correspondence, or email; respond to questions and requests for information providing referrals to others when appropriate.
64. Coordinate searches for missing persons by making and following up on assignments to complete search requirements outlined in DGOs.
65. Continuously enhance one's knowledge and abilities by participating in internal and external training or attending seminars and keeping abreast of legal trends and initiatives in professional law enforcement.
66. Advise citizens regarding procedures for filing complaints of possible officer misconduct.
67. Develop programs/presentations to provide police-related information to citizen, business and civic groups and establish cooperative relations.
68. Present information at community meetings, boards, and/or commissions and assist community members in formulating crime prevention and other programs.
69. Advise complainants that there may be legal recourse through civil actions in situations where criminal charges are not justifiable.
70. Collect bail for traffic warrants from citizens coming into the station and account for bail receipts by reconciling funds collected with receipts.

## SERVING ARREST AND SEARCH WARRANTS; COLLECTING AND PROCESSING PHYSICAL EVIDENCE

71. Ensure that evidence obtained at crime scene, from suspects, through warrants or other sources (e.g., pawn shops) is seized, entered in evidence log and processed, for an unbroken chain of custody.
72. Request laboratory analysis (e.g., gun shot residue, narcotics results, toxicology screen, DNA sequencing, etc.) by completing applicable forms or directing others to do so; review results of laboratory tests to determine if evidence supports case.
73. Brief officers participating in search warrant regarding the scope of the warrant (location, items, etc.), to facilitate a safe and legal service of warrant and search and seizure operation.
74. Confer with the D.A. and obtain judge's approval of an arrest or search warrant by presenting a complete warrant package.
75. Serve arrest and search warrants following a designated plan to locate property, evidence or persons.
76. Plan for arrest and/or search warrants by determining the number and type of officers to assist in the operation and obtaining their release.
77. Request court orders/warrants to obtain phone records, call tracing, bank and credit card records to further an investigation; coordinate the collection and preservation of evidence.
78. Retrieve evidence from narcotics lab, crime lab, property, photo lab, etc. for transportation to court and presentation.
79. Plan and/or participate in undercover or surveillance operation by evaluating type, size and scope of operation and identifying required personnel and resources.
80. Operate photographic equipment, such as video, and/or listening devices, to detect and record criminal activity.
81. Ensure checks are run on booked property to determine proper owner and if it has been reported stolen.
82. Notify other Investigation Bureau details of firearms held in custody which might be related to other criminal cases under investigation.
83. Decide to retain, release, or destroy booked property (including vehicles) based on its value to the prosecution of a case.
84. Determine if impounded property may be returned to a suspect weighing such factors as criminal history, ownership, and/or public safety conferring with Legal Division staff when appropriate.

#### INTERACTING WITH VICTIMS, WITNESSES, AND SUSPECTS DURING INVESTIGATIONS

85. Ensure that suspects are given legally required admonitions (e.g., Beheler Admonition, Miranda Rights) prior to interview.
86. Conduct preliminary or follow-up interviews of victims, witnesses, and suspects, in person or by telephone, to corroborate details and obtain information regarding a crime or incident.

87. Determine location of victims, witnesses, and suspects during the course of an investigation so that they can be readily contacted when needed (e.g., for further questioning, identification of suspects, court appearances).
88. Interview victims and witnesses to assess credibility and emotional state, to determine their willingness and ability to express themselves clearly, to provide court testimony.
89. Document interview information by tape recorder, videotape, or written statement.
90. Establish rapport with victims, witnesses, and suspects and assess their mental and physical state prior to interviewing to determine if a statement can be obtained.
91. Foster sustained working relationships with victims and witnesses by demonstrating courtesy and concern in order to ensure their continued cooperation through development and prosecution of cases.
92. Arrange for witnesses to receive protection, transportation, housing, funds, etc. before and/or after providing testimony or refer them to special services for assistance (e.g., Family Violence Project); advise victims regarding how to obtain restraining order when appropriate.
93. Follow up with victims to communicate the status of ongoing criminal cases; explain the decisions of the District Attorney's Office and explain changes in charges, plea bargains, or dropped charges.
94. Provide transportation for victims to law enforcement offices, medical facilities when necessary for interviewing, booking, testimony, testing or treatment.

#### FOLLOW-UP INVESTIGATION, CASE MANAGEMENT, AND PROSECUTION

95. Review cases by reading incident report and related documents; determine if all necessary elements are present; decide if evidence has been lawfully seized and has a documented chain of custody; and evaluate the likelihood that the case can be solved and prosecuted.
96. Present case orally to re-booking district attorney by providing a clear, concise synopsis of case to facilitate the district attorney's understanding of case facts.
97. Prioritize assigned cases and investigative activities by considering factors such as severity of crime, time constraints, and previous commitments.
98. Obtain background information such as criminal history and prior police contacts on victims, witnesses, suspects, and informants by querying CLETS, NCIC and other local, state, and federal computer networks to assess their credibility and reliability.
99. Develop investigations plan to identify or locate victims, witnesses, or suspects (e.g., checking CAD printouts, DMV records, criminal history) and collect evidence; determine personnel and equipment resources required.

100. Compare evidence and statements supplied by victims, witnesses and suspects to identify consistencies and/or discrepancies.
101. Develop new investigative leads by interviewing potential witnesses and collecting information or tips on criminal activity from informants, by phone or in person, in order to pursue a case.
102. Request prior incident reports and access CAD reports to corroborate incident report, reconstruct sequence of events, and gather additional information.
103. Prepare for testimony in court by reviewing the case file, notes, physical evidence and anticipated lines of questioning; meeting with prosecuting attorney when requested prior to testimony.
104. Persuasively and accurately testify in court or give statements or depositions related to criminal, civil, or administrative cases.
105. Confer with district attorney to obtain specific legal guidance in areas such as arrest and search warrant criteria, lawful seizure of evidence, setting of bail, development of case prosecution strategy.
106. Coordinate and administer line-ups and photospreads: identify individuals closely resembling suspect, obtain photos, admonish witnesses and victims in accordance with department policies.
107. Assist district attorney during trial by providing supplemental information, such as clarification of data, to facilitate case prosecution.
108. Determine if persons in custody are wanted or missing by comparing their personal information with listings in bulletins and other sources of information.
109. Evaluate information supplied by informants to determine its value to the case and document informant's past history and results obtained to establish his/her reliability.
110. Schedule and coordinate administration of tests done on suspects, such as polygraph tests, blood tests, DNA samples and computer voice stress analysis (CVSA).
111. File request to keep an arrest warrant confidential when there is reason to believe that the suspect may be a flight risk.
112. Interact with parole officers to discuss arrests and gather background information for uses such as using the parolee as an informant, or revoking parole.
113. Provide testimony at parole hearing regarding potential release of parolee or revocation of parole.
114. Attach listening or wiring devices to individuals for investigative purposes.
115. Arrange for press releases and/or composite drawings to solicit information and tips, and disburse them through the media and other sources to ask the public's help in providing tips and locating wanted persons or missing property.

## IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

## KNOWLEDGE OF ARREST, DETENTION, AND BOOKING

Knowledge of: legal requirements (e.g. elements of crime) and procedures regarding arrest, detention and transportation of suspects; crime definitions, distinctions, and elements as stated in state and local laws and regulations; all Department Bulletins, General Orders, and Manuals and how to access them; provisions related to the arrest and detention of different groups, for example, adults and juveniles, mentally and/or physically disabled, individuals under the influence, and those on probation or parole; procedures for notifying and acquiring information from other agencies or departmental units pursuant to an arrest; for example, when an individual is on probation or parole; when and how to obtain, file and serve warrants, subpoenas, EPOs, and court orders; the process for filing formal criminal charges against a suspect; station keeper duties and responsibilities, related to prisoners, property, station security and equipment; the California Motor Vehicle Code and City and state traffic and parking regulations.

## KNOWLEDGE OF EVIDENCE AND PROPERTY SEARCH, SEIZURE, AND PROCESSING

Knowledge of: what constitutes evidence for particular crimes; what constitutes physical evidence and when and how evidence should be collected; laws, regulations and procedures regarding search and seizure; what properties of physical evidence can be analyzed (e.g., fingerprints, body fluids, fibers, narcotics); how to input and retrieve information from various data bases, including information related to people, cases, property, vehicles, weapons; common places that people possess/conceal evidence, e.g., on person, in vehicle, in house; Department written directives regarding the processing and handling of evidence that consists of or contains hazardous materials; responsibilities and capabilities of the Crime Scene Investigations Unit, crime lab and photo lab, as well as related notification requirements; procedures for impounding, removal (towing), and release of police holds on vehicles; the data listed in criminal records, e.g., codes, abbreviations, acronyms, numbers and their interpretation and application; policies and procedures for the processing and storage of property and evidence in police custody, including release and retention; non-computerized departmental resources and records, such as responsible cards, EPO clipboard.

## KNOWLEDGE OF INVESTIGATIVE INTERVIEWS AND RELATED GUIDELINES AND METHODS

Knowledge of: Miranda Admonition and when it needs to be given; legal rights of suspects and prisoners; guidelines and methods for documenting interviews and interrogations; procedures and legalities involved in preparing photo spreads, mug shots, and conducting cold shows and live line-ups, to identify suspects or evidence; interview guidelines, strategies, restrictions and techniques in criminal

investigations; Beheler Admonition and its application to interviewing individuals not being held in custody; interview guidelines, strategies, restrictions and techniques in supervisory/administrative investigations.

## KNOWLEDGE OF INVESTIGATIVE OPERATIONS AND METHODS

Knowledge of: procedures to follow in domestic violence, elder abuse, and child abuse situations, as outlined in DGOs, bulletins, and the Penal Code; procedures and requirements related to searches for missing persons; Departmental guidelines and federal, state and local laws regarding the release of information to other agencies, the media and/or the general public; translation services and how they are accessed; signs and symptoms of drug/substance use/abuse; procedures for investigating motor vehicle collisions and preparing associated reports; resources available for victims, their family member, witnesses, suspects or the public (e.g., transportation, shelters or social services, Victim/Witness Assistance Program); methods and resources available to locate victims, witnesses, and suspects; the jurisdictional boundaries and responsibilities of allied law enforcement agencies.

## KNOWLEDGE OF RESOURCES AND LOGISTICS MANAGEMENT

Knowledge of: guidelines, regulations and procedures for emergency response and pursuit driving as prescribed by Department policies and procedures and the Vehicle Code; radio operations, codes and procedures (low band and PIC); what constitutes critical incidents, procedures for handling and notification requirements; response procedures for field incidents including how to respond, who should respond, and who to notify, including chain of command notification requirements; crime scene containment, preservation and management techniques as outlined in DGOs and other Department directives; when, where and how to establish and maintain inner and outer perimeters at a critical incident, event, crime or accident scene.; Field Operations Bureau Orders; Department criteria for determining whether or not the Inspector, C.S.I. and/or specialized units should be notified and/or asked to respond to a particular crime scene; when and how to establish a command post and command post roles and duties; procedures for crowd control at crime scenes, demonstrations and other planned and unplanned events; duties and responsibilities of other ranks (Police Officers, Lieutenants, etc.); Department resources including special units, personnel and equipment that can be made available; tactical resources and deployment techniques, including SOG and station tactical equipment; Human Resource Management System (HRMS); the type of community functions, activities, conditions that are likely to attract criminal activity; reasonable/appropriate time frames needed to handle different types of calls for service; the Department's organizational structure and the functions of individual units.

## KNOWLEDGE OF SUPERVISORY PRINCIPLES AND PRACTICES

Knowledge of: officer safety principles and procedures; the appropriate use of force, restraint and physical control techniques as stated in DGOs and bulletins; procedures for investigating and reporting officers' use of force; the types of incidents that require a Sergeant to respond; rights and protections defined in the Peace Officer Bill of Rights; vicarious liability and responsibility of supervisors in correcting actions of subordinates; guidelines and standards regarding the conduct of members as outlined in DGOs; how to conduct investigations in areas involving alleged criminal conduct of police officers, as outlined in Department policies and procedures; Department disciplinary procedures, including preliminary investigatory steps/procedures; procedures for handling and reporting administrative investigations, such as motor vehicle accidents involving officers, industrial accidents and/or injuries; rights and protections of complainants in administrative matters ("Whistleblowers" and EEO complainants); policies and procedures regarding EEO and citizens' complaints; field management techniques when supervising personnel and resources; Department guidelines for the completion, issuance and use of departmental forms, reports, teletypes, Crime Bulletins, correspondence and other written communications; resources available to assist personnel with personal problems (e.g., the Employee Assistance Program); different approaches or methods to address unacceptable behavior and/or motivate subordinates; the MOU; the Department's available training programs and resources; training techniques, both formal and informal, to improve subordinate performance; Departmental Performance Improvement Program procedures (PIP).

## ABILITY TO SUPERVISE SUBORDINATE PERSONNEL

Ability to recognize when subordinates' actions are not in compliance with laws, orders, policies, and procedures (e.g., use of force, arrest powers, time and attendance); develop and maintain the trust, confidence and cooperation of subordinates, peers, superiors, and the community; motivate others using interpersonal skills and redirection, while modeling behavior expected of others; identify errors, discrepancies or omissions in forms and reports completed by subordinates; gain compliance from subordinates and other police personnel when giving them directives; judge when supervisory decisions are outside the scope of one's authority and require involvement of superior officer(s); judge which tasks should be performed personally, which may be delegated or assigned to others and which should be performed by specialized units; assess subordinate officers' fitness for duty (readiness) and intervene when demeanor or behavior suggests personal problems or other issues which could negatively affect performance; recognize when problems/concerns are beyond the subordinate's ability to handle; provide appropriate and timely feedback to police officers, conveying praise or constructive criticism, formulating action plans for

resolving subordinates' performance problems; recognize and appropriately commend subordinate's actions that demonstrate special initiative and/or superior performance; discern when to follow-up and how much follow-up is needed on delegated tasks, performance and other issues; encourage subordinates to make independent decisions when appropriate by identifying problems and possible resolutions; select officers for specific assignments based on their particular skills, experience, ability, and/or training; recognize cues or patterns in the performance of subordinates that indicate the need for improvement; identify training needs of individual and groups and select or provide training to enhance performance and/or mitigate deficiencies.

#### ABILITY TO EFFECTIVELY AND ETHICALLY DEAL WITH OTHERS

Ability to: maintain a professional attitude when carrying out duties and complying with departmental policies, even when they involve emotionally charged situations; follow orders, prescribed rules, procedures, and instructions and work effectively within the chain of command; be consistent, firm and fair, and enforce laws and regulations impartially when dealing with subordinates or the public; recognize and safeguard confidential information in oral and written communications and when conducting internal investigations and other matters of a sensitive nature; handle hostile, charged exchanges in a manner that defuses hostility and resolves conflicts, to promote smooth operations; establish and maintain courteous, cooperative, and professional relationships with members of the public, Department, DA's Office, other internal and external units, agencies and departments; effectively interact with people of different sexual orientations and from a wide variety of cultural and socioeconomic backgrounds; take unpopular stands and make unpopular decisions when necessary; maintain self awareness and recognize and attempt to remedy deficiencies in one's own performance; accept guidance or direction from others, such as superiors, District Attorney, and co-workers; implement well-reasoned decisions or courses of action, withstanding pressure from others including inappropriate political influence; demonstrate conscientiousness by completing tasks in a thorough and timely manner with minimum prompting and supervision; recognize and evaluate different viewpoints/approaches when working with others (officers, peers, superiors, other agencies, community members), employing consistent tact and diplomacy.

#### ABILITY TO PLAN, ORGANIZE, AND MANAGE EVENTS, INCIDENTS, AND CRIME SCENES

Ability to: determine when it is appropriate for weapons to be drawn and/or discharged; handle departmental weapons accurately and safely; solve problems and make decisions where there is no standard training or procedure, using experience and good judgment; take appropriate action in a crisis (e.g., in a rapidly unfolding and/or dangerous situation) and when situation is personally challenging or uncomfortable; recognize potentially harmful, dangerous, or

hazardous situations or conditions, planning and acting accordingly, using appropriate and effective officer safety techniques; extract important information from radio transmissions while simultaneously performing and/or directing other activities; recognize information that should be passed on to superiors (e.g., regarding incidents in progress, subordinate's actions, or citizen concerns); recognize signs of medical or emotional problems in others that require action, such as contacting medical authorities or transporting to treatment facilities; maintain discipline and squad integrity in crowd control situations; restrain or direct the restraint of resisting subjects using the appropriate and minimal level of force needed; amend a planned course of action to meet changing circumstances or new information; follow operation plans, in order to preserve the safety of participants and the legality of these operations; be aware of the needs of officers for periodic rest and relief during assignments that extend over several hours; maintain control of patrol vehicle and awareness of surroundings while simultaneously operating the radio or MDT and/or directing the activities of others; prioritize subordinates' activities, considering city and district needs, task criticality, location, time of day, and other relevant factors; develop comprehensive plans which anticipate problems and include alternate approaches; formulate a plan or assess a situation that follows the SMEAC/NIMS format; recognize and anticipate problems in the district, including those requiring community involvement.

#### ABILITY TO CONDUCT EFFECTIVE INVESTIGATIONS

Ability to: calm, placate, and reassure witnesses and victims in order to maintain their cooperation at the scene of an incident, during the course of an investigation, and/or during court proceedings; recognize and pursue leads in an investigation until fully explored; anticipate suspect's actions based on factors such as previous history, patterns, habits, and hangouts, to plan investigative activities; plan strategy for interviews and interrogations, including who, when, and where to interview, method of documentation, content, sequence and framing of questions; adjust interview technique (e.g., directness and complexity of questions) to fit the situation (e.g., interviewee's background, education, personality, and/or motivation); draw sketches and diagrams that show physical layout and placement/movement of personnel or document location of evidence.

#### ABILITY TO COLLECT, MANAGE, AND ANALYZE INFORMATION

Ability to: prioritize tasks, issues, or problems to manage own work time efficiently and effectively, when conflicting demands/issues arise; apply provisions of laws, regulations, departmental orders and legal documents to clarify issues, solve problems, and answer questions on the job; identify and gather information from a variety of sources, including observation and listening, and review of narrative reports, forms, computer output, diagrams, statistical summaries/graphs, laws, rules and regulations, Department records, and other law enforcement information resources; determine the best method to gather

information to formulate plans, solve problems, respond to inquiries; disseminate information in a timely fashion to appropriate audiences (superiors, subordinates, peers, other agencies); objectively distinguish between incriminating and exculpatory evidence; determine which correspondence, messages, and other notifications require action; accurately match verbal or written descriptions of wanted persons and property with visual observations; organize, analyze and prioritize information from different sources, drawing inferences and sound conclusions and identifying trends, patterns, consistencies, and contradictions; identify case information that should be shared with others, such as superiors, co-workers, DA's Office; perform accurate basic arithmetic computations (e.g., addition, subtraction, multiplication, division) in the inventory of property or compilation of statistics.

#### ABILITY TO EFFECTIVELY COMMUNICATE (ORALLY)

Ability to: verbally explain or respond to questions from others appropriately, giving essential facts, opinions, and/or direction, so that the information will be understood and accepted; give direct, explicit orders and instructions to subordinates, communicating in a constructive and professional manner; ask appropriate questions to elicit additional information and obtain feedback to ensure that information has been understood accurately; adjust style, tone, speed and vocabulary to communicate with audiences of different ethnic or socioeconomic backgrounds and/or in different contexts (e.g., crowd control, hostile or emotional situation); prepare and present persuasive oral presentations, maintaining composure while presenting key facts, points, or inferences in a clear, organized, and concise manner; work with translators to obtain information and communicate with non-English speaking victims, witnesses, and suspects.

#### ABILITY TO COMMUNICATE EFFECTIVELY IN WRITING

Ability to: present the sequence of events clearly in a written report; write clearly, concisely and accurately, using proper English grammar, spelling, punctuation and organization when preparing memoranda and reports; complete standard forms, logs and reports carefully, legibly, accurately, in the proper format, and in a timely manner; summarize in writing conversations, such as with suspects, victims, witnesses, informants, noting key phrases, for later reference.

#### MINIMUM QUALIFICATIONS

Q-2 Police Officers, Q-35 Assistant Inspectors, and 0380 Inspectors with five years of experience as a sworn member of the San Francisco Police Department are eligible.

#### LICENSE AND CERTIFICATION

Possession of Basic POST Certificate issued by California Department of Justice, Commission of Peace Officer Standards and Training and valid California Driver License.

PROMOTIVE LINES

Q-60 Lieutenant

ORIGINATION DATE:

AMENDED DATE: 3/31/2009

REASON FOR AMENDMENT

To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.