



**CITY OF TAKOMA PARK, MD
CLASS SPECIFICATION**

CLASS TITLE: Police Corporal
DEPARTMENT: Police
REPORTS TO: Police Sergeant
APPROVED:

SALARY GRADE: 5
FLSA STATUS: N
EEO CODE: 4
DATE: 04/2009

Human Resources Manager _____

Date _____

City Manager _____

Date _____

JOB SUMMARY AND DISTINGUISHING FEATURES OF THE WORK:

Under general supervision, performs general duty police work involving a wide range of duties performed to protect life and property, enforce laws and ordinances, and preserve order within the community; may be assigned to a specialized area within the Police department.

CORE COMPETENCIES:

Customer Service: Handles customer questions and complaints, communicates with customers, handles service problems politely and efficiently, always available for customers, follows procedure to solve customer problems, understands all City services, maintains pleasant and professional image. Anticipates, monitors and meets the needs of internal and external customers and responds to them in an appropriate manner. Continually seeks to provide the highest quality service to all customers. Listens carefully when dealing with the public and communicates concern through tone of voice and by taking action to solve their problems in a timely manner. Complies with the City's Customer Service Policy, including 24-hour response time for telephone calls and e-mails. Explains departmental and City issues to the public in a manner that demonstrates interest and concern for their problems. Listens well, diffuses conflict before it starts, finds causes of and solutions to problems, handles difficult people.

Communication: Communicates well both verbally and in writing when required, creates accurate and punctual reports, delivers presentations, shares information and ideas with others, has good listening skills. Effectively conveys information and expresses thoughts and facts. Demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts. Keeps key employees informed regarding relevant information. Shares information with other members of the team to foster teamwork and to further attainment of the City's goals. Written and oral information is presented in a manner that projects a positive and professional image of the City.

Reports problems, concerns, issues that should be corrected. Readily shares information and ensures that team members are kept informed and up-to-date. Establishes team and individual accountability for goals, objectives and outcomes. Intervenes as necessary to identify and resolve conflict among team members. Makes conscious and deliberate efforts to build team spirit and identity.

Job Knowledge: Understands duties and responsibilities, has necessary technical skills, understands the City's mission/values, keeps job knowledge current. Demonstrates the appropriate level of proficiency in the principles and practices of one's field or profession. Demonstrates a commitment to continuous improvement, including the understanding and application of technology where appropriate. Operates within the organization's formal and informal structures, builds allies and relationships across departments, uses allies to build consensus and create results, is appropriately diplomatic, understands others' roles and perspectives, can sell projects and ideas across the organization. Adapts to change, is open to new ideas, takes on new responsibilities, handles pressure, adjusts plans to meet changing needs. Prioritizes well and reacts to opportunities. Is attentive to detail and accuracy, is committed to excellence, looks for improvements continuously, monitors quality levels, finds root cause of quality problems, owns/acts on quality problems.

ROLE COMPETENCIES:

Decision Making/Judgment: Recognizes problems and responds, systematically gathers information, sorts through

complex issues, seeks input from others, addresses root cause of issues, makes timely decisions, can make difficult decisions, uses consensus when possible, communicates decisions to others. Knows when to notify and/or involve the department head or the City Manager prior to making a decision.

Dependability: Meets commitments, works independently, accepts accountability, handles change, sets personal standards, stays focused under pressure, meets attendance/punctuality requirements.

Problem Solving/Analysis: Breaks down problems into smaller components, understands underlying issues, can simplify and process complex issues, understands the difference between critical details and unimportant facts.

Teamwork: Meets all team deadlines and responsibilities, listens to others and values opinions, helps team leader to meet goals, welcomes newcomers and promotes a team atmosphere.

Technical Skills: Understands specialty equipment, keeps knowledge up-to-date, is a technical resource for others, follows technology practices and standards.

ESSENTIAL JOB FUNCTIONS:

Responds to calls for service, both routine and emergency; enforces traffic laws and City codes; patrols in uniform in marked vehicle to deter crime and show police presence.

Enforces all applicable City, county, state and federal laws.

Investigates criminal activity while performing patrol duties; follows up on reported criminal activity and community concerns.

Attends community meetings; maintains contact with community leaders.

Investigates crimes and apprehends suspects; responds to scenes of possible criminal activity through radio calls, notification, or observation; provides assistance to victims; searches and secures crime scene; collects and preserves evidence; interviews complainants and witnesses; notifies dispatch personnel of vehicles and/or apprehends suspects; interrogates suspects; seizes contraband and stolen property.

Conducts follow-up investigations of criminal offenses including: homicide, rape, robbery, burglary, arson, fraud, and theft.

Reviews evidence and requests proper examination; interviews witnesses and complainants.

Prepares cases for trial and/or hearing and presents testimony.

Analyzes case information, data, crime reports, computer printouts, terminal information, pin maps; requests criminal history check, line-ups, and photos.

Conducts stake outs and surveillance.

Deals with domestic and neighborhood disputes; evaluates scene to determine needs; may administer first aid; assists in resolution of conflicts; subdues violent suspects; makes arrests to preserve peace; conducts search of arrestees; transports or ensures transport of suspects; provides referral information as appropriate.

Uses oral communication skills to testify in a courtroom setting or other legal proceeding to ensure complete and correct information is related to all participants.

Reviews all documents, papers and notes related to an investigation to allow for knowledgeable courtroom testimony.

Maintains and inspects all issued equipment to include; uniforms, hand gun, ammunition, magazines, hand cuffs, flashlight, hats, badges, shoes, and other equipment.

Operates the assigned patrol vehicle in accordance with all applicable laws and regulations.

Demonstrates a proficiency in the use of all issued equipment to include; issued fire arms.

Conducts high-risk building searches with police canine.

Maintains, trains and cares for police canine.

Orally communicates with the public, fellow officers, and supervisors to a degree that complete understanding is accomplished.

Provides field training for new officers.

Provides information, advice, feedback, or assistance to others within the department to refine work outputs or resolve problems.

Confers with upper management to keep them informed on key issues and progress toward objectives and to gain their support and approval; makes recommendations to assist management in making needed improvements.

Collaborates, persuades, and negotiates with others outside own work area to coordinate efforts and maintain cooperative and efficient relations.

Responds to incidents of undetermined nature to determine the type of emergency equipment and personnel required to safely deal with the situation.

Speaks with, and refers citizens in need to appropriate public and social services.

Provides depositions to the court on incidents where officer may have direct knowledge or information.

Advises persons under arrest and explains their rights according to the Miranda decision to ensure complete understanding of these rights.

Attends in-service and specialized training to insure the required number of training hours has been acquired.

Prepares comprehensive reports relative to work activity of the unit, transmits policies and prepares and issues procedures and other related directives.

May be assigned to a specialized area within the department including: communications, CID, Bicycle, Field Training, and K-9 units.

IMPORTANT JOB FUNCTIONS:

May act as Sergeant in conducting roll call, handling complaints/issues, recording noteworthy actions of squad members for performance evaluations and reviewing/signing reports.

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Vehicle	Computer	Protective and Safety Equipment	Police Radio
Fire Arms	Radar	PBT	LoJack
Telephone	VCR		

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

High School diploma or GED; and,

Three to four years of progressively responsible related experience; or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certificates:
State Certified Peace Officer.

Valid State Driver's License.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Specialized area of assignment and that of subordinates.

Local, state and federal laws and current city ordinances.

Judicial system, operation and procedures for criminal prosecution.

Laws pertaining to citizen disputes and domestic violence.

Laws pertaining to the issuance of valid arrest or search warrants.

Legal limitations of police officers authority and the limits and requirements in use of force.

Suspect/victim/witness interview and interrogation concepts, principles and practices.

Departmental policies and standard operating procedures.

Union Contracts and labor relations law.

Public relations techniques for handling calls for service or complaints.

Crime scene processing procedures and the security and protection of a crime scene.

Basic crime prevention techniques.

Defensive tactics to protect self and others.

Proper arrest and suspect apprehension techniques.

Crime patterns, potential problem areas, and prior offenders within patrol area.

Recordkeeping, report preparation, filing methods and records management techniques.

Correct English usage, including spelling, grammar, punctuation, and vocabulary.

Standard business arithmetic, including percentages and decimals.

Applicable state, federal and local ordinances, laws, rules and regulations.

All computer applications and hardware related to performance of the essential functions of the job.

Skill in:

Skill in the use and operation of all assigned equipment to include: police vehicle, emergency equipment, fire arms, restraint devices, technical equipment and basic first aid equipment.

Preparing clear and concise reports, correspondence and other written materials.

Organizing work, setting priorities, meeting critical deadlines, and following up assignments with a minimum of direction.

Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate complicated policies, procedures and protocols.

Using tact, discretion, initiative and independent judgment within established guidelines.

Communicating clearly and effectively, orally and in writing.

Mental and Physical Abilities:

Ability to mediate disputes between diverse groups of people.

Ability to be articulate while testifying in court or other legal proceedings.

Ability to understand and carry out oral and written instructions, giving close attention to detail and accuracy.

Ability to read and interpret documents such as safety rules, operation and maintenance instructions, procedure manuals, and so forth.

Ability to write reports, correspondence, procedure manuals.

Ability to interpret a variety of instructions in written, oral, diagram or schedule form.

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

Ability to use physical strength of arms and legs to climb up and over or to jump over, across, ascend, or descend large obstacles.

Ability to pursue suspects on foot for a sustained period while bearing duty equipment.

Ability to subdue suspects in a physical confrontation bearing duty equipment.

Ability to push or pull self through openings of varying nature by using the necessary upper or lower body strength of the arms or legs.

Ability to drag, push, pull, lift, or carry heavy objects or persons to push vehicles from roadway, move heavy equipment, rescue individuals, restrain suspects or victims, and drag persons away from dangerous situations or respond to incidents.

Ability to run up or down stairways or respond to other incidents.

While performing the essential functions of this job the employee is frequently required to stand, walk, sit, use hands to finger, handle, or feel, speak and hear, and lift and/or move up to 50 pounds.

While performing the essential functions of this job the employee is occasionally required to lift and/or move more than 100 pounds.

Working Conditions:

While performing the essential functions of this position the employee is frequently exposed to outdoor weather conditions.

While performing the essential functions of this position the employee is occasionally exposed to work near moving mechanical parts, work in high precarious places, fumes or airborne particles, toxic or caustic chemicals, and work with explosives.

Exposure to unknown and dangerous conditions such as intoxicated or violent arrestees and life threatening situation such as armed and/or violent arrestees and illegal substances.

Exposure to unknown health conditions from contacts with individuals or animals with contagious and communicable diseases.

Occasional exposure of work time to hazardous situations which involve armed or physically violent persons, or interviewing mentally or emotionally disturbed persons.

Working time may require irregular hours and shift times.

The incumbent's working conditions are typically moderately quiet.

At emergency scene, the incumbent's working conditions may be moderately loud.

file: Police Corporal

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.