



CITY OF DULUTH POLICE DEPARTMENT

*Standard Operating Procedure*

UNIFORM PATROL DIVISION PATROL OFFICER MASTER PATROL OFFICER <i>Job Description</i>	S.O.P.#: 61-06
	Effective Date: 09/01/2007
	Revised Date: 02/01/2010

[GACP 3.6]

61-06-01 PURPOSE

The purpose of this Standard Operating Procedure is to establish the job description for the position of Patrol Officer specifically and generally for any sworn position.

61-06-02 JOB SUMMARY

- A. The Patrol Officer is responsible for general police work involving the protection of life and property, preserving the peace, enforcement of laws, investigation of crime, and performing other police related assignments and activities on an assigned shift or in an assigned unit.

The Patrol Officer is one of the primary employees in performing the mission of the organization and delivering the services of the

Department to the general public.

- B. This employee performs a variety of routine and complex public safety administrative and patrol duties affecting the operation of the shift, the maintenance of law and order, the protection of life and property, the prevention of crime and the enhancement of quality of life in the community.
- C. This is a sworn position non-exempt from FLSA. This employee is appointed the Chief of Police and works under the direction of a Patrol supervisor.

D. Job Dimensions

A sworn officer will need to have the following abilities:

1. Communications skills  
Ability to express oneself clearly in writing and speech. Ability to read with good comprehension. Ability to write a report which accurately describes what happened. Ability to speak clearly and make oneself understood.
2. Problem solving ability  
Knowing how to size up a situation, identify the problem, and make a logical decision. Knowing when to take action and

what kind of action is appropriate to take. Using good judgment in making decisions. Ability to see similarities and differences between many situations confronted on a daily basis.

3. Learning ability

Ability to comprehend and retain a good deal of factual information. Ability to recall factual information pertaining to laws, statutes, codes, etc. Ability to learn and apply what is learned. Capability to learning the factual material which is required of a law enforcement officer.

4. Judgment under pressure

Applying good common sense in dealing with pressure situations. Capability of making sound decisions on the spot. Using good judgment in dealing with a potentially explosive situation. Ability to make effective and logical decisions under pressure.

5. Observational Skills

Mental alertness, good observation skills, memory for details. Alertness to signals which indicate something is wrong. Inquisitive; senses when something is wrong. Suspicious inquisitive; able to sense when things are not satisfactory.

6. Willingness to confront problems

Ability to be assertive in potentially explosive situation. Willingness to confront a problem. Will not back away. Willingness to stop people who are behaving in a suspicious manner and to challenge them. Having the courage to confront

a potentially dangerous situation.

7. Interest in people  
Wanting to understand people and to work with them. Having the active interest in working with people. Fairness in dealing with the public regardless of ethnic, race, economic levels, etc. Having a public service orientation. Wanting to help people.
8. Interpersonal sensitivity  
Resolving problems in a way that shows some sensitivity for the feeling of people. Showing empathy in working with people. Does not enforce the law blindly. Effective in dealing with people without arousing antagonism. Understanding the motives of people and how they will react.
9. Desire for self improvement  
Desire to go out and seek the knowledge which is needed to be a competent law enforcement officer. Seeing oneself as being responsible for learning the job and a willingness to put in time needed to stay up to date. Having a high degree of interest and self drive in wanting to improve skills and knowledge. Caring about one's competence as a law enforcement officer and wanting to improve one's skills.
10. Appearance  
Demeanor as determined by physical appearance, grooming and personal care. Having personal and professional pride in one's demeanor and appearance. Showing pride in appearance. Professional bearing as determined by neatness

and overall grooming.

11. Dependability

Having the habit of submitting reports on time, not malingering on calls, etc. Well motivated. Dependable, follows through on assignments. Taking the extra effort required to be accurate in all details of the work. Willingness to turn in the hours needed to complete the job.

12. Physical ability

Showing endurance required to do the job. Measuring up to the physical demands of police work. Having good physical coordination, stamina and agility. Being physically able to handle one's self when necessary.

13. Integrity

Refusing to yield to the temptation of bribes, gratuities, pay offs, etc. Refusing to tolerate unethical or illegal conduct on the part of other law enforcement personnel. Showing strong moral character and integrity in dealing with the public. Being honest and truthful in dealing with the public.

14. Operation of a motor vehicle

Ability to possess a valid driver's license. Ability to drive safely. Ability to control a motor vehicle at high speeds. Ability to operate a motor vehicle in all types of weather conditions.

15. Creditability as a witness in a court of law  
Ability to give testimony in a court of law without being subject to impeachment due to one's character or veracity (or their opposites), or due to a prior felony conviction.

**61-06-03      EXAMPLES OF DUTIES**

Employees in this position perform duties to include, but not limited to:

- A. Patrols an assigned zone (by vehicle, bicycle, motorcycle, or on foot):
  1. Self-initiates activity, responds to radio calls for service to many types of public safety incidents, and takes the appropriate action
  2. Participates in daily roll calls
  3. Performs safety and security checks of public facilities; and residential, business and industrial areas
  4. Conducts inquiries of suspicious events and persons
  5. Provides back-up support to other officers
  6. Reports hazardous conditions to the appropriate authorities
  7. Provides crowd control and vehicular/pedestrian traffic direction as needed for various public gatherings and events such as parades, funerals, ball games, and school crossings

8. Summons emergency medical assistance and provides first aid and CPR as necessary
9. Renders assistance to the general public, including helping stranded motorists, providing bank deposit escorts, delivering emergency messages, giving directions, removing/reporting road hazards, performing vacation house checks, and taking fingerprints
10. Summons fire department assistance when needed and extinguishes small fires by using a fire extinguisher and other appropriate means
11. Participates in rescue operations (flood, earthquake, tornados, hurricanes, train derailment, airplane crash, etc.)
12. Obtains and/or assists in serving search warrants
13. Provides security during Municipal Court sessions and serves subpoenas and other legal processes for the Municipal Court
14. Maintains contact with other officers, supervisors, other governmental departments, and other law enforcement and criminal justice agencies as needed to coordinate activities, exchange information, provide general information about departmental activities, and provide mutual assistance during emergency situations
15. Inspects and maintains departmental uniforms, equipment

(including vehicles), supplies, and facilities; reports maintenance needs to the appropriate authorities

16. Locates missing persons
17. Engages in hazardous situations where the risk to life is considerable.

B. Engages in community oriented policing activities

1. makes routine contact and develops rapport with residents, business owners, visitors, etc.
2. makes presentations regarding crime prevention, drug and gang avoidance, and traffic safety
3. develops informational resources within the community

C. Conducts preliminary and follow-up investigations into criminal activities, traffic incidents, and other situations by observation, proper scene recording and interviews

1. Investigates and documents criminal incidents
2. Investigates and documents traffic accidents
3. Identifies and interviews complainants, victims and witnesses

4. Interrogates suspects
  5. Identifies, collects, and preserves evidence
  6. Secures scenes pending further investigation
  7. Completes all required reports and forms, such as crime, arrest, officer's, and traffic reports; investigative reports, field interview contacts, and vehicle impound sheets
- D. Makes warrantless arrests and serves arrest warrants
1. Determines sufficiency of probable cause for warrantless arrests or validity of arrest warrant
  2. Locates wanted persons
  3. Transports prisoners to various locations
  4. Completes necessary jail book-in paperwork and processes
  5. Prepares cases for criminal prosecution
  6. Testifies in court proceedings
- E. Transports mental patients when necessary for evaluation and treatment
- F. Participates in training classes to gain/maintain knowledge and skills required

- G. Attends Departmental meetings as directed
  
- H. May serve as:
  - 1. Instructor or Field Training Officer
  - 2. Officer-in-Charge (in the absence of ranking officers)
  - 3. A member of various employee committees/teams
  
- I. May be assigned to special units and/or operations
  
- J. Performs job duties in order to achieve Departmental goals and objectives; and in accordance with federal and state law/regulations, city ordinances and Departmental policies, procedures, rules and regulations
  
- K. Performs all other lawful duties and tasks as assigned or required

**61-06-04 KNOWLEDGE REQUIRED**

The employee must have certain knowledge at a level sufficient for them to perform the duties of the job. These knowledges include, but are not limited to:

- A. Knowledge of applicable federal laws, state laws and city ordinances, especially: the criminal, traffic, and juvenile codes; the laws of arrest, search and seizure; the laws regarding civil liability; the rules of evidence; and the laws and regulations regarding peace officers
  
- B. Knowledge of departmental policies, procedures, directives, rules and regulations

- C. Knowledge of the confidentiality requirements of criminal justice information and criminal history record information
- D. Knowledge of the geography, road network, traffic patterns, crime patterns, public buildings, and emergency facilities of the city
- E. Knowledge of map formats and symbols used in reading maps
- F. Knowledge of GCIC operating procedures, rules and regulations; including the GCIC databases and how they interrelate
- G. Knowledge of radio system signals and codes
- H. Knowledge of Federal Communications Commission rules and regulations pertaining to Public Safety radio users
- I. Knowledge of police patrol and criminal investigative methods, techniques, and procedures, particularly: interviews and interrogations; crime scene processing and evidence collection; and traffic law enforcement and accident investigation
- J. Knowledge of mechanics of arrest and self-defense tactics and procedures
- K. Knowledge of standard American English grammar, punctuation, and spelling
- L. Knowledge of the principles of basic mathematics

- M. Knowledge of the principles of first aid and CPR
- N. Knowledge of the criminal justice system
- O. Knowledge of judicial terminology, court systems, and court procedures; especially of the Duluth Municipal Court, and Gwinnett County State & Superior Courts
- P. Knowledge of appropriate governmental and/or private social service referral agencies
- Q. Knowledge of the methods, principles, and practices of Community Oriented Policing
- R. Knowledge of adult and juvenile human behavior, cultural differences, and socio-economic problems
- S. Knowledge of the signs and symptoms of mental/physical impairment
- T. Knowledge of alphabetical and numerical paper and electronic filing systems
- U. Knowledge of interpersonal communication skills, including tactical communication skills

**61-06-05 SKILLS REQUIRED**

The employee must have these skills at a level sufficient for them to perform

the duties of the job to Departmental standards. These skills include, but are not limited to:

- A. Skill in driving emergency vehicles under routine and emergency/pursuit conditions, including driving at high rates of speed, in congested traffic, and in unsafe road conditions caused by factors such as fog, smoke, rain, ice, and snow
  
- B. Skill in the proficient use of all police equipment used in the performance of their job, including but not limited to: firearms, impact weapons, chemical weapons, and handcuffs; cameras and tape recorders; speed detection devices, traffic whistle, and tape measure; intoximeters, drug test kits, and microscope; and radio and GCIC terminal
  
- C. Skill in self-defense and in arresting/restraining persons
  
- D. Skill in crime scene processing and evidence collection and preservation
  
- E. Skill in performing first aid and CPR techniques
  
- F. Skill in writing legibly
  
- G. Skill in the effective and efficient use of office equipment, including, but not limited to: typewriter, calculator, copy machine, computer, telephone and fax machine

The employee must have these abilities at a level sufficient for them to perform the duties of the job to Departmental standards. These abilities include, but are not limited to:

- A. Ability to carry out duties according to federal and state laws and administrative regulations; city ordinances; Departmental policy, procedures, directives, rules and regulations; and external directives
- B. Ability to observe and analyze situations quickly and objectively and, using good judgment, determine an effective and efficient course of action to be taken with due regard to the task, hazards, situation, and circumstance
- C. Ability to communicate effectively with people in a courteous, tactful, and fair manner under all conditions except when a firmer manner is required
- D. Ability to provide information and explanations of the processes and procedures of the police department, municipal court, municipal government, and local criminal justice system to the public
- E. Ability to patrol effectively using current and Departmentally approved police techniques
- F. Ability to handle difficult and emergency situations in an effective, safe, timely and legal manner
- G. Ability to read, speak, write and spell using standard American English grammar

- H. Ability to write clear, complete, accurate and comprehensive reports in a timely manner to the degree necessary for the effective use of the reports by members of the criminal justice community and general public
- I. Ability to recall and relate details of incidents in order to prepare written reports and present information to concerned parties
- J. Ability to perform mathematical calculations with speed and accuracy at a level necessary to successfully complete the job duties
- K. Ability to comprehend radio transmissions and speak clearly over the police radio using proper signals and codes and efficient message construction
- L. Ability to prioritize and handle effectively, efficiently, and simultaneously multiple tasks in Communications, including phones, police radio, GCIC terminal, monitoring arrestees, and assisting visitors in the lobby
- M. Ability to understand and follow quickly and accurately oral and written instructions and procedures
- N. Ability to analyze and evaluate evidence
- O. Ability to collect and preserve evidence for identification purposes while maintaining chain of custody records to ensure court admissibility
- P. Ability to obtain information through observation, interview and

interrogation

- Q. Ability to successfully complete the Department's training programs following employment/assignment
- R. Ability to successfully complete the Georgia P.O.S.T. Basic Peace Officer Mandate Police Academy if not Georgia P.O.S.T. certified at time of employment
- S. Ability to determine probable cause for warrantless arrest, search/seizure.
- T. Ability to make appropriate judgments in tense and evolving situations regarding appropriate tactics and the use of only reasonable and necessary force in order to defend ones self and others from attack and to make forcible, physical arrests
- U. Ability to read and interpret maps in order to find locations and to give accurate directions
- V. Ability to determine if an incident is criminal or civil in nature
- W. Ability to work well in a high-pressure, multi-tasked environment amid frequent interruptions. Ability to redirect focus of attention to a task after an interruption
- W. Ability to assign priorities to tasks and calls for service, and to reassign priorities as the situation and circumstances change
- X. Ability to search for information from many various sources in order to respond to appropriate and relevant requests or to complete required

duties

- Y. Ability to organize information for the employee's own use in their official capacity, and to present it to others for their use
- Z. Ability to plan and organize work
- AA. Ability to establish and maintain effective working relationships with a wide range of persons, including: supervisors, peers, subordinates, other city employees, attorneys, and the general public
- AB. Ability to cultivate informants
- AC. Ability to work effectively as an individual and as a team member
- AD. Ability to assert self appropriately
- AE. Ability to accept responsibility, acknowledge mistakes, and share successes
- AF. Ability to adapt to change and changes in work conditions, and work in an environment of growth and innovation
- AG. Ability to handle sums of money accurately
- AH. Ability to perform computer related functions
- AI. Ability to type accurately
- AJ. Ability to properly handle confidential information

- AK. Ability to meet Departmental physical fitness standards
- AL. Ability to meet Departmental firearms qualification standards
- AM. Ability to possess and/or be in control of a firearm under state and federal laws
- AM. Ability to plan, organize, analyze, make decisions, and problem-solve
- AN. Ability to exercise proper judgment in supervisory matters concerning subordinates and the general public while serving as Officer-In-Charge
- AO. Ability to give clear verbal and/or written direction to others in the application of appropriate procedures, policies, and laws in routine and emergency situations
- AP. Ability to train, supervise, assign tasks, and review the work of subordinates if Officer-in-Charge or Field Training Officer
- AQ. Ability to successfully complete the selection process for this position.

**61-06-07 PHYSICAL DEMANDS & WORK ENVIRONMENT**

- A. The work is typically performed with the employee sitting in a vehicle and outdoors at crime, surveillance and incident scenes and occasionally sitting at a desk in an office with intermittent standing, walking, running, crawling, climbing, pushing, kneeling, stretching, squatting, reaching, and bending.

- B. The employee must frequently lift light (5-10 lbs) objects, routinely lift moderate (10-40 lbs) objects, and occasionally lift, carry or drag very heavy (more than 100 lbs) objects or persons.
  
- C. The employee must:
  - 1. Use equipment requiring a high degree of psychomotor skills (hand-eye coordination)
  
  - 2. Have correctable hearing abilities sufficient to perform job duties
  
  - 3. Have correctable binocular vision sufficient to perform job duties, with: no marked red-green deficiency of color vision, normal depth perception, no significant interference with night vision, no significant loss of peripheral vision, and no uncorrectable strabismus which is accompanied by double vision
  
  - 4. Have correctable speaking abilities sufficient to perform job duties
  
  - 5. Have strength, dexterity and endurance required to use physical force necessary to defend themselves against attack and arrest and restrain persons
  
- D. The employee is occasionally subjected to extended periods of physical and mental exertion under highly stressful conditions and must be able to remain clam and think logically.

- E. The employee may be subjected to rapid changes of environment from pleasant to highly dangerous and life-threatening situations and conditions.
- F. Work contains a substantial element of personal, physical, and psychological risk, and an employee must be able to exercise personal restraint and control in a professional manner and exercise sound judgment independently in emergency situations.
- G. The employee is occasionally exposed to: inclement weather (including temperature extremes), dust, infectious diseases, irritating chemicals, biological hazards, flammable substances, explosives, firearms, traffic, dangerous animals, hostile individuals or crowds, and other adverse and/or potentially life-threatening situations.
- H. The work may require the use of protective equipment, including, but not limited to: ballistic vest, traffic safety vest, CPR mask, gloves and dust mask.
- I. The work requires the ability to work rotating shifts and variable hours, and may involve being on-call.
- J. The most demanding aspect of law enforcement is the ability to make a physical arrest and control a suspect. These essential duties often

develop in three definable stages:

1. Getting to the problem – this often involves running, climbing stairs, walking and the ability to catch up to a suspect or get to a scene.
2. Resolving the problem –this often involves judgment, observation, conflict resolution, decision-making, fighting and overcoming resistive or combative persons.
3. Removing the problem – this often involves assisting victims, rendering aid and/or removing suspects.

#### 61-06-08 EXPERIENCE, EDUCATION, TRAINING, LICENSES & CERTIFICATIONS

##### A. General Requirement

The employee is required to have a combination of experience, education, training, licenses and certifications which provides the requisite knowledge, skills and abilities necessary to perform the duties of the job. Failure to obtain and maintain all required certifications, licenses, and commissions as required, or failure to successfully complete all required training may result in discipline, up to and including termination of employment.

##### B. Minimum Requirements

1. Employees in this position must be at least 21 years of age and must be a United States citizen.

2. A High School Diploma or state-issue G.E.D. is required.
3. The employee must sign a GCIC Awareness Statement<sup>®</sup> regarding confidentiality of criminal justice information and criminal history record information; and abide by the stringent regulations concerning the protection of such information from dissemination to unauthorized persons.
4. A valid Georgia Driver's License by the date of hire for the type of vehicle operated is required and must be maintained throughout employment.
5. Completion of a basic law enforcement training academy or equivalent and possession of the basic requirements for P.O.S.T. Peace Officer certification is required.
6. Georgia P.O.S.T. Basic Peace Officer certification is required in order for the employee to exercise law enforcement powers
7. First Aid and CPR certifications must be current while the employee remains in this job position. These certifications may be obtained after employment.
8. Obtaining a Notary Public commission is required in order to notarize police related documents. This commission may be obtained after employment.

C. Desirable Qualifications

1. General law enforcement experience or work involving frequent contact with the public and requiring the exercise of considerable tact and diplomacy is highly desirable.
2. A post-secondary degree, diploma, or course work from a recognized institution in criminal justice, business administration, public administration or closely related fields is desirable.
3. Training from a recognized institution or police academy in general police methods and techniques, scientific methods of crime detection and criminal investigation, supervision and management or closely related areas is desirable.
4. The following Georgia P.O.S.T. training classes/certifications are desirable:
  - a. Intermediate/Advanced Peace Officer certification
  - b. Intoxilyzer 5000 intoximeter certification
  - c. Radar/Laser Speed Detection Device Operator certification
  - d. Field Training Officer training/certification
  - e. General and/or Specialty Instructor certifications
5. Written/spoken fluency in a foreign language is desirable.

1. This Standard Operating Procedure was originally issued 8/1/2001.
2. This SOP was revised on 09/29/04.
3. This SOP was updated on 01/16/06.
4. This SOP was updated and reviewed on 12/19/06.
5. This SOP was updated and reviewed on 08/30/07.
6. 61-06-07 J and 61-06-02 D (Job Dimensions) added 02/04/08.
7. This SOP was updated and reviewed on 05/01/2008.
8. This SOP was updated, reviewed and revised on 02/22/2010.

61-06-99 REFERENCES

- A. Georgia Standards (4th edition) - 3.6
- B. Statutory law
- C. Case law