

CIRCULAR



Subject
Announcement of the 2008 Desk Sergeant Selection Process

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DISTRICT OF COLUMBIA

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I. PURPOSE

The purpose of this Circular is to announce the upcoming Department-wide selection process for assignment to Desk Sergeant positions. The goal of the 2008 Desk Sergeant Selection Process is to identify the Department members who are best qualified to perform the full range of Desk Sergeant functions, including providing exemplary customer service to the public and keeping the element station functioning efficiently. Desk Sergeants are the initial point of contact with the public, maintain facility security, and perform administrative duties. Desk Sergeants work under the direct technical and administrative supervision of members serving in at least the civil service rank of Sergeant.

II. APPLICATION PROCESS

- A. To be eligible to participate in the 2008 Desk Sergeant Selection Process, a member must meet the following qualifications:
1. At least five (5) full years of service, continuous or intermittent, as a sworn Officer with the Metropolitan Police Department as of October 1, 2008;
 2. Optional Sick Leave and Expected Tardiness Program privileges in effect since October 1, 2007;
 3. Has received a sustained most recent annual performance rating of Exceeds Expectations or Significantly Exceeds Expectations; and
 4. Current in-service (professional development) training and firearms certification from the Maurice T. Turner, Jr. Metropolitan Police Academy; and
 5. Has not received any sustained adverse action since October 1, 2005.

- B. Eligible sworn members of the Department who wish to apply shall submit an application package consisting of the following items:
1. One (1) PD Form 414A(Application for Desk Sergeant Selection Process) (Attachment A);
 2. One (1) photocopy of his/her FY 2007 Annual Performance Rating;
Note: If the applicant did not receive a FY 2007 Annual Performance Rating, the applicant should instead submit a copy of the FY 2006 (or most recent) Annual Performance Rating along with a memorandum of explanation from the Commanding Official.
 3. One (1) photocopy of his/her current (CY 2008 or CY 2007) proof of completion card, or In-Service Training Certificate, issued by the Metropolitan Police Academy.
Note: If the applicant has not successfully completed either the CY 2008 or 2007 in-service (professional development) training, the applicant should submit a copy most recent proof of completion with a memorandum of explanation from the Commanding Official; and
 4. Three (3) copies of an Officer Achievement Package as described in Part IV.D below.
- C. The PD Form 414A may be handwritten or typed, but must be signed and dated in ink by the applicant, and must be submitted, along with the required photocopied information and Officer Achievement Packages to the Commanding Official of his/her assigned/detailed element **no later than 1600 hours on October 8, 2008.**
- D. Additional copies of the PD Forms 414A and PD 414B (Attachments A and B) may be reproduced at the element or obtained from the Testing and Assessment Branch by calling 727-4772, Monday through Friday, between 9 a.m. and 4 p.m.

III. INSTRUCTIONS FOR ADMINISTRATIVE OFFICES/OFFICIALS

- A. Commanding Officials shall:
1. Ensure that the applicant's first-level (Sergeant) and second-level (Lieutenant) supervisor receive a copy of the PD Form 414B (Supervisory Evaluation of Desk Sergeant Potential) (Attachment B) and that the supervisors complete the PD Forms 414B in accordance with Part IV.E below;
 2. Complete the Certification Block (Attachment A, Boxes 11A and 11B) on each PD Form 414A with an original (ink) signature; and
 3. Ensure that the completed application packets are delivered to the **Acting Director, Testing and Assessment Branch, through the Office of**

**Human Resource Management, Room 6061, 300 Indiana Avenue, N.W.,
between 9 a.m. and 4 p.m., no later than Friday, October 10, 2008.**

- B. Each member's administrative office/official shall:
1. Ensure that every member who is eligible to participate in the 2008 Desk Sergeant Selection Process is given a copy of this circular;
 2. Review each PD Form 414A to ensure that the member meets the minimum qualifications listed in Part II.A above;
 3. Ensure that photocopies of the member's annual performance rating and in-service training proof of completion, and any required memorandum of explanation from the Commanding Official, are attached;
 4. Ensure that each applicant submits three (3) copies of the Officer Achievement Package;
 5. Ensure that the two required PD Forms 414B are included in each applicant's application packet;
 6. Use a PD Form 414C (Desk Sergeant Selection Process Application Packet Transmittal Form) (Attachment C) to transmit the application packets to the Testing and Assessment Branch as required by Part III.A.3 above. The PD Form 414C must specify the name of the transmitting unit, the total number of application packets, and the name of the transmitting official.
- C. Incomplete or late application packets will be returned to the Commanding Official. If the Commanding Official determines that the application packet was submitted incomplete or late through no fault of the applicant, the Commanding Official shall ensure that a complete packet is resubmitted to the Acting Director, Testing and Assessment Branch, within five (5) days of receipt or no later than 1600 hours, October 17, 2008.

IV. SELECTION PROCESS

- A. Desk Sergeant Selection Process Components:

<u>Component</u>	<u>Percentage Weight</u>
Desk Sergeant Competency Interview	50%
Writing Exercise	20%
Officer Achievement Package	10%
Supervisory Evaluation of Desk Sergeant Potential	10%
FY 2007 Annual Performance Rating	10%

- B. Desk Sergeant Competency Interview

1. Upon arrival at the 2008 Desk Sergeant Selection Process Competency Interview site, each applicant will check in with the receptionist by presenting photo identification.
 2. Following check-in, the applicant will be escorted to an Interview Preparation Room where he/she will be given thirty (30) minutes to prepare recommendations for handling a series of scenarios pertaining to the Desk Sergeant assignment. The applicant may take notes on the case during this Preparation Period for use in the Interview.
 3. At the end of the Preparation Period, the applicant will be escorted to the Interview Room. The applicant will be given thirty (30) minutes to present, orally, his/her recommendations for handling the scenarios received in the Preparation Room, and to address one (1) or more question(s) from the Interview panel.
- C. Writing Exercise
1. When the thirty (30) minute Interview is concluded, applicants will be escorted to a Writing Room where the applicants will be expected to prepare a written document.
 2. The applicants will be asked to summarize, in writing, in a narrative format, their evaluation of police reports, police forms, and/or additional scenarios provided in the Writing Room.
- D. Officer Achievement Package
1. Each applicant shall prepare an Officer Achievement Package and submit three (3) copies of the Package with his/her application.

Note: The Officer Achievement Package should be submitted with the pages stapled and in a folder (e.g., file or duo folder) or envelope. Please do not submit binders or notebooks.
 2. The Officer Achievement Package shall contain the following:

Section 1: A listing of assignments and details held by the applicant since appointment to the MPD. The assignments/details should be listed starting with the most recent, working back in time, and should include the dates of each assignment/detail.

Section 2: A listing of training and education (MPD and non-MPD) received that are related to the position of Desk Sergeant. The name(s) of the training/education provider or institution (e.g., Metropolitan Police Academy, University of the District of Columbia) and dates and length of the training/education should be provided.

Section 3: A listing of awards and commendations received by the applicant since appointment to the MPD, including the date and basis for the award, starting with the most recent and working back in time.

Section 4: A brief summary of the applicant's reasons for applying for Desk Sergeant and how the applicant has prepared himself/herself to serve successfully as a Desk Sergeant.

Section 5: A brief summary of significant, specific incident(s) handled by the applicant, and/or sustained achievements of the applicant, that have enabled the applicant to demonstrate, if selected for Desk Sergeant, the ability to interact consistently with members of the MPD and the public in a professional manner and to maintain composure when dealing with angry, upset, or challenging individuals.

Section 6: A brief summary of the significant, specific incident(s) handled by the applicant, and/or sustained achievements, that enabled the applicant to demonstrate, if selected for Desk Sergeant, the ability to perform a wide variety of administrative duties, including completing and reviewing forms, reports, and logs to ensure accuracy and completeness.

Note: For Sections 5 and 6, the applicant may refer to any MPD or non-MPD experience or activity, training, education, and award related to the abilities.

3. The Officer Achievement Package shall be typed on 8-1/2" x 11" white paper with one-inch margins all around.
4. The cover sheet shall contain the title "2008 Desk Sergeant Selection Process", applicant's name, and applicant's CAD number.
5. The Sections should be presented in numerical order, with each Section beginning on a new sheet of paper. The responses may be single- or double-spaced, and should be clearly marked with the appropriate Section number.
6. The Officer Achievement Package should represent the best professional efforts of the applicant himself/herself.

E. Supervisory Evaluation of Desk Sergeant Potential

1. The first-level and second-level supervisors of each applicant shall complete a PD Form 414B in order to provide information about the applicant's potential for demonstrating the competencies listed in Part V below.
2. The supervisors are to prepare the ratings based on their own best professional judgment of the applicant's potential for serving as a Desk Sergeant as demonstrated by the applicant while under their supervision, but only for up to the past three (3) years.

3. The completed PD Forms 414B are to be submitted directly to the supervisor's Commanding Official.

V. ASSESSMENT COMPETENCIES

Each applicant will be assessed in the Desk Sergeant Selection Process on the following competencies:

1. **ATTENTION TO DETAIL:** Ability to comprehensively review written materials to ensure accuracy and completeness and to maintain and inspect files and facilities to ensure compliance with MPD procedures and requirements.
2. **SERVICE COMMITMENT:** Ability to support the mission of the element and the MPD in providing responsive, timely, and effective police services to MPD customers in a respectful manner that creates trust and partnerships between the police and residents, businesses, and visitors.
3. **INTEGRITY:** Ability to comply with the MPD's Code of Ethics, carry out one's duties reliably and honestly, and take pride in effectively and conscientiously representing the MPD.
4. **INITIATIVE:** Ability to self-start in organizing, managing, and continuously improving his/her work procedures.
5. **INTERPERSONAL UNDERSTANDING:** Ability to demonstrate tact, courtesy, patience, empathy, objectivity, and appropriate voice tone, when dealing with others regardless of others' personal characteristics, backgrounds, or situations.
6. **JUDGMENT:** Ability to evaluate situations and information accurately and quickly in order to take the most reasonable actions to handle the situations and/or process the information.
7. **KNOWLEDGE:** Ability to understand, apply, and explain MPD policies and procedures and job-related laws and municipal rules regulations in carrying out Desk Sergeant duties.
8. **ORAL COMMUNICATION:** Ability to listen and respond appropriately to others and present information in an understandable and organized manner using proper language.
9. **WRITTEN COMMUNICATION:** Ability to present information in writing in an understandable, complete, and organized manner using proper punctuation, spelling, sentence and paragraph construction, grammar, and language.

VI. GENERAL INFORMATION

- A. Applicants are to provide answers in the Desk Sergeant Competency Interview and Written Exercise based on their education, training, and experience as an officer with the MPD.

- B. Applicants are encouraged to familiarize themselves with:
1. MPD written directives related to Desk Sergeant duties, including General Orders 201.23 (Station Clerk Duties), General Order PER-201.35 (Customer Service Standards and Testing), General Order PCA-502.06 (Citation Release Program), Special Order 01-21 (Teletype Message System, and the Standard Operating Procedures (SOPs) regarding District Booking, Holding Facilities, PD 61 Violation Citations, and Customer Service Standards and Testing;
- Note: These directives are available for review through the use of the "Directives Online" link located on the MPD Intra-Net Homepage.
2. MPD procedures related to situations that Desk Sergeants frequently encounter (e.g., parking tickets, towing, visitor parking permits, gun registration, prisoner bonds, and citizen complaints); and
 3. Reports, forms and logs frequently used by Desk Sergeants [e.g., PD 58 (Prisoner's Property Receipt), PD 81 (Property Record), PD 81-A (Property Release), PD 163 (Arrest Report), PD 251 (Incident-Based Event Report), PD 252 (Supplement Report), PD 313 (Arrestee Injury/Illness Report and Request), Property Book, PSS Book, CCN logbook, and NOI report].
- C. The Desk Sergeant Competency Interview and Writing Exercises are scheduled for November 17 through November 26, 2008 and December 1 through December 5, 2008. Members who plan to participate in the Desk Sergeant Selection Process shall adjust their leave schedules accordingly.
- D. The Desk Sergeant Applicant Orientation Sessions are scheduled to be held between November 11 and 13, 2008. Information concerning the times and locations will be provided in the future.
- E. Applicants will be notified through their Commanding Official or during the Desk Sergeant Applicant Orientation Session of the names of the MPD members who will be serving on their Interview Panel, names of all MPD members who will be evaluating the Officer Achievement Packages, and specific date and time of their Interview.
- F. Applicants may request that member(s) of his/her current chain of command, or an official which has participated in an adverse action hearing in which the applicant was a respondent, be replaced on the Interview Panel by a different official. Applicants may also request that official(s) similarly situated not evaluate their Officer Achievement Package. Applicants should contact the Testing and Assessment Branch in advance of the scheduled Interview by calling 727-4772, Monday through Friday, between 9 a.m. and 4 p.m.
- G. Applicants will be placed on the 2008 Desk Sergeant Register of Eligibles in descending order of the weighted components of the 2008 Selection Process. The names of members with identical ratings will be ordered pursuant to Article 25,

Seniority, of the FY 2004 –FY 2008 Labor Agreement between the MPD and the Fraternal Order of Police MPD Labor Committee.

- H. Candidates will be offered Desk Sergeant positions:
1. In order of their ranking on the 2008 Register of Eligibles;
 2. In the element to which assigned, provided that a vacant Desk Sergeant position exists in that element; and
 3. In another element, if there are no Desk Sergeant vacancies in the element to which the applicant is assigned.
- I. Applicants may waive an offer of an Desk Sergeant position outside their assigned element without losing standing on the 2008 Register of Eligibles. Desk Sergeant vacancies that arise during the life of the Register will be offered to the remaining applicants, in order of their ranking, and at the discretion of the Chief of Police.
- J. If an adverse action is proposed against a member whose name appears on the 2008 Desk Sergeant Register of Eligibles, the offer of a Desk Sergeant position may be held in abeyance pending the final disposition.
- K. Unless otherwise authorized by the Chief of Police, the 2008 Desk Sergeant Register of Eligibles shall remain in effect for two (2) years from the date the Register is established.

VII. ATTACHMENTS

1. Attachment A: PD Form 414A (Application for Desk Sergeant Selection Process)
2. Attachment B: PD Form 414B (Supervisory Evaluation of Desk Sergeant Potential)
3. Attachment C: PD Form 414C (Desk Sergeant Selection Process Application Packet Transmittal)



Cathy L. Lanier
Chief of Police

CLL:PH:JGW:MLJ:SB



**METROPOLITAN POLICE DEPARTMENT
Washington, D.C.**



**2008 DESK SERGEANT SELECTION PROCESS
APPLICATION**

SECTION I: DIRECTIONS TO APPLICANT: Please (1) Print or type the information requested in Boxes 1 through 9; (2) Read the certification statement in Box 9; (3) Sign and date the application in ink in Boxes 10A and 10B; and (4) Submit the completed application and attachments to your Commanding Official by the required date.

1. Applicant Name: (Last, First, M.I.)	2. CAD Number:
3. Applicant's Current District/Assigned Unit:	4. If applicable, Applicant's Detail Unit:
5. Applicant's Work Telephone Number:	6. Applicant's Other Best Contact Number:
7. MPD Entry-On-Duty (EOD) Date:	8. If applicable, describe breaks in MPD Service:

9. APPLICANT'S CERTIFICATION: *I certify that the above information is complete and correct to the best of my knowledge, that I meet the eligibility requirements listed in Section II below, and that the Officer Achievement Package represents my best effort.*

10A. Full Signature of Applicant:	10B. Date of Signature of Applicant:
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SECTION II: COMMANDING OFFICIAL'S CERTIFICATION:

I certify that the member named in Box 1 meets the following eligibility qualifications for participation in the 2008 Master Desk Sergeant Selection Process:

- (a) At least three (3) full years of service, continuous or intermittent, as a sworn Officer with the Metropolitan Police Department as of October 1, 2008;
- (b) Optional Sick Leave and Expected Tardiness Program privileges since October 1, 2007;
- (c) Most recent sustained annual performance rating of Meets Expectations or Significantly Exceeds Expectations;
- (d) Current in-service training and firearms certification from the Metropolitan Police Academy; and
- (e) No sustained adverse action since October 1, 2005.

I further certify that the two required PD Forms 412B (Supervisory Evaluation of Master Patrol Officer Potential) are attached.

11A. Commanding Official's Full Signature:	11B. Date of Signature:
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**METROPOLITAN POLICE DEPARTMENT
Washington, D.C.**



**DESK SERGEANT SELECTION PROCESS
SUPERVISORY EVALUATION OF DESK SERGEANT POTENTIAL**

Directions: One form should be completed separately, and independently, by the applicant's first-level (Sergeant) and second level (Lieutenant) supervisors. The supervisor should complete Boxes 1 through 10, sign and date the form in ink, and submit the form to the Commanding Official.

1. Applicant's Name: [Print: Last, First, M.I.]		2. CAD Number:	3. Element Assigned/Detailed:
4. Rater's Name: [Print]	5. Rater's Rank:	6. Rater's Job Title:	7. Dates Rater Supervised Applicant: (Mo/Year) From: To:
8. Relationship of Rater to Applicant: <input type="checkbox"/> Immediate Supervisor <input type="checkbox"/> Second-Level Supervisor <input type="checkbox"/> Other [Explain]			

9. Desk Sergeant Competency Ratings: Listed below are the nine job competencies that have been identified as essential to successful performance as an MPD Desk Sergeant. Below each competency are examples of job behaviors the applicant will be expected to demonstrate if selected as a Desk Sergeant.

Please read each box on the left carefully. Then indicate your best and fairest judgment of the applicant's potential for demonstrating the competency following assignment as a Desk Sergeant by darkening the appropriate circle. You are to consider the behavior demonstrated by the applicant while under your supervision and for no more than the past three years. Please use the Competency Rating Scale below to choose the numerical ratings.

Competency Rating Scale

5	Outstanding	Applicant's job performance will significantly exceed expectations.
4	Excellent	Applicant's job performance will exceed expectations in some areas and meet expectations in all others.
3	Adequate	Applicant's job performance will meet key expectations and may occasionally exceed expectations.
2	Weak	Applicant's job performance will meet some expectations but will require development in one or more areas.
1	Inadequate	Applicant's job performance will consistently not meet expectations.

Competencies

<p>1. ATTENTION TO DETAIL: Ability to comprehensively review written materials to ensure accuracy and completeness and to maintain and inspect facilities to ensure compliance with MPD procedures and requirements.</p> <p>For Example: Will note errors and missing information in reports, forms and logbooks; keep up-to-date records and files; prepare accurate transmittal forms; and note and report any unusual conditions to the Watch Commander.</p>	<p>⑤ ④ ③ ② ①</p>
<p>2. SERVICE COMMITMENT: Ability to support the mission of the MPD and element in providing responsive, timely, and effective police services to MPD customers in a respectful manner that creates trust and partnerships between the police and residents, businesses, and visitors.</p>	

<p>For Example: Will provide the service and intervention necessary to maintain the highest level of station customer service; work cooperatively with others to serve the MPD and the public; and adhere to MPD personal appearance requirements.</p>	<p>⑤ ④ ③ ② ①</p>
<p>3. INTEGRITY: Ability to comply with the MPD Code of Ethics, carry out duties reliably and honestly, and take pride in effectively and conscientiously representing the MPD.</p> <p>For Example: Will promote the good of the MPD through his/her job performance; deal with persons and situations in a straightforward manner; respect the rights of others; and take responsibility for his/her actions.</p>	<p>⑤ ④ ③ ② ①</p>
<p>4. INITIATIVE: Ability to self-start in organizing, managing, and continuously improving his/her work procedures.</p> <p>For Example: Will be responsive in dealing with customers; strive to improve and streamline work processes; and seek information to develop his/her knowledge of job tasks and element responsibilities.</p>	<p>⑤ ④ ③ ② ①</p>
<p>5. INTERPERSONAL UNDERSTANDING: Ability to demonstrate tact, courtesy, patience, empathy, objectivity, and appropriate voice tone, when dealing with others regardless of their personal characteristics, backgrounds or situations.</p> <p>For Example: Will consider others' ideas and opinions; maintain stable performance and emotional control when faced with opposition, pressure, or hostility from others; and be persuasive rather than confrontational.</p>	<p>⑤ ④ ③ ② ①</p>
<p>6. JUDGMENT: Ability to evaluate situations and information accurately and quickly in order to take the most reasonable actions to handle the situations and/or process the information.</p> <p>For Example: Will collect relevant decision-making information; identify the key aspects of situations that must be resolved; and implement fair and sensible solutions to situations;</p>	<p>⑤ ④ ③ ② ①</p>
<p>7. KNOWLEDGE: Ability to understand, apply, and explain MPD policies and procedures and job-related laws and municipal rules and regulations in carrying out Desk Sergeant duties.</p> <p>For Example: Will prepare reports, forms, and logs for which responsible correctly; provide customers accurate information; and keep informed of changes in policy, procedure, and law.</p>	<p>⑤ ④ ③ ② ①</p>
<p>8. ORAL COMMUNICATION: Ability to listen and respond appropriately to others and present information in an understandable and organized manner using proper language.</p> <p>For Example: Will speak clearly and concisely; convey information clearly and logically; adapt message content to the customer; and ensure that communications are understood.</p>	<p>⑤ ④ ③ ② ①</p>
<p>9. WRITTEN COMMUNICATION: Ability to present information in writing in an understandable, complete, and organized manner using proper punctuation, spelling, sentence and paragraph construction, grammar, and language.</p> <p>For Example: Will prepare complete and accurate police forms and reports that are easily understood and describe situations and events in their entirety.</p>	<p>⑤ ④ ③ ② ①</p>
<p>10. Based on your review of the applicant on the Desk Sergeant job competencies listed above, please summarize briefly your overall evaluation of the applicant's potential for successful service as a Desk Sergeant. Please include specific job performance observations and/or a summary of the applicant's job or other types of accomplishments.</p>	

Note: Completing this section is mandatory. Please use a continuation if necessary.

I hereby certify that the above ratings and comments reflect my best professional judgment of the potential of the applicant named above for assignment as a Desk Sergeant in the Metropolitan Police Department.

11. Rater's Rank and Full Signature:

12. Date of Rater's Rating:

**METROPOLITAN POLICE DEPARTMENT
WASHINGTON, D.C.
2008 DESK SERGEANT SELECTION PROCESS**

APPLICATION PACKET TRANSMITTAL

I, _____, Administrative
[Printed or Typed Rank and Full Name]

Official of the _____,
[Printed or Typed Element/Unit Name]

hereby certify that _____ 2008 Desk Sergeant
[Number]

Application Packets are hereby being transmitted to the
Testing and Assessment Branch, through the Office of
Human Resource Management, Room 6061, 300 Indiana
Avenue, N.W.

Full Signature

Date

Contact Telephone Number
