



# CONCORD POLICE DEPARTMENT STANDARD OPERATING PROCEDURE

## SWORN ADMINISTRATIVE AND SUPERVISORY PROMOTIONS

**GENERAL ORDER:** 03.08

**CREATED:** December 1, 2000

**ISSUE DATE:** May 3, 2024

**CALEA STANDARDS:** 34.1.1

**EFFECTIVE DATE:** May 6, 2024

**ACTION:** Amends general order dated October 1, 2022.

### **03.08.0**      **PURPOSE**

The purpose of the General Order is to establish a standard method by which eligibility for promotion and the promotion process is determined.

### **03.08.1**      **POLICY**

The policy of Concord Police Department is to encourage participation of qualified candidates in promotional processes, and to select for promotion candidates who will best serve the City of Concord.

### **03.08.2**      **MASTER POLICE OFFICER**

#### A. ELIGIBILITY CRITERIA

1. A candidate must have at least three (3) years of experience as a police officer, or the Chief of Police may consider an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job and possess their Intermediate Law Enforcement Certification issued by the State of North Carolina.
2. It is the coworker's responsibility to request interest in becoming a Master Police Officer. This shall be done by submitting a memorandum to express their interest. The memorandum shall be addressed to the Chief of Police and contain documentation of years of service in law enforcement, along with verification from North Carolina Training and Standards of the Intermediate Law Enforcement Certificate.

### **03.08.3**      **SERGEANT**

#### A. ELIGIBILITY CRITERIA

1. Candidates must have received a minimum of achieved expectations or higher overall on their employee evaluation for a period of at least 12 months prior to the promotional process announcement.

2. A candidate that has received suspension totaling more than 24.0 hours in the 12 months immediately preceding the promotional process announcement, is not eligible to participate. A candidate who received a demotion or administrative decrease in the 12 months immediately preceding the promotional process announcement, is also not eligible to participate.
3. Candidates must currently hold the rank of Master Police Officer with a minimum of one year of service in that position on or before the date of the promotional process announcement. The one year of Master Police Officer service will be determined by the effective date listed on the candidate's Personnel Action Notice (PAN).
4. Candidates must have an Associate's Degree from an accredited college or; an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

**B. PROMOTIONAL PROCESS**

1. Announcement of a promotional process for Sergeant will be made at least (30) days prior to the beginning of the process. Letters of intent to participate, a resume, and a request for bonus point consideration must be submitted according to the instructions outlined in the announcement.
2. The process and weight given to each phase will consist of:
  - a. Written Exam (10%) - The top 15 candidates will move forward in the process. In the case of a tie, all candidates who tie will move forward in the process.
  - b. External law enforcement group panel (30%)
  - c. Citizens and law enforcement group panel (30%)
  - d. Management Interview (30%)

The combination of these phases may equal a maximum of 100 promotional points.

3. Bonus points are then awarded as follows:
  - a. One quarter point (0.25) for each completed year of service as a police officer with the Concord Police Department (maximum of 2.0 pts); or, one quarter point (0.25) for each year of completed service as a full-time sworn law enforcement officer with another law enforcement agency (maximum of 2.0 pts). The combination of police officer service with CPD and/or prior law enforcement service elsewhere shall not exceed a total of 2.0 points.
  - b. One half point (0.50) for each completed year of service as a master police officer with the Concord Police Department (maximum of 2.0 pts). Every candidate must have at least one year of service as a master police officer per 03.08.3 (A)(3); therefore, the half point accrual will not count until year 2 as a master police officer.
  - c. One point (1.0) for an Advanced Law Enforcement Certificate; or
  - d. One half point (0.5) for an Associate's Degree; or

- e. One point (1.0) for a Bachelor's Degree; or
- f. One and a half points (1.5) for a Master's Degree or higher.
- g. One quarter point (0.25) for each qualifying Volunteer Service Activity. Candidates must be a member in good standing and have served a minimum of 12-months in the service activity in order to receive the one quarter point (maximum of 1.5 points). To be a member in good standing the coworker must be a current member of the service activity at the time of the application deadline; and, the coworker must be an active participant in the service activity with acceptable attendance and performance in said activity.

The following list, in no particular order, is not meant to be all-inclusive. Each candidate is required to submit a request for Volunteer Service Activity credit; see 03.08.3(B)(1).

- 1. Special Weapons and Tactics (SWAT)
  - 2. Mobile Field Force (MFF)
  - 3. Police Cadet Mentor
  - 4. Customer Service Advancement Team (CSAT)
  - 5. Use of Force Committee
  - 6. Commendations Committee
  - 7. DWI Task Force
  - 8. ERV or RRV operator
  - 9. Unmanned Aerial System (UAS) pilot
  - 10. Honor Guard
  - 11. Field Training Officer
  - 12. Instructor (firearms, less lethal, de-escalation, driving, etc.)
- h. In lieu of a single Volunteer Service Activity, a candidate may use special events that they volunteered for and participated in during the preceding 18-months from the application deadline. A total of four (4) special events or more may be used to receive a single quarter point (0.25). The following list, in no particular order, is not meant to be all-inclusive. Each candidate is required to submit a request for Volunteer Service Activity credit; see 03.08.3(B)(1).
- 1. Youth Police Academy (1-day or 3-day session)
  - 2. Department or City sponsored blood drive
  - 3. Build-a-Bike event
  - 4. Touch-a-Truck event
  - 5. National Night Out
  - 6. Prescription Drug Take Back Day

**NOTE: Educational degrees must be recognized by the United States Department of Education or the Council for Higher Education for Accreditation.**

**Candidates may only apply for bonus points for the highest educational degree held; or, their Advanced Certificate, but not both.**

**Volunteer Service Activities must be work related, not a required function of your normal work assignment, and something the candidate volunteered to do. Activities performed for your church or a civic organization, while**

**commendable, do not count towards bonus points in a promotional process.**

**Anything that is required to obtain a bonus point or partial bonus point must have occurred, or been completed, on or before the application deadline in order to be considered.**

**The Chief of Police reserves the management right to accept or reject a request for bonus points.**

**The total maximum bonus points available to any candidate shall not exceed 7.0 points.**

4. The top three candidates, based upon overall score, will be recommended for promotion. The Chief of Police, at his/her discretion, can select from the top three candidates. The results of the promotional process will be posted after the process is complete. Scores will be valid from the date of this posting for a minimum of 12 months with a possible extension up to 18 months, based upon vacancies and needs of the agency, and at the discretion of the Chief of Police.
5. If the number of eligible candidates is equal to or less than three, suitability for promotion will be determined by the management interview, or as decided by the Chief of Police. The number of anticipated vacancies will be included on the promotional process announcement.
6. This process can be amended at the discretion of the Chief of Police.

#### **03.08.4     LIEUTENANT**

##### **A. ELIGIBILITY CRITERIA**

1. Candidates must have received a minimum of achieved expectations or higher overall on their employee evaluation for a period of at least 12 months prior to the promotional process announcement.
2. A candidate that has received suspension totaling more than 16.0 hours in the 12 months immediately preceding the promotional process announcement, is not eligible to participate. A candidate who received a demotion or administrative decrease in the 12 months immediately preceding the promotional process announcement, is also not eligible to participate.
3. Candidates must currently hold the rank of Sergeant with a minimum of three (3) years' service in that position on or before the date of the promotional process announcement. The three years of Sergeant service will be determined by the effective date listed on the candidate's Personnel Action Notice (PAN).
4. Candidates must possess an Intermediate Law Enforcement Certificate awarded by N.C. Criminal Justice Education and Training Standards Commission, and demonstrate progress towards the completion of their Advanced Law Enforcement Certificate.
5. Candidates must have an Associate's Degree from an accredited college or; an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

**B. PROMOTIONAL PROCESS**

1. Announcement of a promotional process for Lieutenant will be made at least (30) days prior to the beginning of the process. Letters of intent to participate, the candidate's resume, and a request for bonus point consideration must be submitted according to the instructions outlined in the promotional process announcement.
2. Candidates will also be required to submit documentation in paragraph form stating the reason for their interest in the promotion. The documentation should consist of no more than two pages, doubled-spaced.
3. If the number of eligible candidates is equal to or less than three, suitability for promotion will be determined by the management interview or, as decided by the Chief of Police. The number of anticipated vacancies will be included on the promotional process announcement.
4. The process and weight given to each phase will consist of:
  - a. Written exam (10%) - The top 10 candidates will move forward in the process. In case of a tie for 10th place, all candidates in the tie will move forward in the process.
  - b. External law enforcement group panel (25%)
  - c. Citizens and law enforcement group panel (25%)
  - d. Management Interview (25%)
  - e. Career Review (15%)

The combination of these phases may equal a maximum of 100 promotional points.

5. The top three candidates, based upon overall score, will be recommended for promotion. The Chief of Police, at his/her discretion, can select from the top three candidates. The results of the promotional process will be posted after the process is complete. Scores will be valid from the date of this posting for a minimum of 12 months with a possible extension up to 18 months, based upon vacancies and needs of the agency, and at the discretion of the Chief of Police.
6. This process can be amended at the discretion of the Chief of Police.
7. Bonus points are then awarded as follows:
  - a. One quarter point (0.25) for each completed year of service as a police sergeant with the Concord Police Department (maximum of 1.0 point). Every candidate must have at least three years of service as a police sergeant per 03.08.4(A)(3); therefore, the quarter point accrual will not count until year 4 as a police sergeant.
  - b. One point (1.0) for an Advanced Law Enforcement Certificate; or
  - c. One half point (0.5) for an Associate's Degree; or
  - d. One point (1.0) for a Bachelor's Degree; or

- e. One and a half points (1.5) for a Master's Degree or higher.
- f. One quarter point (0.25) for each qualifying Volunteer Service Activity, as previously described in this policy. Candidates must be a member in good standing and have served a minimum of 12-months in the service activity in order to receive the one quarter point (maximum of 1.5 points). To be a member in good standing the coworker must be a current member of the service activity at the time of the application deadline; and, the coworker must be an active participant in the service activity with acceptable attendance and performance in said activity.
- g. In lieu of a single Volunteer Service Activity, a candidate may use special events, as previously described in this policy, that they volunteered for and participated in during the preceding 18-months from the application deadline. A total of four (4) special events or more may be used to receive a single quarter point (0.25).

**NOTE: Educational degrees must be recognized by the United States Department of Education or the Council for Higher Education for Accreditation.**

**Candidates may only apply for bonus points for the highest educational degree held; or, their Advanced Certificate, but not both.**

**Volunteer Service Activities must be work related, not a required function of your normal work assignment, and something the candidate volunteered to do. Activities performed for your church or a civic organization, while commendable, do not count towards bonus points in a promotional process.**

**Anything that is required to obtain a bonus point or partial bonus point must have occurred, or been completed, on or before the application deadline in order to be considered.**

**The Chief of Police reserves the management right to accept or reject a request for bonus points.**

**The total maximum bonus points available to any candidate shall not exceed 4.0 points.**

### **03.08.5      CAPTAIN**

#### **A. ELIGIBILITY CRITERIA**

1. Candidates must have received a minimum of achieved expectations or higher overall on their employee evaluation for a period of at least 12 months prior to the promotional process announcement.
2. A candidate that has received suspension totaling more than 8.0 hours in the 12 months immediately preceding the promotional process announcement, is not eligible to participate. A candidate who received a demotion or administrative decrease in the 12 months immediately preceding the promotional process announcement, is also not eligible to participate.

3. Candidates must currently hold the rank of Lieutenant with a minimum of two (2) years' service in that position on or before the date of the promotional process announcement. The two years of Lieutenant service will be determined by the effective date listed on the candidate's Personnel Action Notice (PAN).
4. Candidates must possess an Advanced Law Enforcement Certificate awarded by N.C. Criminal Justice Education and Training Standards Commission.
5. Candidates must have an Associate's Degree from an accredited college or; and equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

**NOTE: All educational degrees must be recognized by the United States Department of Education or the Council for Higher Education for Accreditation.**

**B. PROMOTIONAL PROCESS**

1. Announcement of a promotional process for Captain will be made at least (30) days prior to the beginning of the process. Letters of intent to participate and the candidate's resume must be submitted according to the instructions outlined in the promotional process announcement.
2. Candidates will also be required to submit documentation in paragraph form stating the reason for their interest in the promotion. The documentation should consist of no more than two pages, doubled-spaced.
3. The Chief of Police will choose from the pool of existing lieutenants that meet qualifications by a process of his/her discretion.
4. This process can be amended at the discretion of the Chief of Police.

**03.08.6 MAJOR**

**A. ELIGIBILITY CRITERIA**

1. Candidates must have received a minimum of achieved expectations or higher overall on their employee evaluation for a period of at least 12 months prior to the promotional process announcement.
2. A candidate that has received a suspension totaling more than 8.0 hours in the 12 months immediately preceding the promotional process announcement, is not eligible to participate. A candidate who received a demotion or administrative decrease in the 12 months immediately preceding the promotional process announcement, is also not eligible to participate.
3. Candidates must currently hold the rank of captain with a minimum of two (2) years' service in that position on or before the date of the promotional process announcement. The two years of captain service will be determined by the effective date listed on the candidate's Personnel Action Notice (PAN).
4. Candidates must possess an Advanced Law Enforcement Certificate awarded by N.C. Criminal Justice Education and Training Standards Commission.

5. Candidates must have a Bachelors of Art or Bachelors of Science degree from an accredited college or university or; an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

**B. PROMOTIONAL PROCESS**

1. Announcement of a promotional process for Major will be made at least (30) days prior to the beginning of the process. Letters of intent to participate and the candidate's resume must be submitted according to the instructions outlined in the promotional process announcement.
2. Candidates will also be required to submit documentation in paragraph form stating the reason for their interest in the promotion. The documentation should consist of no more than two pages, doubled-spaced.
3. The Chief of Police will choose from the pool of existing captains that meet qualifications by a process of his/her own discretion.
4. This process can be amended at the discretion of the Chief of Police.

**03.08.7     DEPUTY CHIEF**

**A. ELIGIBILITY CRITERIA**

1. Candidates must have received a minimum of achieved expectations or higher overall on their employee evaluation for a period of at least 12 months prior to the promotional process announcement.
2. A candidate that has received suspension totaling more than 8.0 hours in the 12 months immediately preceding the promotional process announcement, is not eligible to participate. A candidate who received a demotion or administrative decrease in the 12 months immediately preceding the promotional process announcement, is also not eligible to participate.
3. Candidates must currently hold the rank of Major with a minimum of one (1) year of service in that position on or before the date of the promotional process announcement. The one year of Major service will be determined by the effective date listed on the candidate's Personnel Action Notice (PAN) or;
4. Candidates must currently hold the rank of Captain with a minimum of three (3) years' service in that position on or before the date of the promotional process announcement. The three years of Captain service will be determined by the effective date listed on the candidate's Personnel Action Notice (PAN).
5. Candidates must possess an Advanced Law Enforcement Certificate awarded by N.C. Criminal Justice Education and Training Standards Commission.
6. Candidates must have a Bachelors of Art or Bachelors of Science degree from an accredited college or; an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job (Master's degree or higher is preferred).

**NOTE: All educational degrees must be recognized by the United States Department of Education or the Council for Higher Education Accreditation.**



**B. PROMOTIONAL PROCESS**

The Chief of Police will choose from a qualified pool of captains and/or majors by a process of his/her own discretion.

**03.08.8      MANAGEMENT RIGHT**

The Chief of Police, as he/she deems necessary, may amend any part of a promotional process before or during any of the processes outlined in this General Order. The Chief of Police retains the authority and responsibility for the administration of the promotion process within the agency. The Chief may delegate selected duties to other members of the department to facilitate the process. When deemed necessary, assistance may be utilized from other entities, both within and outside of the City of Concord.



JAMES S. HUGHES  
CHIEF OF POLICE