

# GENERAL ORDER

G.O. 3-211

**SUBJECT: PERSONNEL CLASSIFICATION**



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INDEX: CLASSIFICATIONS, DESCRIPTIONS, DUTIES, JOB DESCRIPTIONS, RESPONSIBILITIES

**I. PURPOSE AND RESPONSIBILITY:**

- A. Purpose: To set the policy and establish the procedures for the classification and the delineation of duties and responsibilities of the personnel employed at the Monroe Police Department.
- B. Responsibility:
  - 1. It will be the responsibility of the Support Services Division (SSD) to develop and maintain descriptions for all positions within this Department.
  - 2. It will be the responsibility of the Human Resource Department of the Town of Monroe, CT to maintain on file a written task analysis of every position in the Monroe Police Department.

**II. DISCUSSION:**

- A. This general order deals with task analysis, classification, and processes and procedures used to describe the nature of the work performed by the Monroe Police Department, CT. The human resource management literature uses many terms to

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describe work activities such as job, position, duty, function, task job element, job dimension, and responsibility- and analysis uses the terms differently. The most common used definitions of key evaluation terms have been selected for use in this directive and are specifically defined in paragraph III.

The term "task analysis" is used to describe a systematic, structured process for dissecting a job into its basic parts. In all forms, a task analysis entails the identification of the important or essential elements of a job. In most situations, this involves work behaviors and the skills, knowledge, and abilities required for these work behaviors.

The results of a successful task analysis will provide the foundation for a wide variety of personnel, administration, and management functions. These functions include developing job descriptions, establishing a job classification and compensation plan, providing job-related focus for developing and implementing recruitment strategies, developing and validating hiring and promotion procedures, establishing spans of control, determining training requirements, and evaluating employee performance. Furthermore, the comprehensive, objective data generated by task analysis can provide strong evidence in legal and judicial proceedings concerning hiring and promotion programs.

### III. DEFINITIONS:

- A. CLASS: A grouping of jobs for which duties, responsibilities, qualifications, and conditions of employment are sufficiently alike to justify the same treatment with respect to personnel practices.
- B. JOB: One or more positions with duties and responsibilities that are identical in all significant respects so that a single descriptive title can be used to identify the work done by incumbents.
- C. POSITION: The duties and responsibilities or work assigned to one employee. A position may be filled or vacant. For purposes of comparison, a police officer assigned as the Property Custodian would occupy a position. Police officer would be the class and police officer assigned as the Property Custodian would be a job.
- D. TASK: A unit of work performed by an individual to accomplish the goal of a job.

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- E. TASK ANALYSIS: A systematic, structured process for dissecting a job into basic parts. A task analysis identifies the important or essential elements of a job, the key work behaviors, and the knowledge, skills, and abilities required for these work behaviors.

### IV. POLICY:

- A. It will be the policy of the Monroe Police Department to participate in and comply with the Town of Monroe position classification plan established to cover all municipal employees. The plan is based upon a comprehensive professional study and analysis of job requirements, grouping of positions into classifications, and establishment of equitable compensation levels.
- B. It will be the policy of the Monroe Police Department that the SSD will develop and maintain a description of the duties and responsibilities of each position within this Department. All sworn and civilian personnel will be able to review up-to-date descriptions of the duties and responsibilities of each position, particularly the duties and responsibilities of the position that they occupy.

### V. PROCEDURES:

- A. TASK ANALYSIS: A written task analysis of every class of sworn employee in this Department has been conducted, is maintained on file and is reviewed triennially. The written task analysis includes:
  - 1. Work behaviors (duties, responsibilities, functions, tasks, etc.);
  - 2. Frequency with which work behavior occurs; and
  - 3. Criticality of the job-related skills, knowledge, and abilities.
- B. JOB CLASSIFICATION:
  - 1. JOB CLASSIFICATION PLAN: The Town of Monroe maintains a classification plan of its regular, full-time employee positions, including all sworn positions. The management of the classification plan is the responsibility of the First Selectman, as the Personnel Officer:
    - a. Classification Plan: The Town of Monroe classification plan provides for:

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1. Categorization of every job by class on the basis of similarities in duties, responsibilities, and qualification requirements;
  2. Class specifications for every job within a class;
  3. Provisions for relating compensation to classes; and
  4. Provisions for reclassification.
- b. Department Position Classes: Position classes within the Police Department are:
1. Chief of Police;
  2. Deputy Chief/Captain;
  3. Lieutenant;
  4. Sergeant;
  5. Police Officer;
    - a. Detective
    - b. Youth Officer
    - c. School Resource Officer
  6. Communications Unit Dispatcher;
  7. Executive Assistant To Chief Of Police;
  8. Police Records Clerk;
  9. Animal Control Officer;
  10. Office Assistant;
  11. Support Services Assistant;

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12. Accreditation Manager.
2. **JOB SPECIFICATIONS:** The Police Department and the Human Resource Director share the responsibility for developing and maintaining job specifications of each position. These job specifications are updated as needed or when a position is being filled. Job specifications are outlined in job descriptions. All job descriptions will be presented by the Human Resource Director to the Chief of Police for final approval.
  3. **JOB CLASSIFICATION PLAN REVIEW:** Annually, the Police Department's classification plan will be reviewed and, if necessary, revised by the SSD to reflect any changes made by the Town Council through the Human Resource Department or the Board of Police Commissioners. Changes in the assignment of duties, responsibilities, and qualifications for positions will be made internally as long as they do not conflict with the personnel ordinance. Recommended or suggested revisions to the personnel ordinance will be made to the Selectman, as the Personnel Director, for presentation to the Town Council.
- C. **DUTIES AND RESPONSIBILITIES:** The duties and responsibilities of positions within the Monroe Police Department shall be listed and maintained in the General Orders manual. The duties and responsibilities of each position are outlined as follows:
1. **CHIEF OF POLICE:** The Chief of Police shall be the Chief Executive Officer (CEO) of the Monroe Police Department and is responsible for the protection of lives and property in the Town of Monroe through the supervision of all police functions. As CEO, the Chief analyzes community short term and long range law enforcement needs and designs and implements plans, policies, and operations to meet those needs; directs the selection, staffing, training, and evaluation of subordinate personnel and takes disciplinary action as required; oversees the preparation of the annual operating budget of the Police Department; prepares and presents written and oral reports to the First Selectman and Board of Police Commissioners as directed; participates in labor negotiations (advisor to the Town) involving Monroe Police Department employees; coordinates the Departments activities and relationships with outside agencies and officials.

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2. POLICE DEPUTY CHIEF/CAPTAIN: Serves as executive officer to the Chief of Police, supervises and coordinates work of Police Department employees as assigned by Chief of Police, assumes responsibility for the Department in the absence of the Chief. The Deputy Chief/Captain receives oral and written direction from the Chief of Police, plans and organizes work according to departmental procedures and supervises and coordinates work of police employees in the three functional areas of Patrol, Investigation and Special Police Services. Prepares work schedule for Department and assigns employees to posts and/or duties, reviews patrol and activity logs and case reports, prepares statistical information for criminal investigation and patrol planning strategy. Assists the Chief of Police in developing long range planning and strategy, budget preparation and administration. Oversees investigations of major crimes, coordinates internal investigation of members of the Department for alleged or suspected wrongdoing. Develops, installs and supervises maintenance of departmental recordkeeping systems and prepares statistical and narrative reports for the Chief of Police and the Police Commission upon request. Reviews and revises Department training programs, makes routine inspection of patrol activities and reviews activity reports for clarity, accuracy and effectiveness. Responds to public or media inquiries as needed, recommends changes in traffic control devices and regulations and performs related tasks as required.
  
3. POLICE LIEUTENANT: Under the direction of the Chief of Police and Deputy Chief/Captain, plans and manages the activities, operations, and subordinate personnel in the Division under his/her command (Support Services Division (SSD), Detective Division (DD) and Patrol Division (PD).) Related duties and responsibilities of a lieutenant may include: assists in the planning, development and implementation of Department policy, procedures, operations and programs; receives and investigates citizen complaints and provides recommendations and/or information or explanations as appropriate; administers the provisions of a collective bargaining agreement and Department policies, regulations, orders and operating procedures and receives and investigates complaints of violations; collects data and information, analyzes same, and prepares reports as assigned; supervises major case investigations (criminal/motor vehicle accidents); interviews suspects and witnesses; conducts internal investigations as assigned by the Chief of Police or Deputy Chief/Captain; assists the Chief of Police in the preparation of the annual operating budget; assists in the selection and

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promotion of subordinates; assigns, trains and evaluates subordinates and determines and implements action to improve performance or work procedures; meets and confers with members of the public and other officials regarding law enforcement problems and police operations; prepares and makes public presentations relating to law enforcement issues and topics.

4. POLICE SERGEANT: Under the direction of a Division Commander, sergeants are responsible for the supervision of subordinate officers and civilian personnel. Related duties and responsibilities of a sergeant will include: supervise patrol officers on an assigned shift, providing instruction and guidance to personnel in the performance of their law enforcement duties; review official reports of patrol officers' activities for accuracy, completeness, neatness and clarity; conduct an aggressive, proactive police patrol within the jurisdictional limits of this municipality; investigate complaints against Department personnel or policies, as assigned by the Chief of Police; respond to scenes of serious accidents and crimes for the purpose of supervising police efforts; respond to mechanical alarms; evaluate the performance of subordinate personnel; enforce state laws and local ordinances within the jurisdictional limits of this municipality; conduct roll call sessions at the beginning of duty shifts for the purpose of informing and inspecting personnel; inspect Department vehicles and equipment to ensure operational readiness; investigate and report on alleged violations of selected town ordinances; attend training sessions for personal and professional development.
  
5. POLICE OFFICER: Under the direction of a Division Commander or supervisor, performs law enforcement duties subject to Division assignment. The primary responsibility of all police officers is to protect the lives and property of the citizens of Monroe and the State of Connecticut, to enforce the laws of the state and municipal ordinances of the town, and to serve people in whatever way is necessary within the scope of their particular assignment. All police officers are expected to be knowledgeable of the Department rules, regulations, policies and procedures, as well as state laws and municipal ordinances. Within the Monroe Police Department, there are several positions to which a police officer may be assigned. Those positions, and their related duties and responsibilities are:

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- a. Patrol Division: Officers assigned to the Patrol Division normally perform under the supervision of the Division supervisor, normally a sergeant, but on occasion may be the most senior patrol officer assigned to that duty shift. Upon appointment, police officers are probationary employees under constant evaluation during the course of their probationary period and will be subject to termination if they fail to meet established standards for continued employment. The basic duties and responsibilities of probationary police patrol officers are: to become knowledgeable of rules, regulations, policies, procedures, goals and objectives of the Department; to successfully complete the basic training course at the Connecticut Police Academy, where they will receive instruction on subject matter to prepare them for the position successfully; complete the Department's Field Training program, leading to certification by the Connecticut Police Academy as a police officer in this state. Upon completion of the basic, required training, officers will be assigned to patrol shifts under close supervision of a Division supervisor where duties and responsibilities include: investigate and report allegations of criminal violations; investigate and report motor vehicle accidents; enforce motor vehicle laws; respond to reports of sick, injured or demented persons; conduct aggressive, proactive police patrol in assigned areas; investigate and report non-motor vehicle accidents; investigate suspicious vehicles and persons; respond to and investigate causes of mechanical alarms; prepare cases and reports for court; identify, arrest and process law violators; transport prisoners to court and state or local facilities; check the security of business establishments and reported vacant houses in this jurisdiction; attend training sessions for professional development; conduct targeted patrols of school areas and municipal parks; cause the recovery and control of animals in this jurisdiction; direct and control vehicular and pedestrian traffic at fire scenes and school and church crossing locations; assist the public in gaining entry into locked vehicles and residences; enforce parking regulations in this jurisdiction; maintain and inspect Department vehicles and equipment; complete assignments as directed.
- b. Detective Division: Under the direction of the Division Commander, police officers assigned to this Division will have duties and

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responsibilities to include: conduct investigations and report on criminal activity related to vice and narcotics; assist Patrol Division personnel in conducting investigations of crimes and serious motor vehicle accidents; conduct investigations and report on criminal activity constituting a felony and/or selected or serious misdemeanors; conduct background investigations of perspective Department employees; process crime and serious accident scenes for evidence; process evidence; arrest and process criminal violators; enter, modify, and cancel pertinent information into NCIC and COLLECT systems; provide information on the proper handling of questionable matters, including referral to appropriate agencies; transport prisoners to court; process license and permit applications; maintain Division records and statistics; compare latent fingerprints to suspect prints or other known prints; classify fingerprints of arrested persons; act as liaison with Federal Bureau of Investigation (FBI), Connecticut State Bureau of Identification (CSBI) and local agencies in matters pertaining to fingerprints and other evidence; fingerprint persons for non-criminal purposes; investigate and report on allegations of criminal activity involving juveniles in this jurisdiction; perform various duties related to administration of Department Police Explorer Post program; refer juveniles, parents, and families to appropriate agencies for assistance, counseling, disposition of matters; act as liaison between Police Department and local public and private schools; maintain records of Juvenile Unit; appear as public speaker as assigned by Chief of Police; maintain Department vehicles and equipment; attend training sessions for professional and personal development.

6. COMMUNICATIONS UNIT DISPATCHER: Receives oral or written instruction from Patrol Commander or Patrol Supervisor. Plans, organizes and performs work according to standard procedures. Receives and routes telephone calls for police, fire, medical emergency, animal control and park ranger and for general information. Receives Enhanced 911 emergency telephone calls and dispatches calls following standardized procedures or re-routes calls to appropriate agency. Dispatches police, fire and emergency medical vehicles by radio; activates signaling system. Receives and transmits orders and instructions using appropriate code language. Operation of computer terminal to input, receive and transmit information from State Motor Vehicle and National Crime Information System. Maintains COLLECT

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computer system log book. Monitors the Town Hall and other Town fire alarm systems. Reports work accomplished to supervisor. Records information of police, fire, medical emergency, animal control and all other incidents and complaints on in-house police computer record-keeping system. Monitors teletype messages and interdepartmental radio systems for significant information, and informs shift supervisor and on-duty personnel. Performs daily and weekly testing of Town and interdepartmental radio systems. Assists with processing of arrest paperwork. Coordinates intercommunications with other Town and State Police Departments. Maintains fire and other log books as required. Provides general information to the public, and relays information to other Town departments, utility companies and wrecker services. Performs other related tasks as required.

7. EXECUTIVE ASSISTANT TO CHIEF OF POLICE: Performs administrative duties of a confidential, complex and responsible nature for the Chief of Police; maintains personnel records, including monitoring of attendance, leave time, performance and discipline; maintains and assists in the preparation of the Police Department fiscal year operating budget, prepares and submits purchase order requests and payments in accordance with the Town Fiscal procedures; maintains Police Department vehicle records pertaining to mileage and fuel usage; processes and issue all approved permit applications, both local and state; assists Accreditation Manager with maintenance of accreditation standards and compliance documentation; supervises non-dispatcher clerical staff; and serves as the Recording Secretary of the Board of Police Commissioners.
8. POLICE RECORDS CLERK: Receives oral and written instructions from SSD Commander and is responsible for inputting data into existing and new criminal history files. Retrieves and organizes information from criminal history files for transmittal to court and other law enforcement agencies. Processes complex, technical and specialized reports for referral to appropriate agencies, and classifies all confidential information. Reports motor vehicle accident information to authorized persons, including attorneys, insurance personnel and members of the public. Performs record-keeping functions, such as recording the sale and transfer of firearms, State and Town permits, etc. Types letters and reports from statistical information or rough copy. Temporarily relieves other office staff as required.
9. ANIMAL CONTROL OFFICER: Receives oral and written direction from the

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Chief of Police or his designee. Plans and organizes work according to authorized procedures. Responsible for developing procedures; conducts survey for unlicensed dogs; responds to all animal complaint calls; investigates complaints of vicious, diseased, injured, mistreated and stray animals. Responsible for the protection of public safety and humane treatment of animals; patrols Town for violations concerning animals; captures and removes stray or vicious dogs to the impound facility. Issues summons, tickets or warnings to violators and removes injured or dead animals from Town roads. Responsible for the supervision and training of animal control unit staff. Prepares and recommends annual budget for animal control unit; maintains public contact through news releases and speaking to school, civic and animal care groups. Prepares narrative and statistical reports for the Chief of Police and State agencies as required. Receives, records and deposits fees charged for services rendered and reports work accomplished to Chief of Police. Purchase, inventories and maintains equipment, materials and supplies; prepares, reviews and follows up on all incident reports, written statements and complaints related to animals. Prepares and introduces cases for court use (both criminal and civil); prepares search and seizure and arrest warrants for court. Maintains permits necessary with DEP for handling, transport and care of immature, sick or injured wildlife; maintains records of complaints and related files; assists police, other Town agencies and the public as needed; makes court appearances as required, and performs related tasks as required.

10. OFFICE ASSISTANT: Receives oral and written direction from Detective Division Commander. Plans and organizes work according to established office procedures using independent judgment as required. Types and transcribes letters/reports from rough drafts or transcript equipment and composes and types routine correspondence and reports. Screens telephone calls, greets visitors, ascertains nature of business and refers to appropriate office. Arranges meetings, schedules appointments for supervisor and compiles and coordinates data for action by supervisor. Transmits and explains supervisor's direction to proper persons and follows up for compliance, completeness and conformance within deadlines. Prepares arrest warrants, assists in criminal investigation procedures and performs special studies and routine administrative functions. Develops and maintains confidential and complex records and files and maintains purchasing, personnel and other administrative records. Relieves other office staff on a temporary basis when required.

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11. **SUPPORT SERVICES ASSISTANT:** In addition to performing clerical duties incumbent with the Records Clerk Position, the SSA functions as the lead person in the Records Unit, serving as an advisor to non-sworn and sworn members, including field supervisors, concerning records and Freedom of Information issues. With the advancement and implementation of new technology, the SSA role continues to expand by providing research, document collection and analysis to investigative and administrative personnel. The SSA frees sworn officers from administrative functions in order to concentrate on enforcement problem solving and long-and short-term planning. The SSA assists in research for administration concerning litigation (civil and criminal), conducts certain crime analysis functions and enters data into Records Management System (RMS) database to provide responding police officers with alerts on certain high risk individuals and locations/addresses. Compiles monthly traffic stop data (racial profiling) for African American Affairs Commission for the State of Connecticut and prepares monthly NIBRS data for the State of Connecticut, and FBI. Issues and audits State Summons Books for all sworn officers to assure system integrity, and administers parking violation program, including tracking delinquent violators. Handles FOI requests for police documents from civil attorneys and the public, often requiring review and research for proper disclosure, and maintains and updates all 911 addresses, emergency contacts and customer changes for Town. Inventories and re-supplies officer report forms and materials, assists Department evidence officer with Connecticut audit of seized property, including documents related to final disposition of evidence, and assists Department accreditation manager with Connecticut accreditation process by supplying necessary compliance documentation. Undertakes special assignments assigned by the Chief of Police and other command level officers utilizing RMS and other Department records, and assists the court liaison officer with proper dissemination of court orders, specifically protective and restraining orders.
12. **ACCREDITATION MANAGER:** Performs non-sworn technical and administrative work directed at maintaining Accreditation, Department Professional Standards and Department General Orders. Work includes overseeing the accreditation process, including assessments conducted by POSTC Accreditation Division. The Accreditation Manager reports directly to the Chief of Police or through the appropriate designee. Develops, updates and maintains department operations for compliance with state professional

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law enforcement standards. Maintains Department accreditation files. Reviews written policies and procedures for compliance with professional standards and makes recommended changes. Attends staff meetings as needed to review department operations and problems. Drafts new written general orders and directives, conducts law enforcement research and prepares reports. Develops and conducts training on the accreditation process and professional standards. Provides liaison to POSTC for all accreditation matters. Assists in conducting inspections of department and division files for compliance with accreditation standards. Schedules on-site accreditation assessments to ensure Department has sufficient time and resources to achieve professional accreditation. Attends professional workshops, training conferences, seminars and meetings related to professional standards and accreditation and receives initial specialized accreditation training within one year of assuming accreditation manager duties. Keeps informed concerning the accreditation process, including proposed changes or amendments to the standards, transition policies or process changes. Evaluates the impact of these changes on Department policies and procedures. Meets regularly with the Chief of Police or designee, key Department members and others to identify needs and report progress on accreditation efforts. Performs other related work as assigned by the Chief of Police or the appropriate designee. Newly appointed accreditation managers shall receive specialized training as soon as practicable following their appointment but no more than one (1) year from assuming accreditation manager duties.

### **HISTORICAL CHANGES TO POLICY**

Oct 26, 2021 - Page 10, Section V,B7, Description of Executive Assistant To Chief of Police Revised.

Sept 9, 2022 - Page 4, Section b10, Page 11 & 12, Section 10, All references to Park ranger were removed.

May 5, 2026 – Pages 4, 6 – updated references to Captain to Deputy Chief/Captain.