



# NEWARK POLICE DEPARTMENT GENERAL ORDER



<b>SUBJECT:</b> <b>POLICE AIDE LEVEL I, II, III STANDARD EVALUATION PERFORMANCE AND TASK RATINGS</b>		<b>GENERAL ORDER NO.</b> <b>02-03</b>
<b>SUPERCEDES:</b> <b>NEW</b>	<b>DATED:</b> <b>MARCH 8, 2002</b>	<b>SECTION CODE:</b> <b>C 3</b>

## **I. Purpose**

To establish a standardized policy and procedure for the impartial evaluation and recording of employee job performances. It also ensures the provision of a vehicle from identifying requirements that are needed for a Level I, Level II, and Level III Police Aide.

The purpose of the Standard Evaluation Performance is to actively assist Police Aides at all levels in applying their knowledge, ability, skills and to bolster the individual skills needed to successfully and competently perform the functions of police aides.

## **II. Purpose**

It is the Policy of the Newark Police Department to evaluate each and every employee's job performance and to use such performance evaluation as the basis for personnel decisions such as in determining eligibility for promotions, demotions, transfers, removals, assessing training needs and to deny promotions, transfers and leaves of absence to any employee receiving a final overall rating of "Unsatisfactory."

## **III. Definition**

- A. **Police Aide:** Under close supervision of a Police Officer, performs non-law enforcement duties; assists a Police Officer in performing clerical and routine duties; does related work as required at an entry-level.
- B. **Police Aide I:** Under close supervision of a Police Officer, if responsible for performing varied office support work in the law enforcement agency in an assigned area performing specialized functions as required. This includes the knowledge of the laws and ordinances for the completion of the task. This class differs from that of Police Aide in the level of responsibility and the considerable independence of action placed upon the incumbent.



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- C. **Police Aide II:** Under supervision of a Police Officer, this is highly responsible work of more than average difficulty in performing technical duties within the Police Department. They are also responsible for work in law enforcement agencies in such assigned areas as assisting in fingerprinting, crime scene, computer data entry or other technical functions as required. This class differs from that of Police Aide I in the level of required specialized technical knowledge and responsibility of action placed upon the incumbent.
- D. **Police Aide III:** Under supervision of a Police Officer, this is highly responsible work of considerable difficulty performing more advanced technical and supervisory duties within the Police Department. This class differs from that of Police Aide II in the level that employees in this class perform the more difficult and complex assignments, usually requiring specialized knowledge, training and work experience, and may be assigned to train other police aides. Work assignments are normally received in the form of general outlines; personnel in this designation exercise considerable initiative and independent judgment.
- E. **Performance Evaluation Standards:** Identification of a standard, establishing a base line that is task specific. Pairing of individualized skills to the task that is to be performed. Monitoring individual progress by identifying areas of strengths and correcting deficiencies by after identifying areas of weakness. Memorializing an individualized appraisal of proficiency.

#### IV. Criteria Associated with the Position Level of the Police Aide

- A. **Police Aide:** As defined in Section III. Consist of the basic electrical duties and the knowledge of basic computer skills to perform in the assigned area.

##### EXAMPLES OF WORKED PERFORMED:

- Performs police clerical typing, including that of form letters, indexing; sorts and files correspondence and other material by numerical or alphabetical classifications.
- Makes basic tabulations, prepares routine reports, and makes simple arithmetic calculations as required.
- Receives requests over front desk or telephone from citizens reporting offenses and/or responds to general information to the public.
- Prepares monthly reports as directed by supervisor.
- Gathers and records data in logbooks as well as the maintenance by keeping them up to date as required.
- Assists radio dispatchers by logging messages, relaying calls, and monitoring Teletype machine.



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- Assists officer in charge of property room in duties relative to security of physical evidence and lost/found items.
- Prepares reports as required in the performance of assigned duties.

### KNOWLEDGE AND ABILITIES:

- Knowledge of the procedures used when answering a citizen's question.
- Knowledge of the keeping of records and of the making of reports of conditions noted and actions taken.
- Knowledge of basic computer skills and for data entry.
- Knowledge of the sources and methods for obtaining information.
- Knowledge of the methods used in explaining procedures to varied types of persons and obtaining their cooperation following such procedures.
- Ability to understand, remembers, and carries out oral and written directions.
- Ability to analyze routine problems, organized assigned work, and develops work methods.
- Ability to learn quickly from oral and written explanations and from demonstrations.
- Ability to note significant conditions and takes the proper action in accordance with the prescribed procedures.
- Ability to perform clean, sound, accurate and informative reports when so directed and to maintain records and files.
- Ability to learn to utilize various types of electronic and/or manual recording and information systems used by the agency, office, or related units.
- Ability to use the English language in writing clean and concise reports.
- Ability to deal courteously and effectively with the public in all situations.
- Ability to carry out general instructions of a superior effectively.
- Ability to establish and maintain effective working relationships with fellow employees, City officials and the general public.

- B. **Police Aide I:** As defined in Section III. Consist of support work in an assigned area including the knowledge of the laws and ordinance in order to perform the specialized duties. Requires having at least two (2) years work experience in a job-related position and/or possess specialized training in the knowledge of the laws and ordinances.

### EXAMPLES OF WORK PERFORMED:

- Conducts accurate prisoner counts and checks. Helps maintain order and discipline among prisoners. Searches and feeds prisoners and any other dues as see fit directed by the Supervisor in charge.



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- Assist in surveys, research projects, and public service functions. Notifies police personnel of conditions that may warrant their attention. Informs, educates, and confers with community residents concerning the reduction and elimination of crime targets. Assist in the distribution of material on crime prevention and reporting. Assist in making presentations before community organizations on crime prevention and conducts survey on crime.
- Prepares reports as required in the performance of assigned duties.
- Files confidential police records pertaining to criminal matters. Organize assigned clerical work and develops effective work methods. Looks up information. Operates varied types of office equipment. Composes replies to routine correspondence. Refers errors and irregularities to superiors. Maintains, classifies, indexes, and cross references records and files. Type documents from varied forms and copy.
- Surveys the community looking for unsafe and unsanitary conditions and makes reports of it.
- Receives complaints from local community residents and refers them to appropriate municipal agencies.
- Serves in a liaison capacity between various community groups and the police department in order to establish information systems used by the agency, office, or related units.
- Keeps tickler files up-to-date. Prepares personnel records, requisitions, estimates, statistical information, receiving records, and inventories. Answers non-routine inquiries for information originating within and without the agency in accord with agency policy and regulations.

### KNOWLEDGE AND ABILITIES:

- Knowledge of the statute involved in parking violations.
- Knowledge of the procedures used in when handling complaints.
- Knowledge of the keeping of records and of the making of reports of conditions noted and actions taken.
- Knowledge of the sources and methods for obtaining information.
- Knowledge of the methods used in explaining procedures to varied types of persons and obtaining their cooperation following such procedures.
- Ability to understand, remembers, and carries out oral and written directions.
- Ability to analyze routine problems, organizes assigned work, and develops work methods.
- Ability to learn quickly from oral and written explanations and from demonstrations.
- Ability to note significant conditions and takes the proper action in accordance with the prescribed procedures.



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- Ability to report significant conditions noted and actions taken to relate to the residents and the community's needs and deal effectively with problems related thereto.
- Ability to perform the work involved in the dispensing of information of crime prevention to residents.
- Ability to participate in community affairs.
- Ability to prepare clear, sound, accurate, and informative reports when so directed and to maintain records and files.
- Ability to learn to utilize various types of electronic and/or manual recording and information systems used by the agency, office or related units.
- Ability to use the English language in writing clear and concise reports.
- Ability to deal courteously and effectively with the public in all situations.
- Ability to carry out general instructions of superiors effectively.
- Ability to establish and maintain effective working relationships with fellow employees, City officials and the general public.

C. **Police Aide II:** As defined in Section III. Consist of SPECIALIZED TECHNICAL knowledge performed in an assigned area. This is highly responsible work of more than average difficulty. Requires to have at least four (4) years work experience in a paraprofessional capacity in a police agency including at least two (2) years of work experience in a job-related technical police support activity or possess specialized training as a substitute for the job-related technical police support work experience.

### EXAMPLES OF WORK PERFORMED:

- Issues summons to vehicle that is parked unlawfully when patrolling assigned area. Checks for vehicles that are listed as stolen by police and report them for recovery. Performs police community relations' functions as assigned by supervisor. Checks the condition of parking meters and refers repairmen to parking meters needing their attention. Issues summons to vehicles that are parked overtime on any meter in assigned area.
- May arrange for the towing away of any vehicle parked, stored, or abandoned in the municipality in violation of a statute, resolution, ordinance, or regulation from the scene of the violations.
- Controls adding, deleting, and modifying or computer input data by processing coded information forms. Takes the lead in monitoring, editing, and verifying the information processed by a data processing system; does related work as required. Modifies and reviews computer listings. Checks, verifies, and proofreads to ensure accurate and timely issuance of data. Maintains control records of released data and initiates corrective procedures.
- Takes lengthy and rapid dictation of a difficult, complex, and technical nature. Transcribes dictation, which is difficult to arrange and tabulate, including large and complex statistical tables. Types technical, scientific, financial, statistical,



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and other statements and reports, correspondence, memorandum, payrolls, orders, bills, warrants, opinions, contacts forms, specifications, case records, manuscripts, legal documents, decisions and briefs from varied types of copy and/or recording equipment.

- Using source documents transcribes, updates, edits, retrieves, verifies, and corrects data on an electronic key entry terminal machine in accord with appropriate procedures and documentation; may operate image scanning equipment.
- Performs a variety of responsible and difficult clerical tasks which involve computing, classifying, verifying, and recording numerical data and the reconciliation of accounts, records, and documents to keep sets of financial records complete. Post items such as revenue, expense, and receipt amounts in records/journals and assigns them as debits or credit to the appropriate account. Check reports received for duplication, mathematical accuracy, completes and compliance with prescribed requirements. Verifies accuracy of figures, prepares requisitions, balance statements. Investigates irregular charges and billings.
- Reviews, checks, and certifies reports, applications, and other documents for correctness where difficult determinations are concerned. Does typing of legal, technical, statistical, and/or tabular nature requiring the use of considerable judgment in making independent determinations regarding all matters of form and arrangement in complicated material. Operates and keeps in good working order office machines and equipment including manual and electric typewriters, duplicating machines, and adding machines.
- Assist in fingerprinting; compares and classifies fingerprints for identification purposes; indexes, sorts and files fingerprints; trains detention personnel in the taking of quality fingerprints and palms; photographs and fingerprints City employees for badges and background checks.
- Accepts property and evidence which may include narcotics, general evidences, and found property; routs and/or transports evidence to lab for processing; properly procedures in order to maintain integrity and chain of custody of evidence; properly disposes of evidence.
- Receives and responds to requests for information from department personnel, other agencies and the general public.
- Makes basic tabulations, prepares written reports, and makes arithmetic calculations as required; balances cash reports and complies and makes evidence cash deposits.
- Maintains accurate and up-to-date files on all relevant forms, logs, etc.
- Operates computer terminals, typewriters, and other office equipment in the performance of assigned job tasks.
- May be required to testify in matters brought before the court.
- Performs related work as required.
- Prepares reports as requires in the performance of assigned duties.



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## KNOWLEDGE AND ABILITIES:

- Considerable knowledge of the principles and practices of police work applicable to the area of assignment and of related laws and ordinances.
- Knowledge of departmental practices, rules and regulations.
- Knowledge of the statue involved in parking violations.
- Knowledge of the procedures used in when handling complaints.
- Knowledge of the keeping of records and of the making of reports of conditions noted and actions taken.
- Knowledge of the sources and methods for obtaining information.
- Knowledge of the methods used in explaining procedures to varied types of persons and obtaining their cooperation following such procedures.
- Ability to understand, remembers, and carries out oral and written directions.
- Knowledge of geography of the City as well as physical and social characteristics.
- Ability to deal courteously and effectively with the public in all situations.
- Ability to use the English language in writing clear and concise reports.
- Ability to carry out general instructions of a superior effectively.
- Ability to develop administrative, technical and investigative skills.
- Ability to operate a variety of office equipment in an effective manner.
- Ability to establish and maintain effective working relationships with court representatives, fellow employees, City officials and the general public.

- D. Police Aide III: As defined in Section III. Consist of more advances TECHNICAL knowledge performed in an assigned area. Highly responsible work of considerable difficulty and complex assignments and may be assigned to train other police aides. Requires to have at least five (5) years experience in a paraprofessional capacity in a policy agency, preferably at least two (2) years of which is directly related to area of assignment.

## EXAMPLES OF WORK PERFORMED:

- Acts as a personal secretary or aide to the head of an established division and perform complex and responsible clerical work of a varied nature requiring knowledge of the rules and regulations of the division; may assign work to clerical staff of the unit; does related work and typing as required. Reviews, sorts and routes matters which may not be signed or reviewed by the administrative official entailing a comprehensive knowledge of division programs, objectives, standards, policies and procedures.



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- Fills out time sheets or time cards. Periodically computes total time worked as a basis for making up payrolls and verifies figures. Keeps a daily record showing employee's time of arrival on the job and departure from work. Prepares and maintains records and files.
- Performs highly responsible or difficult clerical work involving record keeping of financial accounts. Prepares statistical and fiscal reports, books, and miscellaneous accounting or cost accounting reports. Participates in processing of accounting system, forms and vouchers. Assist in reconciling the Appropriation/Revenue Accounting System reports, and analyzes and initiates correcting entries. Engages in processing financial documents and maintenance of accounting records for appropriate funds.
- May assist in a missing investigation. Assist in the review of state, local and federal records to locate victims. Assist in conducting field interviews of local about activities, which transpired while they were missing and may pass this information onto other investigative units. Testifies in court. Maintains logs, answers correspondence, validate SCIC and NCIC entries and prepares monthly reports.
- May assist the crime scene technician. May assist to preserve, identify, examine, photographs and collects trace material and crime scene evidence; diagrams and/or videotapes crime scene. Investigates at crime scene for latent fingerprints; develops print with powders and chemicals; equipment and chemicals to identify and preserve crime scene trace materials; packages and ships evidence for laboratory analysis; prepares written reports of crime scene activities and findings.
- May perform duties in support of the Police Academy including planning, conducting and coordinating in-service training for Police Aide, Police Aide I, and Police Aide II.
- May assist in conducting crime prevention seminars and neighborhood watch programs. Attends and actively participates in community meetings and programs.
- Performs all related work as required.

### KNOWLEDGE AND ABILITIES:

- Considerable knowledge of principles, practices and methods of area assignment, i.e., training, crime scene investigation, crime prevention, missing person investigation.
- Considerable knowledge of laws, ordinances, rules and regulations and administrative procedures relating to area of assignment.
- Knowledge of the Police Department rules and regulations, practices and procedures.



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- Knowledge of the geography, physical, social, economic and political characteristics of the City.
- Knowledge of bookkeeping and clerical accounting principles/methods.
- Ability to operate with considerable independence in carrying to completion general work assignments.
- Ability to prepare and present clear, concise reports both orally and in writing.
- Ability to train other Police Aide(s) personnel.
- Ability to organize supervisory bookkeeping, statistical, and clerical accounting and related works, and develops work methods.
- Ability to maintain ledgers, journals, subsidiary accounts, statistical records, payment records, bank deposits, and all other related records and files.
- Ability to utilize various types of electronic and manual recording and information systems used by the agency, office or related unit.
- Knowledge of the possibilities and limitations of computer peripheral data handling equipment.
- Knowledge of stenography, or stenotype and of typing.
- Knowledge of approved English usage, correct spelling, sentence structure, and paragraphing.
- Ability to do typing work from varied types of copy and/or recording equipment accurately, neatly, quickly, and in accordance with the requirements of the department.
- Ability to take minutes of meeting, conference, and hearings and transcribes them in authoritative form.
- Ability to establish and maintain effective working relationships with other employees, representatives of other agencies and the general public.

### **V. Requirement for Police Aide, Police Aide I, Police Aide II, Police Aide III**

- Must have a valid New Jersey Drivers License only of the operation of a vehicle, rather than employee mobility, is necessary to perform the essential duties of the position.
- Possess some work experience in work involving public contact.

### **VI. Supervisor's Responsibilities**

- A. The immediate supervisor of an employee shall be responsible for conducting and properly recording the standard evaluation of the employee's job performance. The supervisor shall also forward copies of their employee's performance evaluation record to the Office of the Chief of Police and Division of Personnel in a timely manner. The Supervisor shall also maintain the employee's performance evaluation record as a part of the employee's personnel folder.



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- B. Immediate supervisor will actively monitor and evaluate the performance of the Police Aide(s) assigned to them Bi-annually, for the first year. The Standard Performance Evaluations shall be conducted annually there after.
- C. The Immediate supervisor shall ensure that the Police Aide(s) has the ability to translate and apply any police academy training to practical situations in the performance of their duties.
- D. Immediate supervisor is required to give the Police Aide a rating of their performance. See Section VIII, Standards Evaluation Performance Task Rating.
- E. It shall be the responsibility of the immediate supervisor to ensure that once an evaluation is conducted it shall be followed with an interview to discuss the outcome of the Standard Evaluation Form. If the Police Aide does not agree with the rating given, the immediate supervisor shall then submit the Standard Evaluation Form with the appropriate box in section 29 marked with a check. An interview shall then be arranged for final review by the next supervisor in Command.
- F. It shall be the responsibility of the immediate supervisor to actively seek and obtain the proper signature on each Standard Evaluation Form from the Police Aide(s).

### **VII. Evaluation and Documentation Procedures**

- A. Certain record keeping functions must be completed to certify that the Police Aide(s) has been properly trained and has adequately completed the skills and tasks contained in the Standard Evaluation Performance Form.
- B. Each immediate supervisor (evaluator) is provided with a Standard Evaluation Performance Form (attached).
- C. The Police Aide(s) shall be required to fully demonstrate a proficiency in a number of task/skills to the satisfaction of the immediate supervisor, in accordance with the N.J. Police Training Commission Standards and Departmental Rules and Regulations including Policy and Procedures.
- D. The immediate supervisor (evaluator) will then observe the task being conducted during the normal course of assignments.
- E. The evaluator shall rate the employee on the "Performance Evaluation Form," by completing boxed 1 – 26. Box number 24 shall be completed with a justification for the overall rating.



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- F. The evaluator shall complete the Professional Objectives in box number 27(a)(b)(c) by indicating the following:
1. Section 27(a) - Shall indicated the employee's accomplished objective; progress since last review (complete this section only if evaluation was previously conducted).
  2. Section 27(b) – Shall indicate the employee's future planned objective and indicate which are completed by next review as well as long-term objectives.
  3. Section 27(c) – Shall indicate the employee's strengths and professional development.
    - a. If the employee generally met the standards in performing the task, indicate in specific terms where the employee displayed some strength and where he or she exhibited deficiencies.
    - b. Since an employee who generally met standards may have been strong in respect to one standard and deficient in respect to another indicate these facts. For example:
      1. Reports were occasionally submitted late, but were very thorough.
      2. If any employee was frequently late in submitting reports, or if the employee consistently submitted reports that needed virtually no revision and where superior in overall quality.
- G. A failure to perform any one of the performance objectives of a job skill will be deemed not satisfactory for the entire job skill. It is at this stage that the immediate supervisor shall engage in one-on-one remedial training to up-grade the Police Aide(s) performance and/or recommend remedial training.
- H. Box number 28 is provided for the Police Aide and the evaluator's signature along with the I.D. #, Title/Rank and the date of the performed evaluation. This indicates the immediate supervisor and the Police Aide have completed the evaluation conducted.
- I. Box number 29 is provided for the Police Aide's signature. Once the Standard Performance Evaluation Form has been reviewed with the Police Aide, the Police Aide may indicate if they intend to formally appeal the rating by marking the correct box with a check mark and signing the Standard Performance Evaluation Form including the date of when the review was conducted.
- J. A copy of the Standard Performance Evaluation Form will be reviewed and maintained at the Police Aide's command, personal folder and at the Office of the Chief of Police.



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## VIII. Standard Evaluation Performance Task Ratings

The following Standard Evaluation Performance Task Ratings shall be utilized to determine the employee's performance and ability to complete the task assigned. The overall rating shall be based on the following mentioned scored. The evaluator shall add the performance task rated on the Standard Evaluation Form – boxes 1 through 22, which will then total up to the final Overall Score in box 23.

- A. **Unratable: (Overall Score 0-22)** The employee is so new to the task that it is not possible at this time to give him or her a meaningful rating for this task.
- B. **Unsatisfactory: (Overall Score 23-70)** Performance did not meet one of the most critical standards; the employee's own lack of effort or of required skills, knowledge and abilities were responsible. Performance has been consistently at this level despite sufficient and adequate attempts by the supervisor to correct performance.
- C. **Conditional: (Overall Score 71-94)** The employee's performance did not meet one or more of the attainable standards. This level of performance is not of long duration. It is considered possible that plans to develop knowledge, skills and abilities or to provide assistance will enable the employee to perform the task satisfactorily in the future.
- D. **Satisfactory: (Overall Score 95-118)** The employee, because of his or her own efforts, basically attained all of the standards. Or, failure to attain standards was primarily due to external conditions beyond the employee's control (which interfered with satisfactory performance or the task).
- E. **Superior: (Overall Score 119-142)** The employee significantly exceeded the standards. Or, the employee merely attained standard but the circumstances under which the task was carried out were so difficult as to require superior effort and/or knowledge, skills, and abilities simply to attain standards.
- F. **Outstanding: (Overall Score 143 +)** The employee far exceeded the standards. Or, the circumstances under which the employee carried out the task were so extraordinarily difficult as to make attainment of the normal standards an outstanding achievement.

## IX. Responsibility of Compliance

### A. **Commanders Responsibilities**

All Commanders will ensure that personnel under their command are made aware of and become familiar with the contents of this General Order.



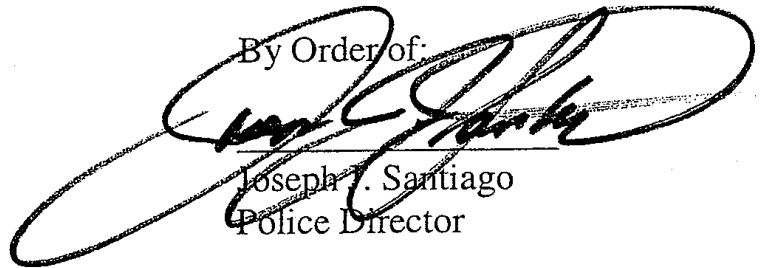
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## B. Supervisors Responsibility

1. All Supervisors shall comply with the directives of this General Order.
2. All Superior Officers shall ensure that personnel under their charge fully understand and comply with the directives of this General Order.

By Order of:



Joseph C. Santiago  
Police Director