

# SPECIAL ORDER



Title  
**Desk Sergeant Selection Process**

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Distribution  
**A**

Related to  
**General Order PER 201.04  
(Special Assignment Positions)**

## DISTRICT OF COLUMBIA

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### I. Background

Providing exemplary customer service and managing the operations of a station or substation are responsibilities that require specialized skills. Responding to the varied needs and questions of citizens from many different backgrounds requires the ability to adapt quickly in order to provide essential services to the community. In addition, ensuring that the administration of the station conforms to the policies and procedures of the Department ensures that station operations run smoothly. For these reasons the Department has implemented policies and procedures which will confer appropriate status upon those sworn members given the responsibility for initial public contact and the administrative functions within a District.

### II. Policy

The policy of the Metropolitan Police Department is to ensure that all sworn members, who meet the qualifications and are interested, are afforded the opportunity to apply for the position of Desk Sergeant.

### III. Duties and Responsibilities of Desk Sergeants

- A. The essential functions of a Desk Sergeant are to conduct all initial public contact within an operational unit, to maintain the security of the building and prisoners, to perform various administrative duties, and to provide emergency assistance and/or control, as needed.
- B. While serving as a Desk Sergeant, the sworn member must develop and demonstrate the skills essential to deliver exemplary customer service to both citizens and members alike.

### IV. Selection of Desk Sergeants

- A. Sworn members who wish to apply for a Desk Sergeant position must meet the following minimum qualifications:

1. At least three full years of service, continuous or intermittent, as a sworn member with the Metropolitan Police Department as of the qualifying date;
  2. Optional Sick Leave and Expected Tardiness Program privileges in effect for one year prior to the qualifying date;
  3. A most recent annual performance rating of at least "Average";
  4. No sustained adverse action since three years prior to the qualifying date;
  5. Current in-service training and firearms certification by the Maurice T. Turner, Jr., Institute of Police Science.
- B. Members applying for a Desk Sergeant position shall submit a completed Form 414.DS.04 (Application for Desk Sergeant Selection Process) and the associated Ranking Factors, through their supervisor, to the commanding officer of their district/division, by the closing date posted on the selection process announcement.
- C. Members must specify on the application the District to which they are applying for a Desk Sergeant position. Members may apply to any or all Districts in which there are Desk Sergeant positions available. These Districts will be listed on the selection process announcement.
- D. The commanding officer shall complete the Certification Block on the Form 414.DS.04.
- E. The commanding officer shall submit the completed applications (Form 414.DS.04), along with the Ranking Factors and copies of any attachments to the Director, Office of Testing and Standards, as specified on the Desk Sergeant Selection Process announcement.
- F. All applications and ranking factors not received by a member's commanding officer prior to the closing date of the announcement shall be ineligible for consideration.
- G. Applicants for Desk Sergeant positions shall then participate in a Desk Sergeant Selection Process as announced, in writing, by the Chief of Police.
- H. On the basis of the Desk Sergeant Selection Process, the Testing and Standards Branch shall establish a register of eligible candidates who have successfully completed all phases of the Desk Sergeant Selection Process.

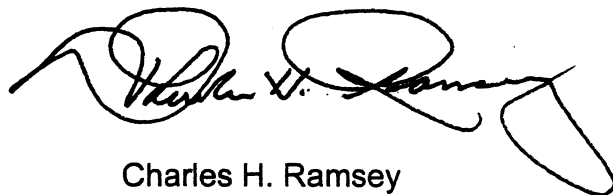
- I. A Register of Eligible Candidates will be prepared for each District in which there are Desk Sergeant vacancies. Candidates that have applied for a Desk Sergeant position in a specific District will appear on the Register in descending order in accordance with the results of the Desk Sergeant Selection Process.
  - J. The Register for each District shall contain the rank, name, social security number and final ranking of the candidate.
  - K. The position on the Register of members with the same final ratings shall be determined by the current District Personnel Manual Issuance System Instruction Number 3-3, *Residency Preference for Employment*.
  - L. Candidates on the Desk Sergeant Register will be eligible for appointment to a Desk Sergeant position if they meet the following qualifications:
    - 1. Optional Sick Leave and Expected Tardiness Program privileges in effect during the year prior to the date of appointment as a Desk Sergeant;
    - 2. A rating of at least "Average" on any annual performance rating awarded while on the Register of Eligibles;
    - 3. No pending or sustained adverse action for at least three years prior to the date of appointment as a Desk Sergeant with right reserved by management to review member's entire personnel jacket;
    - 4. Current in-service training and firearms certification by the Maurice T. Turner, Jr., Institute of Police Science.
  - M. Unless otherwise authorized by the Chief of Police, the Desk Sergeant Register of Eligibles shall remain in effect for two years from the date the Register is established.
- V. Retention and Evaluation of Desk Sergeants**
- A. The Desk Sergeant position affords those sworn members selected the opportunity to demonstrate a level of job performance that will justify a decision to retain them in an assignment requiring a high degree of special skills.
  - B. At any time a supervisor concludes that a sworn member's job performance as a Desk Sergeant is Below Average, as measured by the Department's performance evaluation system for sworn members, the supervisor shall prepare a PD Form 62 (Performance

Rating), as a "Special Rating" and a PD Form 62-D (Performance Rating Warning Notice), including the Performance Rating Improvement Plan.

1. The supervisor shall meet with the second-level supervisor to review the rating. The second-level supervisor shall indicate his/her approval by signing and dating the form in ink above the Rater's Signature block and shall sign the PD Form 62-D.
  2. Following approval by the second-level supervisor, the supervisor shall meet with the desk sergeant to discuss the warning, obtain the signature of the sworn member on the PD Form 62 and PD form 62-D, and provide the ratee a copy of both forms.
  3. The rater shall place the original PD Form 62 and PD Form 62-D in the documentation file and submit a copy to the reviewer and commanding officer.
  4. All efforts to improve the sworn member's performance shall be fully documented.
  5. If, after ninety days, the job performance remains below a satisfactory level, the sworn member will not be retained as a desk sergeant but shall be reassigned to other duties.
- C. Any sworn member serving as a desk sergeant who receives an annual rating of Below Average, in accordance with the procedures contained in General Order 201.20 (Performance Rating Plan for Sworn Officers), will not be retained as a desk sergeant but shall be reassigned to other duties.

**VI. Related Provisions Superseded**

This Special Order shall remain in effect until incorporated into the appropriate general order. The provisions in this directive shall specifically supersede Part II.B (Qualifications) and Part II.C (Selection Process) in General Order 201.4 (Special Assignment Positions).



Charles H. Ramsey  
Chief of Police

CHR:NMJ:MAR:rsk