



Code: 9171
Family: Public Safety
Service: Public Safety
Group: Police Service
Series: Police General Duty

CLASS TITLE: SERGEANT

CHARACTERISTICS OF THE CLASS

The Sergeant classification works to accomplish the department's mission to serve the community and protect the lives, rights, and property of all people in Chicago.

Incumbents in this class work under general supervision, supervising subordinate personnel during an assigned tour of duty; supervising criminal investigations; and supervising and performing specialized, technical, and/or restricted work in the office or field. Incumbents in this class also fulfill a leadership role in advancing the department's goals of professionalism, impartial policing, and other concepts embodied in the department's mission statement; and performs related duties as required.

ESSENTIAL DUTIES

- The Department's highest priority is the sanctity of human life. The concept of the sanctity of human life is the belief that all human beings are to be perceived and treated as persons of inherent worth and dignity, regardless of race, color, sex, gender identity, age, religion, disability, national origin, ancestry, sexual orientation, marital status, parental status, military status, immigration status, homeless status, source of income, credit history, criminal record, criminal history, or incarceration status. Department members will act with the foremost regard for the preservation of human life and the safety of all persons involved
- Supervises subordinate personnel including preparing officers for duty and roll-call, monitoring officer activity, providing guidance to officers on how to handle incidents, monitoring adherence to department policies and procedures, and ensuring that officers are carrying out assigned responsibilities
- Provides supervision to officers on complex and sensitive law enforcement situations
- Supervises or assists in managing / de-escalating disputes ranging from arguments arising from a traffic issue to sensitive incidents and situations that may require Crisis Intervention Team (CIT) involvement (e.g., threatened suicides, domestic crises)
- Ensures officer safety is addressed in the performance of all job-related duties (emergency and non-emergency incidents)
- Performs various leadership and mentoring duties by observing and evaluating subordinate performance and, as appropriate, providing direction, regular feedback, counseling, and/or coaching to resolve performance problems and improve subordinate work performance
- Observes subordinate behavior for signs of personal and/or wellness issues and suggests appropriate internal and external resources to address the issue(s)
- Reports significant incidents to command staff through chain-of-command
- Oversees and performs various administrative duties such as completing and filing documents/ correspondence and reviewing subordinate reports/communications for correctness and completion to ensure compliance with department protocol and all other laws and policies that govern the activities of the department
- Manages schedules and maintains staffing levels to ensure optimum use of personnel resources
- Enforces and utilizes impartial policing strategies, principles, and best practices to promote fairness, eliminate bias, and build community trust

- Enforces and utilizes de-escalation strategies and skills to avoid, mitigate or minimize force during community-police encounters
- Enforces and practices procedural justice strategies by giving voice, neutrality, respect, and trustworthiness in policing actions
- Manages equipment, supplies, and materials utilized on an assigned tour of duty
- Receives, reviews, and investigates allegations of officer misconduct and prepares and submits related documentation up the chain-of-command as required by department policy
- Coordinates and participates in law enforcement activities such as incident response, providing court testimony, enforcing and/or supervising the enforcement of federal, state, and local laws and ordinances
- Monitors, manages, coordinates, and supervises response at an incident scene, which may include activities related to protecting the scene, establishing an inner and outer perimeter, ensuring access to medical teams, as well as providing expertise and guidance
- Exchanges information with other personnel and/or agencies to keep all apprised of pertinent information, accomplish work objectives, and discuss issues of mutual concern
- Oversees, supervises, and/or participates in investigatory process to ensure appropriate techniques and procedures are followed, progress is being made, and evidence is appropriately gathered and documented to prepare case for prosecution
- Works to develop partnerships and collaborations with members of the public, schools, and community organizations to increase community policing efforts and foster collaborative and cooperative relationships within the community; promotes efforts of subordinates to actively engage the community and build public trust
- Supports the department's efforts of mandatory training and education by ensuring department members are properly trained to carry out their assigned duties, including identifying training needs and ensuring members complete required training and education
- Complies with department rules, regulations, and policies and all Federal, State, and Municipal laws that govern the activities of Police Officers
- Takes steps to build, maintain, and improve skills to effectively perform the job through participation in mandatory training and education, and use of other resources made available by the department
- Takes steps to build and maintain personal fitness and wellness by taking care of one's overall health and accessing resources made available by the department
- Performs the duties and responsibilities delineated in the department directives entitled "District Station Supervisor" and "District Field Sergeants"
- Performs field duties such as responding to emergencies, general and directed patrol, investigation of crimes or other non-criminal incidents, arrest-related activities, and traffic enforcement and control, as required

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

Experience Requirement

- **To be eligible to take the examination**, all applicants must be employed by the City of Chicago as Career Service Chicago Police Officers (D-1, D-2 or D2A) who are (1) actually so

employed or (2) are on approved leaves of absence or (3) are eligible for reinstatement. Applicants also must have completed their probationary period and served an additional two (2) full years as an active Career Service Chicago Police Officer on or before the closing date of the current application.

- **To be eligible for promotion**, an applicant must have completed their probationary period and served an additional five (5) full years as an active Career Service Chicago Police Officer prior to the date the applicant is ordered to report for pre-service training.

Education Requirement

- **To be eligible for promotion**, an applicant must have received 60 semester hours (or 90 quarter hours) of credit from an accredited college or university prior to the date the applicant is ordered to report for pre-service training. Applicants also must comply with all Chicago Police Department orders and directives regarding reporting and verification of education credits.

Licensure, Certification, or Other Qualifications

- Valid State of Illinois Driver's License
- Must maintain the ability to safely handle and use a Department approved firearm

WORKING CONDITIONS

- Police facility environment
- Assignment anywhere within the boundaries of the City of Chicago
- Assignment duty hours may be at any time. Department operates twenty-four (24) hours a day, every day of the year, including weekends and recognized holidays
- Work with the public
- Exposure to outdoor weather conditions, including extreme weather situations
- Exposure to hazardous or life-threatening situations

EQUIPMENT

- Standard office equipment (e.g., land line and cell phone telephone, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, portable data terminal, printer)
- Two-way radios
- Handcuffs
- Specialized safety equipment (e.g., bulletproof vest, helmet, etc.)
- Transportation (e.g., car, bicycle, motorcycle, Segway, etc.) and associated equipment
- Body worn camera
- In-car camera
- Personal defense weapons (e.g., baton, taser, handgun, rifle, shotgun, handheld chemical agent, etc.)

PHYSICAL REQUIREMENTS

- Reaction Time – Ability to quickly initiate a response to one or more stimuli; the situation could involve a choice of reactions (e.g., hit the brakes or gas when a vehicle skids) or a single reaction

- Fine Hand/Body Movements – Ability to use fingers, hands, arms and other body parts to make skilled muscle movements (e.g., to handle objects, tools, or controls)
- Balance/Coordination – Ability to maintain an upright position and stay balanced (e.g., standing or sitting for extended or continuous periods of time) and/or coordinate the movement of arms, legs, and trunk of the body (e.g., when walking or crawling across a narrow beam).
- Muscular Endurance – Ability to use muscles repeatedly without a rest; involves using one's arms and trunk in moving one's body weight for some time or across some distance (e.g., to climb a rope)
- Stamina – Ability to exert oneself physically over long periods of time without getting winded or out of breath
- Flexibility – Ability to stretch or extend one's arms and legs and their muscle groups and make continuous arm and leg flexing movements with some speed (e.g., to reach with hands and arms, stoop, bend, kneel, crouch)
- Muscular Strength – Ability to exert force continuously such as when lifting, pushing, or pulling objects or people
- Ability to safely and lawfully operate automotive vehicles and associated equipment
- Ability to safely and appropriately use specialized law enforcement tools and equipment to include firearms, handcuffs, batons, and other items
- Hearing and recognizing the normal range of sounds in terms of loudness, pitch, tone, patterns or rhythms, or duration
- Specific vision abilities may include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus
- Must pass all phases of the selection process including a medical evaluation, drug screen, and physical performance test
- Using the necessary force to restrain a person when making an arrest
- Standing for extended or continuous periods of time
- Sitting for extended periods of time
- Walking for extended periods of time
- Remaining alert or vigilant and reacting to infrequent but important events or specific details within a stream of information (e.g., alarms, radio)

KNOWLEDGE, SKILLS, ABILITIES, AND CHARACTERISTICS

Knowledge

- *general powers and authorities of law enforcement officers, including public safety and security procedures and strategies to effectively enforce laws and protect lives and property
- *Federal, State, and Municipal criminal and traffic laws and ordinances and related departmental policies, directives, and resources
- *Chicago Police Department directives, operations, and regulations
- notification requirements, systems, and procedures used for internal reporting and communication with external agencies
- policies and procedures regarding the conduct of preliminary investigations including reporting instructions
- processing of persons under Department control, including handling of special populations

- Department policies and procedures regarding the handling of emergency responses, major incidents, and special operations
- crime conditions, trends, patterns, and crime reduction initiative(s)
- constitutional and other legal protections associated with investigative and interviewing processes
- evidence protection, recovery, and collection procedures and techniques
- *classification of incidents and report preparation guidelines as outlined in the CPD Incident Reporting Guide and Field Reporting Manual
- applicable CPD Training Bulletins
- applicable collective bargaining agreements (e.g., FOP, PBPA)
- the court ordered Consent Decree, including knowledge of policies and procedures regarding procedural justice, use of force and force mitigation, de-escalation, impartial policing, community policing, and responding to individuals in crisis
- law enforcement supervision, management and leadership techniques and principles
- Department and external computer resources and databases
- *geographical locations in the City of Chicago
- *traffic operations and city's street address grid
- *ground traffic control management

Skills

- *IMPARTIAL POLICING – Provide services equitably to all members of the public without bias and will treat all persons with the courtesy and dignity which is inherently due every person as a human being without reference to stereotype (i.e., race, color, ethnicity, religion, homeless status, national origin, immigration status, gender identity or expression, sexual orientation, socio-economic class, age, disability, incarceration status, or criminal history)
- *PROCEDURAL JUSTICE – Utilizing techniques for communicating with complainants and members of the public to bolster relationships and promote positive change through fairness in the process, transparency in actions, promoting opportunities or voice, and providing impartiality in decision-making
- *JUDGMENT/DECISION MAKING – Applying knowledge and reasoning to make prompt, rational, and effective decisions in both routine and emergency situations (e.g., being decisive when immediate action is required); can include ambiguous situations where there is incomplete information and unknown factors.
- *ATTENTION TO DETAIL – Taking great care to ensure all aspects of work, no matter how small, are completed correctly and are free from errors (e.g., fully proofreading a document after every round of edits).
- *PROBLEM ANALYSIS – Analyzing problems by seeking out information; evaluating the importance, quality, and relevance of information; and considering alternative approaches and their implications (e.g., using prior learning or experience to understand a problem more thoroughly); this is not recognition of a problem or decision-making.
- *SAFETY FOCUS/SITUATIONAL AWARENESS – Being observant of other people and situations, and remaining vigilant and alert to important changes in one's physical surroundings and the behavior of others, so as to preserve the safety of one's self and/or others (e.g., anticipating hazards and risks based on observations of environmental elements and factors).

- **STRATEGIC THINKING** – Considering the “big picture” when planning, making decisions, and taking action; may include taking into consideration the organization’s vision, objectives, and core values (e.g., developing a program to increase community engagement within the department).
- **MANAGING ACTIVITIES** – Establishing and executing operational goals by effectively planning and prioritizing activities (e.g., identifying and directing resources efficiently and effectively to achieve objectives).
- **INTERPERSONAL RELATIONS AND CONFLICT RESOLUTION** – Building and maintaining positive relationships and rapport with others, while maintaining the necessary balance to ensure that critical objectives are met (e.g., demonstrating the appropriate amount of empathy based on the circumstances); includes being able to de-escalate and resolve interpersonal conflicts or misunderstandings.
- **MANAGING AND DEVELOPING OTHERS** – Directing and mentoring others in an effort to establish, align, and achieve organizational and work unit objectives, as well as to develop the performance of others (e.g., monitoring the progress of persons being managed or mentored); includes setting clear performance expectations for others.

Abilities

- ***DE-ESCALATION TECHNIQUES** – Use distance, speech, tone, empathy, and other tools to peacefully resolve a situation and minimize the need to use force; only use force that is proportional to the threat faced and immediately reduce the level of force as the threat diminishes
- **WRITE** - Communicate information and ideas in writing so others will understand
- **COMPREHEND WRITTEN INFORMATION** - Read and understand information and ideas presented in writing
- **COMPREHEND ORAL INFORMATION** - Listen to and understand information and ideas presented through spoken words and sentences
- **SPEAK** - Communicate information and ideas in speaking so others will understand
- **CONCENTRATE** - Concentrate on a task over a period of time without being distracted
- **DEDUCTIVE AND INDUCTIVE REASONING** – Ability to apply general rules, regulations, or information to specific cases or to proceed from stated principles to logical conclusions (e.g., determining if an emergency occurred accidentally or intentionally) and the ability to find a rule or concept that fits the situation (recognizing that the same pattern applies to a series of incidents or events); includes coming up with a logical explanation for a series of events that seem to be unrelated.
- **TIME SHARING/MULTITASKING** – Ability to pay attention to multiple sources of information simultaneously, in order to do multiple things at once (e.g., watching several busy streets simultaneously when directing traffic); a critical aspect of this ability is dealing with information that is coming rapidly from multiple sources while maintaining a safe environment.
- **PROBLEM SENSITIVITY** – Ability to recognize or identify the existence of problems (i.e., problem identification, not the ability to solve the problem); involves both the recognition of the problem as a whole and the elements of the problem (e.g., recognizing when a group of individuals is engaged in suspicious behavior).
- **INFORMATION ORDERING** – Ability to apply rules to a situation to put information in the best or most appropriate sequence; rules or instructions must exist for the person to know the correct order of information (e.g., determining the proper order to interview witnesses to a crime).

- **WORKING MEMORY** – Ability to temporarily store and manage the information needed to perform the task at hand (e.g., retaining the details of an emergency situation to make a risk assessment); does not include the ability to memorize new information.
- **FLUENCY OF IDEAS** – Ability to produce many ideas about a given topic or situation and/or possible solutions to a problem (e.g., generating as many motives for a crime as possible); this concerns only the number of ideas, not the quality of those ideas.
- **MEMORIZATION** – Ability to commit something to memory or retain new information that occurs as a routine part of a task or job (e.g., remembering the street names and business layouts in one's geographical assignment area); does not include the ability to memorize procedures or the memory of information that occurs out of the task situation.
- **VISUALIZATION** – Ability to form mental images of people, objects, and/or situations; involves understanding how a person, object, and/or situation may look after undergoing a transformation or change (e.g., visualizing how a critical incident may have unfolded based on the evidence and information available).
- **TECHNOLOGICAL ORIENTATION** – Ability to understand and operate the technology, including computer equipment and software applications, used to perform the job (e.g., understanding how to use required department computer systems).
- **SPATIAL ORIENTATION/NAVIGATIONAL SKILLS** – Ability to keep a clear idea of where you are within a given geographical space and to navigate to a specific location within that space (e.g., determining one's current position through the use of a map or based on the layout of an area).

Other Work Requirements

- **INTEGRITY** – Upholding high moral standards and values; includes acting in accordance with an ethical and honorable code of conduct in both personal and professional situations (e.g., remaining fair and firm in actions and judgments) to earn the trust and respect of the communities we serve
- **ADHERENCE TO RULES AND REGULATIONS/ACCOUNTABILITY** – Complying with and upholding the laws and established organizational rules and policies (e.g., holding others accountable to comply with rules, laws, and regulations).
- **CONSCIENTIOUSNESS/WORK ETHIC** – Can be depended upon to reliably complete one's tasks and to fulfill one's duties and responsibilities while working independently or with minimal oversight (e.g., completing tasks and duties promptly and effectively).
- **TEAMWORK/COLLABORATION** – Willing to adopt a positive, active role working collaboratively towards team objectives. This involves providing support to team members and offering practical strategies and solutions to the team to overcome challenges and problems (e.g., encouraging and motivating others to contribute to team goals).
- **ORGANIZATIONAL COMMITMENT/RESPECT** – Showing allegiance to one's employing organization's core values and mission (e.g., demonstrating positive regard for the organization when communicating with others); involves displaying respect for the chain-of-command and leadership directives.
- **ADAPTABILITY/FLEXIBILITY** – Modifying one's behavior to best meet the demands of a given situation such as changes in the environment, changes in working/living conditions (e.g., performing effectively in situations that are novel, ambiguous, or routine).
- **PRESENCE** – Being persuasive and engaging, commanding the respect of others, and speaking up or taking a stand even if others might disagree or disapprove (e.g., standing by an unpopular decision if one believes it is a good decision).

- **DRIVE FOR EXCELLENCE/CONTINUOUS LEARNING & IMPROVEMENT** – Maintaining high standards for one’s work and demonstrating dedication to one’s ongoing professional development (e.g., actively setting goals and striving towards goal attainment).
- **IMPULSE CONTROL/ANGER MANAGEMENT** – Maintaining control of one’s behavior and exhibiting appropriate responses when faced with emotionally stimulating situations (e.g., responding in a professional manner when insulted, offended, or taunted by others).
- **INNOVATION/CREATIVITY** – Producing unique or clever responses to a given topic or situation (e.g., using existing software to address a new problem); involves the ability to improvise more effective solutions in a variety of situations.
- **STRESS TOLERANCE/RESILIENCE** – Maintaining emotional stability and composure during stressful situations; includes having a high tolerance for frustrating experiences and being able to respond calmly and professionally when under pressure (e.g., persevering to overcome negative situations and adversity).
- **SERVICE ORIENTATION** – Being responsive and proactive in one’s approach to helping and providing support to others and striving to address the needs and requests of others effectively (e.g., taking pride in helping and providing support to others).
- **RESPECT FOR DIVERSITY/CULTURAL SENSITIVITY** – Being respectful and sensitive to individuals of diverse backgrounds, cultures, and perspectives (e.g., interacting with others in a fair and respectful manner)
- **SELF-INSIGHT** – Having a clear understanding of one’s own strengths and areas for growth (e.g., setting realistic performance goals).
- **EMOTIONAL SELF-AWARENESS** – Being aware of one’s present state of emotion and how it is perceived by others (e.g., understanding how others may perceive one’s emotional responses).
- **OPENNESS TO EXPERIENCES** – Being receptive to and seeking new experiences, whether they involve new approaches, activities, situations, and/or people (e.g., being curious about how things work and why people do what they do).
- **OPTIMISM** – Being able to adopt and maintain a positive outlook toward current and future situations (e.g., believing that growth and learning can come from troubling situations).

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City’s Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

*May be required at entry