



Code: 9174
Family: Public Safety
Service: Public Safety
Group: Police Service
Series: Police General Duty

CLASS TITLE: POLICE AGENT

CHARACTERISTICS OF THE CLASS

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

Under general supervision, the class is assigned to the Internal Affairs Division in the Chicago Police Department conducting comprehensive investigations of misconduct involving department members; and performs related duties as required

Positions assigned to this classification must maintain other requirements, knowledge, skills, and abilities for successful performance in the Police Officer class.

ESSENTIAL DUTIES

- Sanctity of Human Life. 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
- Participates in the investigation and evidence gathering process (e.g., takes written statements, conducts interviews and canvasses for witnesses and victims)
- Uncovers, secures, processes, and evaluates physical evidence relating to matters under investigation
- Coordinates investigations with other governmental agencies, as required
- Discusses allegation(s) with accused department members after evidence gathering process
- Ensures the rights of accused members are adhered to as guaranteed by the Chicago Police Department order or prevailing union contract
- Evaluates evidence, writes detailed reports based on evidence and makes appropriate findings
- Makes recommendations for disciplinary action as warranted in cases of sustained allegations
- Utilizes impartial policing strategies, principles, and best practices to promote fairness, eliminates bias, and build community trust
- Utilizes de-escalation strategies and skills to avoid, mitigate, or minimize force during community-policing encounters
- Practices procedural justice strategies by giving voice, neutrality, respect, and trustworthiness in policing actions
- 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 professional skills through participation in mandatory training and education, and through the 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

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

- Be a Police Officer below the rank of Sergeant, have a minimum of 54 months or 4.5 years of continuous service as a Police Officer with the City of Chicago
- Be willing and able to perform the duties of a Police Agent and work any watch assignment and change work hours in accordance with the provisions of the collective bargaining agreement between the City of Chicago and the Fraternal Order of Police
- Have at least six (6) months of continuous satisfactory service within the Internal Affairs Division at the time of examination
- One year of experience in conducting investigations of criminal or fraudulent activity
- Must meet acceptable medical roll usage guidelines
- Be willing to forego days off on Saturdays, Sundays, and holidays, as required by operational needs

Selection process and Training program

- Must successfully complete determined selection methods (e.g., written, physical or oral assessment).
- Must pass all phases of the selection process
- Must successfully complete training and evaluation program
- Must be in a full-duty status at all times during training
- Must remain in a full-duty status at all times while detailed or assigned to the Internal Affairs Division as a Police Agent to remain eligible for pay

Licensure, Certification, or Other Qualifications

- Valid State of Illinois Driver's License
- Must have a Firearm Owner's Identification (FOID) card issued by the State of Illinois

WORKING CONDITIONS

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

EQUIPMENT (including but not limited to)

- Computers and peripheral equipment (e.g., personal computer, computer terminals, mobile data computers)
- Two-way radio

- Digital camera and video equipment
- Evidence gathering equipment
- Video and audio recording equipment
- Handcuffs
- Specialized safety and protective 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, SKILL, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Good knowledge of:

- *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
- investigative practices and procedures
- surveillance practices and procedures
- employee misconduct related to departmental policies, directives, and protocols
- evidence protection, recovery, and collection procedures and techniques
- notification requirements, systems, and procedures used for internal reporting and communication with external agencies
- processing of persons under Department control, including handling of special populations
- *geographical locations in the City of Chicago
- City's street address grid

Knowledge of applicable City and department policies, procedures, rules, and regulations

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
- *COMMUNITY POLICING – Build strong community partnerships and positive interactions to effectively engage with the public in problem-solving techniques, which include the proactive identification and analysis of issues in order to develop solutions and evaluate outcomes
- *CRITICAL THINKING – Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- *COMPLEX PROBLEM SOLVING – Identify complex problems and review related information to develop and evaluate options and implement solutions
- *JUDGEMENT AND DECISION MAKING – Consider the relative costs and benefits of potential actions to choose the most appropriate one
- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making

- *RESOLVING CONFLICTS AND INFLUENCING OTHERS - Resolve disputes between groups and individuals; negotiate with others to influence behaviors, opinions; deal effectively with various members of the public; handle upset and injured victims, get people to cooperate
- *ORGANIZATIONAL AWARENESS AND COMMITMENT - Remain firm in one's allegiance to the Department's core values and faithful in pursuit of the Department's mission despite obstacles or opposition; follow Department policies and regulations and show support for their intent and value; demonstrate positive regard for the Department and personal role; show respect for members in positions of authority; work in a chain-of-command environment
- *SERVICE ORIENTATION – Actively look for ways to help people
- *SOCIAL PERCEPTIVENESS – Be aware of others' reactions and understand why they react as they do
- PERSUASION - Persuading others to change their minds or behavior

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
- *COMPREHEND ORAL INFORMATION – Listen to and understand information and ideas presented through spoken words and sentences
- *PUBLIC SPEAKING - Make formal presentations before large or small audiences
- *SPEAKING – Communicate information and ideas in speaking so others will understand
- *ACTIVE LISTENING – Give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
- *COMPREHEND WRITTEN INFORMATION – Read and understand information and ideas presented in writing
- *WRITE – Communicate information and ideas in writing so others will understand.
- *MEMORIZATION – Remember information such as words, numbers, picture, and procedures
- *RECOGNIZE PROBLEMS – Tell when something is wrong or is likely to go wrong
- *REACH CONCLUSIONS – Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)
- *MAKE DECISIONS AND SOLVE PROBLEMS – Analyze information and evaluate results to choose the best solution and solve problems

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
- *ANALYTICAL THINKING – Analyze information and use logic to address work or job issues and problems
- *ATTENTION TO DETAIL – Pay careful attention to detail and thoroughness in completing work tasks

- *COOPERATION – Be pleasant with others on the job and display a good-natured, cooperative attitude
 - *CONCERN FOR OTHERS – Demonstrate sensitivity to others’ needs and feelings and be understanding and helpful on the job
 - *SELF CONTROL – Maintain composure, keep emotions in check even in very difficult situations, control anger and avoid aggressive behavior
 - *STRESS TOLERANCE – Accept criticism and deal calmly and effectively with high stress situations
 - *PERSISTENCE – Persist in the face of obstacles on the job
 - *DEPENDABILITY – Demonstrate reliability, responsibility, and dependability and fulfill obligations
 - *INITIATIVE – Demonstrate willingness to take on job challenges
 - *ADAPTABILITY/FLEXIBILITY – Be open to change (positive or negative) and to considerable variety in the workplace
 - *LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
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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.

City of Chicago
Department of Human Resources
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