



CAU Members | Expectations

Crime Analysis Unit Members work in support of the department providing accurate, timely information for all inquiries.

Customer Service

- Positive attitude towards job; demonstrate effort to complete tasks.
- Courteous and helpful to peers, fellow employees and citizens.
- Conducts self in a manner that brings credit to the City, the PD, and CAU.

Business and Professional Behavior

- Display a positive public image; professional appearance and behavior. Jeans are permitted to be worn only on Friday.
- Timecards are now due on Friday. They are to be turned in on time and accurate, reflecting the time you worked. Overtime needs to be approved prior to working it.¹
- Be self-motivated and resourceful; work at an appropriate independent level.
- Communicate effectively with direct supervisor and/or manager regarding any desire/need to learn new skills, issues, suggestions, and concerns.
- Work cooperatively as a Crime Analysis Unit member.
- Adhere to all City and PD policies and procedures.

Ownership

- Take responsibility for completing tasks/projects on time and with accuracy.
- Hold yourself accountable for your work product and how you interact with your peers.
- Support each other by providing constructive comments regarding work products.
- Everything that is produced by our Unit, reflects everyone in our Unit. Take pride in your work ethic and work product.

Open Communication

- Please contact your supervisor, senior staff, and/or the program manager, with concerns, problems, issues, and suggestions. They cannot be addressed unless communicated in a timely manner.

Feedback

- To ensure successful progress, I will meet with you periodically to find out how things are going and provide feedback². Should you need anything between these meetings let me know. I am available for you. We are all learning here and honest, constructive feedback will be the most productive way to accomplish this.

¹ Overtime charged to CAU needs to be approved by a direct (on-duty) supervisor.

² Topics that maybe covered include: Job Expertise | Customer Service | Verbal/Written Communication Skills | Teamwork and Interpersonal Skills | Judgment and Problem Solving | Reliability | Supervisory and Leadership Skills

Work Scheduling

- Arrive at work on time and ready to work. Limit non-work-related socializing and visitors. Adjustments to current schedules must be submitted to your direct supervisor for consideration and those start/end times should be adhered to. Leave work on time – stay until your scheduled time to leave.
- Tardiness – you are expected to communicate with your direct supervisor if you are going to be 15 minutes (or more) late. Time will have to be made up – it will be at your supervisor's discretion as to how that is completed. Please do not assume that you will be able to make up your time. Leave time may have to be taken to cover the missed time.
- Coverage – at least two employees (one CIA+) must be here for coverage during business hours. If you will be away from your desk – let each other know. This includes lunch time. Utilize the board to indicate a scheduled lunch to communicate with others.
- When calling in sick/absent, please call the CAU main line to advise your direct supervisor (or on-duty supervisor). Texting will *not* be an acceptable form of communication for calling in sick or being late to work.
- Lunch and breaks – per MEF Memorandum of Agreement 7.3, pg. 12, "...lunch periods shall be scheduled in the middle of the shift. The length of any lunch period is subject to supervisory approval." And 7.3.1.1 pg. 13, "...An employee is not required to use their leave to take their two (2) fifteen (15) minute breaks (or rest period), which cannot be combined." With that stated, it is up to the discretion of the supervisor and it has been allowed to extend lunches as a courtesy.
- Your priority is working in CAU. Assisting other areas with overtime should be done outside the hours you are scheduled to work in your primary job.

Cross-Training/Succession Planning

- To have a more balanced skill set among CAU members, cross-training will occur for projects, daily tasks, and recurring products.
- Written documentation will be established as a result of the cross-training, providing procedure manuals for each task.
- Conference/training attendance – attendees will be expected to share information gathered during the conference/training with all CAU members.

Training

- Please submit any/all training requests to your supervisor for review. Please include the training type, need, and immediate relevance to your job duties. These will be forwarded to me for senior staff review. Please note that budget, the project queue/deadlines, and staffing are taken into account during this review. Please do not assume that all training requests will be approved.

Please initial here that you have read and understood the above information and agree to the expectations as set forth in the above. _____ Date: _____