



# **Recruiting Unit Procedural Manual**

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## **Chapter One :** **Recruiting Unit Mission and Vision Statements**

A Mission Statement defines the company's business, its objectives and its approach to reach those objectives.

A Vision Statement describes the desired future position of the company. Elements of Mission and Vision Statements are often combined to provide a statement of the company's purposes, goals and values.

Unit Mission Statement:

- What do we do?
- Whom do we serve?
- How do we serve them?

Unit Vision Statement:

- What are our hopes and dreams?
- What problem are we solving for the greater good?
- Who and what are we inspiring to change?

## **Unit Guidelines**

The Unit Guidelines shall be reviewed and updated every February of each year by the Unit Commander.

### **Unit Purpose / Responsibilities**



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The Recruiting Unit is responsible for conducting outreach efforts designed to attract and recruit qualified and diverse applicants for sworn and civilian positions within the Department, including Police Recruits, Lateral Police Officers, Police Data Specialists, Public Safety Communications Specialists, Public Safety Radio Dispatchers, Community Service Officers, and VOLT volunteers.

Responsibilities include coordinating with marketing services (job postings/flyers), attendance at colleges, job fairs, and other community events. Additional outreach efforts include maintaining an active recruiting website, ongoing mentoring of applicants, collecting applicant surveys and utilization of the resulting data to assist in identifying and implementing the most effective recruitment practices.

## **Chapter Two:** **Recruiting Unit Strategies**

### **Recruiting Unit Strategies**

Police recruiters should use the following strategies to help accomplish the mission of the Recruiting Unit: **Recruiting, Retention, Mentoring** and **Testing** of applicants. These areas of responsibility are explained below:

#### **Recruiting** - The Means and Methods of Recruiting Candidates:

- College Athletic and classroom presentations
- Military Events
- Social Media and rapid response to online questions
- Radio
- Television



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## Recruiting Strategies (Continued)

- Internet advertising/ Job Search engines (Indeed.com)
- Newspapers
- Magazines/Periodicals
- Community Organizations
- Job Fairs/Career Fairs
- Special Events, Festivals, Athletic Events and Sporting Events
- Job Announcements - Schools/Colleges, Academies, Businesses, and Community Cultural Organizations (both local and out of state)
- Out of State Campaigns and Forums

### **Retention** - Retaining the Candidate:

- Encourage applicants to retain interest in the San Jose Police Department
- Enroll each candidate into online programs to keep them engaged throughout the process and to seek ways to prepare themselves for the San Jose Police Department (Legacy 1)
- Maintain contact with candidates by sending out letters, emails and or making personal telephone calls
- Schedule ride-alongs for candidates in the process to keep them engaged
- Develop creative methods to retain candidates

### **Mentoring** - Preparing Candidates for Testing:

- Department Career Seminars and Workshops
- Partner candidates with a Department member (e.g. one-on-one, ride-alongs)
- Assist applicants with pre-test seminars (e.g., written – PELLETB, NTN and oral exam)
- Assist applicants with practice physical agility tests

### **Testing** - Candidate Testing Process:

- Work with South Bay Regional Public Safety Training Consortium Academy staff to achieve a well-coordinated and successful testing process.
- Oral Boards - The Recruiting Unit Sergeant oversees the Oral Interview, including notification of oral exam failures and acting as a liaison with the City's Human Resources Department. Recruiting Unit Personnel are responsible for logistics and site set-up.



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## **Chapter 3:**

## **UNIFORMS**

Please refer to the recruiting attire outlined below for various events. Alternate recruiting uniforms may be used with prior approval from the Recruiting Sergeant.

**Job Fairs:** Newer BDU or 511 type pants (navy blue, black, or tan) with polo shirt issued by Recruiting Unit

**Oral Boards:** Professional attire (e.g. suit and tie)

**Physical Agility Testing:** Newer BDU or 511 type pants (navy blue, black, or tan) with polo shirt issued by Recruiting Unit

**School Presentations:** Newer BDU or 511 type pants (navy blue, black, or tan) with polo shirt issued by Recruiting Unit

**Special Events:** Newer BDU or 511 type pants (navy blue, black, or tan) with polo shirt issued by Recruiting Unit

**All Events:** Recruiters must carry their badge and gun to be easily identifiable as police officers.

The polo shirt issued by the Recruiting Unit must be returned upon terminating your assistance with the Recruiting Unit or leaving employment with SJPd. If a department member wishes to remain a satellite recruiter, he/she will keep and maintain the shirt. Otherwise the polo shirt must be washed prior to return.



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## **Chapter 4:** **Police Recruit Applications and Requirements** **Laterals/Veterans/Out of Area Applicants**

### **Application Process**

The Recruiting Unit accepts applications for entry-level Police Recruit and Lateral Entry positions on an ongoing basis, with three closing dates per year. Each closing date is approximately six months prior to the start of the academy. This six-month period allows for the processing, testing and background investigation of applicants prior to the hiring board.

### **Entry Level Police Recruit and Lateral Entry**

The Recruiting Unit website (SJPDYou.com) allows applicants to apply on-line for the positions of Police Recruit and Lateral Entry. Applications in paper form can be obtained from a recruiter.

Recruiters are responsible for explaining and reasonably ensuring that all candidates possess the following minimum qualifications:

### **Police Recruit**

A Police Recruit is an entry level position and is someone who does not have police/peace officer experience or training within the State of California. This classification applies to police officers from other states and federal law enforcement officers who do not possess a California P.O.S.T. Academy Certificate. The San Jose Police Department does not accept the California P.O.S.T. Waiver.

### **Police Recruit Minimum Qualifications**

- No prior experience or training is required
- At least 20-1/2 years old at the time of application / Maximum age is 70 years old (mandatory retirement age)
- Must be a citizen of the United States or have applied for citizenship
- Possession of a valid driver's license authorizing operation of a motor vehicle in the U.S.





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- U.S. high school diploma or General Educational Development (GED); waived if you have a college degree from an accredited college within the U.S.
  - More information about Accredited College Credits
- Forty (40) semester college credits or 60 quarter college credits from a U.S. accredited college or university. Police academy credits are accepted as part of the education requirement. (Military Veterans with an honorable discharge can substitute four (4) years of service in the U.S. Air Force, Army, Navy, Marines or Coast Guard in lieu of the minimum college credit requirement)
- Must have at least 20/40 corrected vision
- No felony, domestic violence or misdemeanor assault convictions; cannot currently be on probation or parole

### **Lateral Entry**

A Lateral Entry Applicant is someone currently employed as a police/peace officer in the State of California.

The San Jose Police Department does not accept out-of-state lateral police officer transfers or federal law enforcement transfers who have completed the California P.O.S.T. Basic Course Waiver. All law enforcement officers wishing to transfer from out-of-state or from a federal law enforcement agency must apply as a police recruit applicant and attend the San Jose Police Academy.

### **Lateral Entry Minimum Qualifications**

- Currently employed as a California Police / Peace Officer with a California Basic P.O.S.T. certificate and have completed a patrol field training program
- Must be 21 years-old and not older than age 70
- Must be a citizen of the U.S. or permanent resident alien who has applied for citizenship
- Must possess a valid California driver's license
- Must possess a U.S. high school diploma or General Education Development (GED), waived if you have a college degree from an accredited college within the U.S.
- Must have completed sixty (60) semester college credits or ninety (90) quarter college credits from a U.S. accredited college or university. Police academy credits are accepted as part of the education requirement. **(Military Veterans with an honorable discharge can substitute four (4) years of service in the U.S. Air Force, Army, Navy, Marines or Coast Guard in lieu of the minimum college credit requirement)**
- Must have at least 20/40 corrected vision



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- No felony, domestic violence or misdemeanor assault convictions; cannot currently be on probation or parole

### **Personal History Questionnaire**

The Personal History Questionnaire consists of questions, which allow an applicant to self-report behavior(s) determined to be related directly to job suitability. The PHQ is designed to identify applicants who do not meet the minimum standards to become a Police Recruit; saving the ineligible applicant considerable time and effort involved in the testing process. PHQ results are valid for one year.

### **Testing Workshops / Ongoing Recruiting Efforts**

Pre-test seminars are provided multiple times during each testing cycle as a means of tutoring and preparing entry level candidates for the San Jose Police Department testing process. These seminars are conducted by the Recruiting Unit and outside consultants.

The Recruiting Unit provides pre-test workshops and other activities to aid potential applicants through the testing process:

- WSTB (Physical Agility) workshop
- WSTB Women's Practice
- PELLETB (Written) workshops
- NTN – National Testing Network
- Oral Board Interview workshops
- Scheduling "Ride-Alongs" for applicants
- Women's Boot Camp (physical agility training)

### **Written Examination**

Candidates must pass **ONE** of the below written examinations:

**PELLETB:** Candidates can complete the **California P.O.S.T. Reading & Writing Test (PELLETB)**. Pass Point is a T-Score total of 50 or higher. Applicants taking the PELLETB test will be responsible for submitting proof for verification of his/her results. Verification must be on an agency letterhead, listing where the test was administered, test date, type of test administered and test results. Results valid for three years. Candidates can find additional information and/or register by going to: <http://www.theacademy.ca.gov/tests>

*or*

**National Testing Network (NTN):** Candidates can complete the **National Testing Network Test (NTN)**. Pass Point scores are 65% Video, 70% Reading, and 70% Writing. Results valid for three years. Candidates can find additional information and/or register by going to:





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<https://www.nationaltestingnetwork.com/publicsafetyjobs/>

**Note:** The Department encourages Out-of-Area candidates to take the NTN written test PRIOR to travelling to San Jose, if possible. Applicants are encouraged to review the NTN website for the nearest locations. Test results are forwarded directly to the Recruiting Unit by the NTN.

### **Physical Agility Test (WSTB)**

Candidates must complete the **California P.O.S.T. Physical Agility Test (WSTB)**. Pass Point is a score of 320 or higher. The WSTB includes a 99-yard obstacle course, 32-foot body drag (165 lbs.), six-foot chain-link fence climb, six-foot solid-wall climb, and 500-yard sprint. Also included in the Physical Agility Test is a 1.5 mile run, which must be completed in 14 minutes or less. Results valid for one year. Candidates can find additional information and/or register by going to: <http://www.theacademy.ca.gov/tests>

The Department will accept California P.O.S.T. "T-scores" and 1.5-mile completion scores from other agencies, if taken within the last year of when the SJPD application was submitted. Candidates are reminded that agencies vary in their physical agility testing and "WSTB" test results are accepted. (Testing fees may apply.)

The SJPD does not accept other tests in lieu of the California PELLETB, NTN or WSTB as referred to above.



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## **Chapter Five**

### **Communications/Community Service Officers/Other Positions**

Communication positions as all other positions other than Police Recruit and Police Lateral are handled through Police Human Resources.

Testing is conducted through online applications, orientations, written and oral board testings. These are coordinated through Human Resources and not the recruiting unit. The marketing of the job postings should be handled predominately by the Recruiting Unit in conjunction with Communications training personnel.

The other jobs, like OSSD, where the Recruiting Unit is asked to assist, will also be marketed through the Recruiting Unit. Simple things like FaceBook, Indeed postings should be adequately promoted in order to effectively get applicants for the position.

Communication positions utilize an in-house "Criticall" test that has required modules to pass.



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## **Chapter Six** **Oral Boards Interview**

This is a panel interview. Candidates are asked five to eight questions, not necessarily police-related. Pass Point is 70% of higher. Results are valid for three years.

The oral board exam is administered and monitored by Recruiting Unit personnel. Recruiting Unit personnel will not influence the oral board's scores/rating in any way. After oral board panels receive initial instructions, they have the ultimate decision on the applicant's scores. The Recruiting Unit Sergeant shall be advised of any problems or unusual circumstances that occur during the oral board process.

The following procedures will be followed for oral board exams:

**Materials (These exact numbers are guidelines as the actual number of boards determine the supplies you will need.)**

Board rater's packets (includes)



- Scantron Instructions
- Police Recruit Oral Exam Sheet
- Recruit Police Officer Employment Data Sheet
- Oral Board Interview Script
- Police Candidate Oral Board Questions
- Name tent
- 2 pencils
- 1 pen
- Notepad

Oral board supply box containing:

- Form: Non-Disclosure Agreement/Appeal Process for Examinations
- List of board members for each panel
- "Police Recruit Oral Examination Schedule" (one copy for each panel)
- "Police Recruit Oral Examination Schedule" (one master copy)
- Numbers for the oral board rooms
- Scantrons printed with applicants name (provided by Human Resources)
- Blank scantrons



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- Office supplies:
  - pens
  - pencils
  - pencil sharpener
  - markers and highlighters
  - paper clips (large and small)
  - scissors
  - rubber bands
  - tape
  - white-out
  - stapler, staples, stapler remover

### **Check-In Table Set-up:**

- Place two tables in a “L” shape and cover with Recruiting tablecloths
- Place “Candidate Check-In” stand with inserted sign on the left corner of the right table, which should be facing the entryway.
- Oral board panel folders (containing a contact information sheet and 3 scantrons for each scheduled applicant) are lined up at the right side of the table according to panel number.
  - Scantrons should be organized in the order of the applicants’ scheduled times
- Place clipboards with the Non-Disclosure Agreement/Right to Appeal Notice on the left side of the table. Copies of the Non-Disclosure Agreement/Right to Appeal Notice should be readily available.

### **Applicant Check-In Procedure:**

- Applicant presents his/her ID.
- Check-in personnel places a “check” next to the applicant’s name and confirms whether the applicant is military, highlights the applicant’s name and places the applicant’s scantron on top of the schedule.
- Check-in personnel provides a contact information sheet and oral board waiver form to the applicant for signatures.
- After the applicant has completed the necessary form, the check-in personnel provides final instructions to the candidates, including procedures to complete the optional survey at the conclusion of the oral board and notification of pass/fail results.

### **Sergeant’s Responsibilities:**

#### **Week prior**

- Assign staff to assist with set up of oral board examination rooms
- Assign staff to prepare materials
- Order food for lunch



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### **Day prior**

- Set up oral board examination rooms

### **Event Day**

- Briefing
- Check in with oral boards to make sure panel members are taking breaks
- Check in with grading room
- Check in with front table
- Check in and engage with oral board examination rooms
- Check in with candidates as they wait for their oral board results

### **Departmental Recruiting Survey**

In an effort to target recruiting efforts more effectively, a survey was developed to solicit information from applicants during the testing process. Recruiting Unit staff members request applicants to complete a voluntary, online survey. The survey results assist recruiting staff in

identifying and developing new recruiting strategies and more effective deployment of recruiting resources. (Survey Monkey)



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### **Chapter Seven**

### **Hiring, Early-Hiring and Electronic Hiring Boards**

The hiring board members usually consist of the BOA Deputy Chief, BOA Captain, BOA Recruiting/Background Lieutenant, the BOA Training Unit Lieutenant whom are all voting members of the hiring board. The Deputy Chief has final decision and can recommend a candidate for Chief of Police review if needed.

The background sergeants are present to assist in facilitating the actual hiring board, but do not vote on candidate selections.

Their role is to be present for background presentations and determine the best disposition of each candidate. This can be done in person or via electronic email. Normal dispositions include:

- Select (for that current or future Academy)
- Non-select
- Additional work required (by backgrounders)

The background sergeant(s) can send out electronic hiring board requests to each voting member should conditions be appropriate. If any of the hiring board members wish to convene a physical hiring board for that candidate, it will be conducted in a timely manner. An electronic hiring

board is frequently done on Lateral candidates as their summaries are often fairly non-complicated.