

# STANDARD OPERATING PROCEDURES



ADMINISTRATION DIVISION

PERSONNEL UNIT

**PERSONNEL UNIT**

**STANDARD OPERATING PROCEDURES**

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**PERSONNEL RESOURCE MANAGEMENT**  
**SECTION STANDARD OPERATING PROCEDURES**  
**PERSONNEL UNIT**

# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## STANDARD OPERATING PROCEDURES

### PERSONNEL UNIT

### ENDORSEMENT SHEET

First Quarter Inspection	<u>Q Linderbell 20890</u> Unit Commander	<u>25/Jan/2018</u> Date
Second Quarter Inspection	<u>Q Linderbell 20890</u> Unit Commander	<u>15/Jan/2018</u> Date
Third Quarter Inspection	<u>Q Linderbell 20890</u> Unit Commander	<u>16/Sep/2018</u> Date
Fourth Quarter Inspection	<u>Q Linderbell 20890</u> Unit Commander	<u>18/Dec/2018</u> Date
Annual Inspection	<u>M. J. G. 1824</u> Section Commander	<u>12/21/18</u> Date



# City of Miami



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City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES


#### ENDORSEMENT SHEET

First Quarter  
Inspection:

  
Unit Commander

1/9/2019  
Date

Second Quarter  
Inspection:

  
Unit Commander

6/13/2019  
Date

Third Quarter  
Inspection:

\_\_\_\_\_  
Unit Commander

\_\_\_\_\_  
Date

Fourth Quarter  
Inspection:

\_\_\_\_\_  
Unit Commander

\_\_\_\_\_  
Date

Annual  
Inspection:

\_\_\_\_\_  
Unit Commander

\_\_\_\_\_  
Date

\_\_\_\_\_  
Section Commander

\_\_\_\_\_  
Date





# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES


#### LETTER OF PROMULGATION

**TO: ALL PERSONNEL, PERSONNEL UNIT**

These procedures are established to provide consistency, uniformity, and effectiveness to the administration and operation of the Personnel Unit of the City of Miami Police Department.

The procedures set forth in this manual supplement, but do not supersede, the Departmental Orders or other administrative and operational directives, and are formulated accordingly. Unforeseen conflicts between the Standard Operating Procedures and the Departmental Orders or directives will be arbitrated and resolved through the Section Commander.

Personnel assigned to the Personnel Unit will read, know, and follow these procedures, the Departmental Orders, and any pertinent directives; any conflict between them will be reported to the immediate supervisor.

  
Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date 1/9/2019



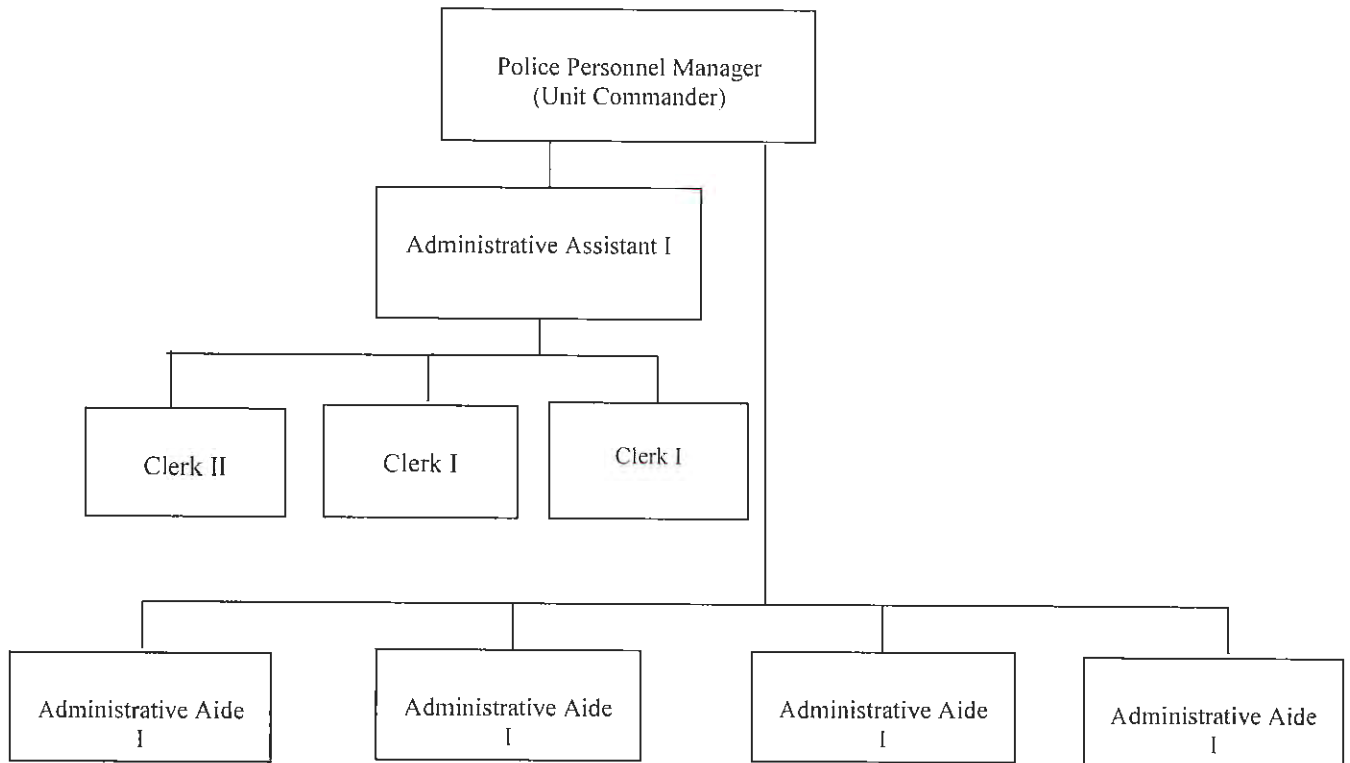
# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### ORGANIZATIONAL CHART



Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date 1/9/2019



# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

#### MISSION, GOALS, AND OBJECTIVES

##### Mission

The mission of the Personnel Unit is to ensure that the human resource needs of the department are met, that personnel policies and procedures are adhered to, and that all other personnel affairs of the department are handled in a professional and proactive manner.

##### I. Goals

The goals of the Personnel Unit are to maintain an effective working relationship with other city departments and outside agencies interacting with departmental personnel, and to ensure compliance with all policies and procedures.

##### II. Objectives

The basic objectives of the Personnel Unit are:

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Commander  
Personnel Unit

Effective Date 1/9/2019



**MISSION, GOALS, AND OBJECTIVES**

(Continued)

- A. To administer collective bargaining agreements and the City Pay Policy to ensure that employees receive all pay benefits such as the granting of anniversary increases, plus items, payment of leave balances upon separation and any other benefits or contractual wage supplements.
- B. To generate all necessary personnel action forms to properly record personnel status changes such as leave of absences, suspensions, return to duty, promotions, resignations, retirements and changes in classification.
- C. To maintain accurate records concerning personnel actions and budgeted vacancies, filled positions, and other personnel records.
- D. To ensure that selection procedures are complied with and to facilitate the filling of vacant positions.
- E. To properly respond to all inquiries regarding the administration of personnel matters.
- F. To continually review and improve procedures used in the management of personnel matters.
- G. To increase coordination with other departmental stakeholders, city departments and outside agencies impacting departmental personnel.
- H. To provide the maximum level of service to all departmental members.
- I. To represent the department at meetings with other city departments and outside agencies.
- J. To establish and maintain a uniform, job-related, selection process to fill vacancies in specialized units and facilitate the selection of best qualified candidates.

**MISSION, GOALS, AND OBJECTIVES**

(Continued)

- K. To ensure that all vacancies are filled through a structured selection procedure.
- L. To perform monthly accounting and reporting on all personnel transactions, including the tracking and reporting on attrition as appropriate.
- M. To maintain a variety of personnel records; to serve as records custodian and respond to public records request including employee contracts, subpoenas, court notices, etc., and requests for production from the Office of the City Attorney.

# City of Miami



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City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

#### DUTY HOURS AND DRESS

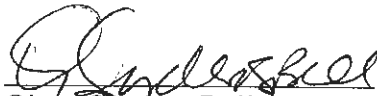
The Personnel Unit is located in Room 320.

The assignments, days off and duty hours will change when necessary to meet the needs of the Miami Police Department in accomplishing its mission.

The basic guidelines are as follows:

1. **DUTY HOURS** - Normal duty hours shall be between the hours of 0800 and 1700, Monday through Friday. Specific personnel may be assigned duty hours between 0700 to 1600 or 0800 to 1700, depending on the particular needs of the unit.
2. **FLEXTIME** - The basic work schedule for civilian employees consist of a forty (40) hour workweek made up of five days per week. When using flextime, the starting and ending hours of the day may vary. It is at the discretion of the section commander to implement changes in work hours, based upon department needs and employee request.

Listed below are guidelines that have been established for the use of Flextime:

  
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Commander  
Personnel Unit  
Effective Date 1/9/2019



**DUTY HOURS AND DRESS**

(Continued)

1. In adopting flex work schedules, interruption of the normal business hours 8:00 AM to 5:00 PM, Monday through Friday must be avoided.

2. May be adopted for full-time employees covered by the collective bargaining agreements, support staff and unclassified personnel.

A minimum notice of six (6) calendar days is needed for the use of flex time, except where the nature of a particular situation requires an immediate but temporary change in work hours. The duration of flex time will be based on the needs of the employee and the department. However, the department reserves the right to deny or cancel the use of flex time.

3. **SCHEDULE** - All personnel assigned to the Personnel Unit shall work Monday through Friday with Saturdays and Sundays as days off, unless the needs of the unit dictate otherwise.

4. **OVERTIME** - Overtime will be assigned on an "as needed" basis for all personnel assigned to the unit as approved by the Chief of Police.

5. **VACATION** - Vacations for personnel assigned to the Personnel Unit will be approved on a first-come, first served basis, while ensuring that the office sufficiently staffed, for each month. Approval of vacation requests is not guaranteed. Personnel will be expected to adhere as closely as possible to the projected schedule.

6. **DRESS CODE** - Personnel assigned to the Personnel Unit shall report to work in business/business casual attire and in conformity with Departmental Orders and applicable City Administrative Policies.

# City of Miami



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City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

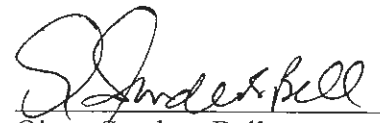
#### DUTIES AND RESPONSIBILITIES OF MEMBERS

The Personnel Unit consists of one (1) Police Personnel Manager, one (1) Administrative Assistant I, four (4) Administrative Aide I, one (1) Clerk II, and two (2) Clerk I.

1. **Police Personnel Manager:**

The Unit Commander, and has the following responsibilities:

- A. Maintains supervision over the Personnel Unit and ensures that unit employees complete their assigned tasks in an efficient and effective manner.
- B. Directs and coordinates the activities of the unit for the accomplishments of departmental goals and objectives.
- C. Periodically inspects and reviews written policies governing the operation of the Personnel Unit, and initiates the required changes and/or updates.

  
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Commander  
Personnel Unit

Effective Date 1/9/2019





**DUTIES AND RESPONSIBILITIES OF MEMBERS**

(Continued)

- D. Acts as a liaison with other departments of the City to ensure cooperation concerning personnel-related matters.
- E. Serves as a representative for the department at Civil Service Board meetings, when appropriate.
- F. Acts as representative for the department in meetings with the various outside agencies, the Department of Human Resources, and with attorneys concerning personnel matters.
- G. Attends committee and board meetings related to personnel matters.
- H. Ensures that all required reports are prepared and completed on time.
- I. Prepares letters and memoranda concerning personnel matters in accordance with departmental guidelines.
- J. Coordinates the implementation of all civilian and sworn hires/advancements/promotions.
- K. Makes recommendations, when necessary, concerning forms and/or departmental policies which would improve efficiency in achieving goals and objectives.
- L. Acts as the custodian of personnel records for the department and testifies in court proceedings when subpoenaed.
- M. Ensures that all matters relating to the Department of Human Resources are routed through the Personnel Unit.
- N. Acts as a departmental advisor concerning personnel matters. Represents the department in meetings concerning personnel issues.
- O. Prepares a variety of reports on an as-needed basis.

**DUTIES AND RESPONSIBILITIES OF MEMBERS**

(Continued)

- P. Serves as liaison for department on collective bargaining agreements.
- R. Updates Unit Standard Operation Procedures and relevant Departmental Orders.
- S. Identifies problems and solutions which affect personnel actions; serves as liaison with other City departments to implement the appropriate action(s).
- T. Prepares and reviews requisitions to fill sworn and civilian vacancies; generates and reviews Position Authorization Requests ("PARs") and a wide range of personnel action forms to effect desired actions.
- U. Assists with promotional ceremonies, as needed.

**DUTIES AND RESPONSIBILITIES OF MEMBERS**

(Continued)

**Administrative Assistant I**

The Administrative Assistant I may serve as the unit supervisor and has the following responsibilities, to include but is not limited to:

- A. Directly supervises the staff of the personnel unit, as assigned.
- B. Assigns priorities work, reviews work products; evaluates; trains and counsels employees.
- C. May review and authorize all requests for leaves and ensures that there is sufficient office coverage to provide an effective level of service.
- D. May develop interview questions with corresponding behavioral rating guidelines to fill sworn vacancies in specialized units.
- E. May coordinate and monitor all interview processes relevant to the selection of sworn personnel to specialized units.
- F. May score interview processes and prepare memoranda detailing the outcome and selection procedure.
- G. Explains City policy concerning pay increases and personnel questions.
- H. Assists with the implementation of sworn promotions.
- I. Assists with the preparation of promotional certificates.
- J. Completes surveys, special reports and responds to letters.
- K. Prepares requests for classification audits.
- L. Prepares correspondence for signature.

**DUTIES AND RESPONSIBILITIES OF MEMBERS**

(Continued)

**Administrative Assistant I**

- M. Ensures all CALEA documents are maintained, updated, and issued to the concerned parties in a timely manner.
- N. Ensures the Police Personnel Manager is fully informed of all relevant issues, tasks and projects being addressed by the Personnel Unit.
- O. Evaluates the need for new technology and implements the necessary procedures.
- P. Performs other related duties as assigned.



**DUTIES AND RESPONSIBILITIES OF MEMBERS**

(Continued)

**Administrative Aide I**

- J. Complete PAFs for personnel changes to include, but not limited to: hire, promotion, change in classification, permanent status, anniversary increases, termination.
- K. Ensures that notices for all probationary and annual evaluations are distributed in a timely manner.
- L. Generates notifications of upcoming permanent appointments and coordinates receipt of extension memoranda for notification to the Civil Service Board.
- M. Completes surveys; responds to letters.
- N. Prepares correspondence for signature.
- O. Coordinates the development of interview questions to fill civilian vacancies; ensures that interview questions are submitted to the Testing & Validation Division of the Department of Human Resources for review and approval.
- P. Distributes incoming mail as appropriate.
- Q. Maintain the sworn employee evaluation system and the integrity of the information therein.
- R. Assists the Administrative Assistant in assignments related to CALEA.
- S. Performs other related duties as required.

**DUTIES AND RESPONSIBILITIES OF MEMBERS**

(Continued)

**Clerk II**

The duties and responsibilities of the Clerk II include the duties and responsibilities of the Clerk I, but not are not limited to the following:

- A. Answer telephones and assisting callers.
- B. Assist walk-in clients with their requests for service and/or information.
- C. Coordinates, organize and organizing and purging files in accordance with local and statue statues.
- D. Logs, reviews and responds to all public records requests in GovQA; oversees the review of personnel files.
- E. Coordinates with the supervisors of the Field Training Officer (FTO) Program to ensure all employees assigned to the program are accounted for and in the correct assignment.
- F. Assists the Administrative Aide I with probation extension calculations.
- G. Maintains the sworn employee evaluation system, On-Target Performance Management Plus, to include all evaluation periods, supervisors, assignments and shifts.
- H. Issues department parking decals to employess as appropriate.
- I. Performs other related duties as required.

**DUTIES AND RESPONSIBILITIES OF MEMBERS**

(Continued)

**Clerk I**

The duties of the Clerk I are as follows:

- A. Obtains assignment information on probationary employees.
- B. Purges unit files with personnel files.
- C. Keeps files on current employees up-to-date by filing requisite documents.
- D. Sorts and alphabetizes documents.
- E. Reviews files for duplication and redacts confidential information.
- F. Prepares files for inspection/review by redacting confidential information and removing the confidential sub-files from the personnel file.
- G. Makes copies as needed
- H. Answers telephones and provides information as requested regarding unit operations; routes calls as necessary.
- I. Routes payments received for duplication services to the Records Unit for processing.
- J. Prepares all personnel and unit files for storage or scanning.
- K. Assists in responding to request for production from the Law Department or other departments.
- L. Performs other related duties as required.



# City of Miami



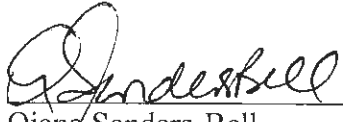
EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

#### POLICIES

- I. The Personnel Unit shall be responsible for ensuring that all annual and probationary evaluation reports are sent out on a timely basis, completed and returned to the unit.
- II. The Personnel Unit shall be responsible for processing all PAFs to ensure that all changes of status and pay matters are properly recorded. This unit is responsible for generating a variety of PAFs such as appointments, resignations, dismissals, suspensions, etc. This unit is also responsible for ensuring that longevity and annual increases are granted to employees per the collective bargaining agreements.
- III. The Personnel Unit shall be responsible for processing all interdepartmental transfers, change of addresses and name changes.
- IV. The Personnel Unit shall be responsible for the upkeep of all personnel files as well as the administrative unit files. This unit will also respond to all public records requests.
- V. All personnel assigned to the unit are responsible for knowing and complying with these SOPs, with the Departmental Orders, collective bargaining agreements and with all written policies and procedures relating to their employment.

  
\_\_\_\_\_  
Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date 1/9/2019



# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.**            **1**

**SUBJECT:**    **CIVIL SERVICE BOARD RESPONSIBILITIES**

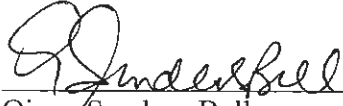
**PURPOSE:**    To provide guidelines for dealing with Civil Service Board responsibilities.

**SCOPE:**        The unit shall have a representative at the Civil Service Board meeting whenever appropriate.

The unit shall prepare appropriate correspondence to the Civil Service Board in the following instances:

#### **I.    EXTENSION OF PROBATION**

- A.    When a unit requests for an extension of the probationary period of an employee, a memorandum shall be written to the Executive Secretary of Civil Service Board from the Personnel Unit Commander.

  
\_\_\_\_\_  
Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date 11/9/2019



**STANDARD OPERATING PROCEDURES: S.O.P. 1**

(Continued)

This memorandum shall briefly state the reasons for the extension, the current extension date, and the length of the requested extension. This request must be heard by the Board prior to the extension of the probationary period.

**II. REQUEST FOR RE-EMPLOYMENT**

- A. When an ex-employee who left in good standing wishes to be considered for re-employment, he/she shall make a written request to the Chief of Police to the Executive Secretary of the Civil Service Board. The request shall contain a brief history of the employee and the request to place his/her name on the re-employment register.

This unit shall also assist the Assistant City Attorney for Civil Service matters with research, information, and production of documents regarding personnel issues.

# City of Miami



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City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.**            2

**SUBJECT:**    **REPRESENTATION OF DEPARTMENT ON PERSONNEL MATTERS**

**PURPOSE:**    To provide representation for the Department on personnel related issues.

**SCOPE:**        The Unit Commander shall represent, or designate a unit member to represent, the Department in court, meetings and hearings with state and federal agencies, meetings with other City departments, and other occasions as needed.

The unit shall provide a properly briefed designee to represent the Police Department as necessary. This individual shall behave in a professional manner at all times. The designee shall inform the Unit Commander of any matters of importance to the Department arising from such occasions.

Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date 1/9/2019



# City of Miami



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City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.** 3

**SUBJECT:** MAINTAIN AND UPDATE EXPERIENCE, EQUIPMENT AND MATERIALS

**PURPOSE:** To optimize the efficiency of the unit.

**SCOPE:** The Unit Commander, in conjunction with the Unit Supervisor, as a matter of course, will investigate new technology, methods and training to find ways to improve functioning and keep up-to-date with current laws, equipment, and techniques.

All unit members will be encouraged to attend training courses and attend seminars and conventions when appropriate.

The Unit Supervisor(s) is responsible for exploring new technology and funding sources for updating the unit.

Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date 1/9/2019



# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.** 4

**SUBJECT:** VACATION SCHEDULE

**PURPOSE:** To schedule vacations with minimal disruption to the functioning of the Unit.

**SCOPE:** Employees will schedule their vacations so that not more than two cross-trained members of a unit is absent at a time. All pending assignments must be completed or sufficiently briefed before commencing said vacation.

The Unit Commander will be responsible for approving vacation requests. When requests conflict, the earliest date in which the request was submitted will prevail.

Supervisors will schedule their vacations so that at least one (1) of the two (2) is on duty at any given time.

Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date 1/9/2019



# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.**            5

**SUBJECT:**    TELEPHONE MANNERS

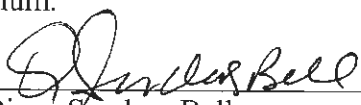
**PURPOSE:**    To ensure that all incoming calls are handled politely and efficiently.

**SCOPE:**        All incoming phone calls are to be answered in conformity with applicable departmental order or applicable Administrative Procedures as issued by the City Manager.

If the phone call is for someone other than the recipient, put the caller on hold and call the person he/she wants to speak with. If the recipient of the call doesn't pick up, go back to the caller and ask to take a message, or ask if someone else can assist.

If a message is taken, repeat back the message and phone number taken. The person taking the call is responsible for getting the correct name and number and routing the message to the appropriate person.

Personal calls are to be kept to a minimum.

  
\_\_\_\_\_  
Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date 11/9/2019



# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.**        6

**SUBJECT:**    AUDIT REQUESTS

**PURPOSE:**    To provide guidelines for the submission of audit requests for departmental employees.

**SCOPE:**        Copies of all position audits shall be maintained in the Personnel Unit.

- A.    Requests for audits will be submitted to the Department of Human Resources by the Personnel Unit Commander via a Classification Questionnaire.

Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date 1/9/2019





# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.**            7

**SUBJECT:**    **ADMINISTRATIVE AND UNIT FILES**

**PURPOSE:**    Maintenance of all unit correspondence and unit files of all unit personnel.

**SCOPE:**        Administrative files will be kept in conformance with the Departmental filing system. Files will be kept up to date. Files older than two years may be microfilmed or scanned to save space.

Unit files on all unit personnel will be maintained. When new employees enter the unit, their unit files will be obtained from their previous location as applicable.

\_\_\_\_\_  
Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date 1/9/2019



# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

S.O.P. 8

SUBJECT: EMERGENCY MOBILIZATION/HURRICANE PREPAREDNESS

PURPOSE: To provide guidelines concerning the duties and responsibilities of the Personnel Unit in the event of a state of emergency within the City of Miami.

SCOPE: In the event of any situation in the City of Miami which results in a threat to the general safety of the public, which necessitates the implementation of the Emergency Mobilization Plan, the Personnel Unit shall be mobilized under the following guidelines:

### EMERGENCY MOBILIZATION

If the situation arises during the business day, Personnel Unit employees will report to the Unit office and wait for their assignments. Should the emergency occur during off duty hours, the Commander will notify unit personnel. Each member shall be responsible for retaining a copy of the Emergency Mobilization List at all times.

Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date

1/9/2019



**STANDARD OPERATING PROCEDURES: S.O.P. 8**

(Continued)

**II. HURRICANE PROCEDURES**

In the event that the department enters into hurricane preparations, the following steps shall be taken in addition to those specified above. These steps shall be taken when it appears that a hurricane is approaching and likely to hit as notified through the Chain of Command.

- A. Personnel shall do a file backup for pertinent data on USB or external hard drive and secure in locked file cabinet;
- B. Electrical equipment (computers, printers, scanners, etc.) shall be moved away from the windows as much as possible and covered in plastic;
- C. All files cabinets shall be locked;
- D. Small items shall be removed from desk tops and secured;
- E. All unit employees who have a gymnasium locker will empty same;
- F. The Unit Commander will brief supervisors on any special assignments for personnel and ensure the unit Emergency Mobilization List (EML) is updated with correct home addresses and best contact information;
- G. Once the employees have been directed to go home, efforts should be made to monitor storm conditions and take precautions as provided via the media. When the threat has passed, employees shall contact the Emergency Operations Center (EOC) Commander for instructions as to when nonessential personnel are to return.

# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.** 9

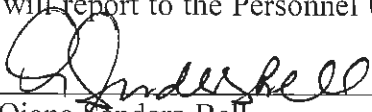
**SUBJECT:** PROCESSING NEW EMPLOYEES – SWORN

**PURPOSE:** To provide guidelines for hiring new Recruits and Certified Officers.

**SCOPE:** Procedures for hire of candidates into sworn positions.

#### 1. RECRUITS/CERTIFIED OFFICERS

- A. The Recruitment and Selection Unit will notify the Personnel Unit upon the successful completion of the background, medical process and approval to hire from the Office of Equal Opportunity and Diversity Programs (EODP), providing the name of each candidate via red-line memorandum.
- B. The Personnel Unit will contact the candidate to advise of reporting date, time and location. A 'New Hire' notification is distributed to: Deputy Chief, Chief of Administration Division, Executive Officer to the Police Chief, Internal Affairs, Office of Emergency Management (OEM), FIPO, Computer Support, Personnel Unit, Payroll Unit, Training Unit, Staffing Unit, Recruitment and Selection Unit.
- C. On the date of hire, all new hires will report to the Personnel Unit for a new hire orientation.

  
\_\_\_\_\_  
Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date 1/9/2019



**STANDARD OPERATING PROCEDURES: S.O.P. 9**

(Continued)

- D. The Administrative Aide I, or designee, will prepare a packet of all forms needed by new employees. The Administrative Aide I will explain each form and answer all questions. Upon completion, each form will be reviewed for errors.
- E. Forms to be included in packet:
  - 1. Employee Enrollment Data Sheet, Direct Deposit (ACH) Authorization, City of Miami Fire & Police Officers' Retirement Trust ("F.I.P.O.") Enrollment Form, City of Miami Sexual Harassment Policy, City of Miami Workplace Violence Policy, City of Miami Sick Leave Policy, City of Miami Loyalty Oath Form, Employee Evaluation Addendum Form, Temporary Parking Authorization memorandum.
  - 2. The new hires are given copies of the completed forms above. The original ACH form is retained until an individual employee identification number ("IBM") is issued.
  - 3. A copy of the F.I.P.O Trust Enrollment Form is provided to the F.I.P.O. Administrator.
- F. The new hires are escorted to the Training Unit for sign in.
- G. A Hire PAF is submitted in the Oracle System, with attachments to include: NEOGOV requisition, Clearance to Hire memorandum, and medical clearance, on the same day as the reporting date.
- H. Upon receipt of the PAF committed in the Oracle system, an IBM is issued. An e-mail notification is sent to all pertinent units to include the employee name and the assigned IBM.

**STANDARD OPERATING PROCEDURES: S.O.P. 9**

(Continued)

- I. Upon completion of the above, the packet will be forwarded to the file room and the Clerk I, or designee, will create a personnel file for each recruit or sworn personnel (Personnel File). Distribution of all forms will be made as appropriate.

# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.**        10

**SUBJECT:**    **PROCESSING NEW EMPLOYEES – CIVILIAN SELECTION AND HIRE**

**PURPOSE:**    To establish guidelines for interviewing and onboarding civilian applicants.

**SCOPE:**        To ensure the department follows the directives stipulated in the Labor Management Policy 3-92 and performs efficient onboarding of civilian employees in accordance with applicable City and department policies and procedures.

- A.    Names of new applicants are referred from the Department of Human Resources on a certification list identifying the candidates eligible for selection. The employment application, and attached documents, for each candidate is maintained in the NEOGOV applicant tracking system. This is the process for each budgeted and vacant position.

Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date 6/13/2019



**STANDARD OPERATING PROCEDURES: S.O.P. 10**

(Continued)

- B. The Commander of the Unit where the vacancy exists will review the applications and select those individuals to be interviewed. Selection for interviews should be based on qualifications suited to the job. A representative sample by race/ethnic group and gender should be interviewed. The Personnel Unit Commander will make the final approval.
- C. The Personnel Unit HR Liaison (“HR Liaison”) will contact each applicant selected for an interview by telephone and email to: 1) determine continued interest in said position; 2) confirm date, time and location of said interview; 3) document interview declines or cancellations.
- D. The HR Liaison will follow the procedures established by the Labor Management Policy ( LMP) 3-92 regarding the selection of interview panels.
- E. After the applicants have been interviewed, the interview monitor will submit a memorandum to the Chief of Police with the results of the process. A copy of the memorandum is distributed via email to the Chief(s) of Police, Unit Commander(s) and Supervisor(s). The original memorandum and certification list is picked up from the Department of Human Resources.
- F. The certification list will be signed off by the Personnel Unit Commander and sent to the Office of Equal Opportunity and Diversity Programs (“EODP”) with the names and ethnicity of the interviewing panel, along with any supporting documentation. A selection code will be made on the certification list of the candidates who were interviewed, not selected, and selected for hire. After reviewing the certification list, the EODP will email the final copy of approved certification list to the Personnel Unit Commander and assigned HR liaison.



**STANDARD OPERATING PROCEDURES: S.O.P. 10**

(Continued)

- G. Where applicable, the candidate(s) selected to continue in the process will be forwarded to the Recruitment and Selection Unit for background processing (if not completed prior to interviews) or forwarded to the Health Services Unit to be scheduled for medical processing. The HR Liaison will log the selected candidate(s) in the Candidate Tracking Log.
  - 1. Candidates actively employed in an established job classification family, and are employed with the department, will not be required to undergo a background investigation (i.e., Clerk I in MPD being processed for Clerk II will not be forwarded to Recruitment and Selection).
- H. Upon clearing the background or medical, the selected for hire candidate(s) are advised of rate of pay, in accordance with the collective bargaining agreements and the next steps in the hiring process. The salary will be confirmed according to the classification range, and an offer letter will be drafted by the assigned HR liaison and then routed through the chain of command up to the Division Chief for signature.
- I. The Personnel Unit will contact the candidate to advise of reporting date, time and location. A 'New Hire' notification is distributed to: Deputy Chief, Chief of Administration Division, Executive Officer to the Police Chief, Internal Affairs, Office of Emergency Management (OEM), FIPO, Computer Support, Personnel Unit, Payroll Unit, Staffing Unit, Recruitment and Selection Unit, Hiring Unit.
- J. On the date of hire, all new hires will report to the Personnel Unit for a new hire orientation.
- K. The Administrative Aide I, or designee, will prepare a packet of all forms needed by new employees. The Administrative Aide I

**STANDARD OPERATING PROCEDURES: S.O.P. 10**

(Continued)

will explain each form and answer all questions. Upon completion, each form will be reviewed for errors.

- L. Forms to be included in packet:
  - 1. Employee Enrollment Data Sheet, Direct Deposit (ACH) Authorization, City of Miami Beneficiary Form, City of Miami Sexual Harassment Policy, City of Miami Workplace Violence Policy, City of Miami Sick Leave Policy, City of Miami Loyalty Oath Form, Employee Evaluation Addendum Form, Temporary Parking Authorization memorandum.
  - 2. The new hires are given copies of the completed forms above. The original ACH form is retained until an individual employee identification number ("IBM") is issued.
- M. The new hires are escorted to the assigned unit for sign in.
- N. A Hire PAF is submitted in the Oracle System, with attachments to include: NEOGOV requisition, Clearance to Hire memorandum, and medical clearance, on the same day as the reporting date.
- O. Upon receipt of the PAF committed in the Oracle system, an IBM is issued. An e-mail notification is sent to all pertinent units to include the employee name and the assigned IBM

# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.** 11

**SUBJECT:** RE-EMPLOYMENT OF PREVIOUS SWORN PERSONNEL

**PURPOSE:** To provide guidelines for the re-employment of sworn employees who have honorably separated from City Service.

**SCOPE:** The following S.O.P., based on correspondence with the Office of Labor Relations and the Department of Human Resources, in accordance with the collective bargaining agreement and Civil Service Rules, will provide guidelines to the Police Department for re-hiring honorably separated sworn personnel.

- A. The employee wishing to be re-hired must write a letter to the Chief requesting to be re-hired.
- B. The Chief of Police signs off agreeing that the former employee be processed for rehire.

Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date 1/9/2019



**STANDARD OPERATING PROCEDURES: S.O.P. 11**

(Continued)

- C. The Personnel Unit will then request a register certification list from the Department of Human Resources to include the former employee seeking reemployment.
- D. The individual must have a current valid State Certification as a Police Officer at the time of application for re-hire.
- E. If said re-hired Police Officer was on probation when honorably separated, he/she shall serve a full eighteen months probationary period.
- F. Said re-hired Police Officer, if permanent when honorably separated, shall serve a twelve-month probationary period.
- G. The re-hired Police Officer shall be given no seniority credit for service rendered prior to the date of resignation.
- H. Seniority credit for examination purposes may be re-instated by the Civil Service Board. It shall be the responsibility of the individual to seek approval of the Board.
- I. A full background investigation is conducted.
- J. If the former employee clears the background process, a disposition code of "H" is assigned.

# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.** 12


**SUBJECT:** PERSONNEL MATTERS WITHIN THE POLICE DEPARTMENT

**PURPOSE:** To place the responsibility for personnel matters within the Personnel Unit.

**SCOPE:** All Department members are required to coordinate all personnel matters through the Personnel Unit.

A. Personnel matters relating to this S.O.P. are:

1. Hiring of all civilian and sworn personnel;
2. Probation Extension;
3. Leaves of Absence;
4. Salary Increases;
5. Promotions/Advancements;
6. Demotions;
7. Transfers;
8. Dismissals/Separations;

  
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Commander  
Personnel Unit

Effective Date 1/9/2019



**STANDARD OPERATING PROCEDURES: S.O.P. 12**

(Continued)

9. Retirements;
  10. Evaluations;
  11. Audits;
  12. Interviews;
  13. Any other related action
- B. The Personnel Unit will act as liaison between the following Departments, Human Resources, Budget, and Finance on all personnel matters.

# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.** 13

**SUBJECT:** SALARY INCREASES

**PURPOSE:** To provide guidelines for supervisory personnel when evaluating employees due for their salary increase.

**SCOPE:** Salary increases are given to all City employees in accordance with the applicable collective bargaining agreements, City policies and procedures, and written directive by the City Manager or designee.

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Commander  
Personnel Unit

Effective Date 1/9/2015



**STANDARD OPERATING PROCEDURES: S.O.P. 13**

(Continued)

- A. Salary increases are processed for employees based upon the collective bargaining agreement, written directive by the City Manager or designee, or City policies and procedures.
- B. If the increase is approved, a PAF will be submitted in Oracle with attachments, as appropriate.
- C. Guidelines for Disapproval of Salary Increases via Performance Evaluation.

These are broad guidelines for the disapproval of annual salary increases, but they are not the only reasons. The supervisor must use good judgment when identifying/documenting deficient performance or behavior. The salary increase can be delayed or denied for the reasons below, but not limited to:

- 1. Negligence or inefficiency in the performance of job duties.
- 2. Misuse of sick leave privileges or excessive tardiness;
- 3. Failure to follow reasonable direction given by his/her supervisor or general orders;
- 4. Abusive language towards the public or City officials.
- 5. Insubordination or misconduct.
- 6. Any other behavior which brings discredit on the Department.



**STANDARD OPERATING PROCEDURES: S.O.P. 13**

(Continued)

- D. Upon receipt of a disapproval of an annual salary, a PAF will be submitted indicating the delay or denial and the period of time before the increase can be reconsidered. The delay or denial must be communicated to the employee in accordance with applicable collective bargaining agreements and City policies and procedures.

# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.** 14

**SUBJECT:** PREPARATION AND ROUTING OF PERSONNEL ACTION FORMS

**PURPOSE:** To Personnel Unit shall process Personnel Action Forms (“PAF”) on all appointments, terminations, resignations, retirements, leave of absences, suspensions, plus items and return to duty.

**SCOPE:** The Personnel Action Forms (“PAF”) are created and maintained by the Department of Human Resources and are a tool used to document specific employment actions of an employee.

- I. Preparation of PAFs
  - A. In processing PAFs, the pertinent data, such as, position classification, occupational position number, salary information, and effective dates, and attachments shall be entered in the Oracle Personnel System.
- II. Routing
  - A. The original PAF shall be routed and approved electronically as follows:

Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date 1/9/2019



**STANDARD OPERATING PROCEDURES: S.O.P. 14**

(Continued)

Personnel Action PAF:

1. Submit in Oracle, with applicable documents attached;
2. The Personnel Unit Commander reviews the PAF for correctness and approves the action;
3. The Administration Division Chief reviews the PAF and approves the action;
4. The Deputy Chief reviews the PAF and approves the action;
5. Three (3) additional levels of review must be approved by the Department of Human Resources;
6. One (1) level of review must be approved by the City Manager or designee;
7. The final level of review must be approved by the CMLA Approver (system administer).

Plus Item PAF:

1. Submit in Oracle, with applicable documents attached;
2. The Administration Division Chief reviews the PAF and approves the action;
3. The Deputy Chief reviews the PAF and approves the action.

Manual PAF:

1. Submit approved form via Outlook, with applicable documents attached;
2. The Personnel Unit Commander reviews the PAF for correctness and approves the action;

**STANDARD OPERATING PROCEDURES: S.O.P. 14**

(Continued)

3. The Section Major reviews the PAF and approves the action by forwarding the email to the CMIA Approver email address with “approved” with the sole comment in the email;
  4. Two (2) additional levels of review must be approved by the Department of Human Resources;
  5. One (1) level of review must be approved by the City Manager or designee;
  6. The final level of review must be approved by the CMIA Approver (system administrator).
- B. When the PAF is fully processed in Oracle or Outlook, a copy of the PAF and the applicable attachments is placed in the employee personnel file and recorded in the electronic Personnel Action log.
- C. With the exception of Plus Items and salary increase PAFs, all advancements, terminations, resignations, dismissals, promotions, retirements, etc., are published in the Official Bulletin on a monthly basis. The personnel actions are listed by type and in chronological and alphabetical order, and submitted through the chain of command up to the Division Chief for approval and publishing.

# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.** 15

**SUBJECT:** REQUESTING TO FILL A POSITION

**PURPOSE:** To outline the preparation and routing of the form(s) for processing.

**SCOPE:** A requisition shall be completed for each vacant or new, budgeted position in the NEOGOV system. This form is to be completed when an employee leaves a classification/position for any reason, and as budgetarily approved.

A. The requisition shall include the following:

1. Requisition Number
2. Department
3. Division
4. Occupational Code
5. Title

Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date 1/9/2019



**STANDARD OPERATING PROCEDURES: S.O.P. 15**

(Continued)

6. Salary and Pay Range
  7. Number of Vacancies
  8. Position Number
  9. Desired Start Date
  10. Assigned Hiring Manager
  11. Supporting documentation.
- B. The NEOGOV requisition is completed, and forwarded to the following for approval:
1. Hiring Department Director or designee (Personnel Unit Commander);
  2. Budget Analyst or designee;
  3. Budget Director or designee;
  4. Human Resources Liaison;
  5. Human Resources Director or designee,

Once approved in NEOGOV the requisition is assigned a number associated with the fiscal year.

# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

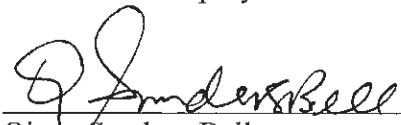
**S.O.P.** 16

**SUBJECT:** PERFORMANCE EVALUATIONS, CIVILIAN PERSONNEL

**PURPOSE:** Performance ratings serve multiple purposes:

- A. To assess performance;
- B. To correct deficiencies;
- C. To serve as an instrument for employee development;
- D. To serve as a motivational tool;
- E. To determine permanent appointment;
- F. To reward compensation (anniversary increases).

**SCOPE:** Evaluating job performance is a critical task/job component for every supervisor. It is a process that requires open communication between employee (ratee) and supervisor (rater) in order to develop position goals, objectives and performance standards against employee performance which can be fairly appraised. It is a two-way process that must allow for effective communication between supervisor and employee.

  
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Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date 11/9/2019



**STANDARD OPERATING PROCEDURES: S.O.P. 16**

(Continued)

**I. PROBATIONARY EMPLOYEES**

- A. The Performance Appraisal Form is sent out on all full-time probationary employees, distributed electronically monthly to the Division Chief and the assigned administrative support staff. The form, a red-line memorandum listing evaluations due, is emailed by the 20<sup>th</sup> of each month.
- B. The form is to be completed each month of the required probationary period.
  - 1. Promotion; advancement; or change in classification -  
For employees with prior permanent status in a classified service position, the appraisal form is submitted once a month for a period, not less than six months nor more than twelve months. (Unless approved by the Civil Service Board for an extension beyond the twelve months).
    - a. After the initial six months of probation, supervisors may recommend permanent appointment on any subsequent evaluation.
- C. The appraiser and employee must sign the form before sending it thorough the chain of command. The Department director/designee must sign the appraisal before returning it to the Personnel Unit. The original monthly evaluations are maintained in the department personnel file.



**STANDARD OPERATING PROCEDURES: S.O.P. 16**

(Continued)

**II. EXTENSION OF PROBATIONARY PERIOD**

- B. The supervisor must inform the Personnel Unit of the need for a probation extension in writing. The Personnel Unit shall be responsible for formally recommending probationary extensions to the Civil Service Board.
    - 1. Civil Service Rules provide that no probationary periods shall be extended beyond the limits, except upon approval of the Board.
    - 2. The Personnel Unit shall initiate extension procedures upon receipt of one of the following:
      - a. A memorandum from the recommending Unit stating the employee's name, date of employment, classified position, and reason for extension.
      - b. A probationary evaluation report containing a recommendation for extension.
  - C. Required procedure for Probationary Reports shall be as follows:
    - 1. It is the responsibility of each supervisor to ensure that all probationary employees under their command are evaluated monthly.
    - 2. Three months prior to the end of the probationary period, the Personnel Unit will generate a memo to the employee's Unit Commander to determine if an extension of probation is needed.
- Note: The above memorandum and/or evaluation must be received prior to the end of the probationary period.
- 3. The Personnel Unit shall prepare and submit a memorandum recommending extension of probation to the

**STANDARD OPERATING PROCEDURES: S.O.P. 16**

(Continued)

- Civil Service Board prior to the end of the probationary period.
- a. This memorandum shall be sent to the Executive Secretary of the Board from the Personnel Unit Commander.
  - b. Timeliness is imperative. The memorandum must be received by the Civil Service Office no later than the Thursday morning prior to the Board meeting and prior to the end of probation.
4. Upon receipt of confirmation from the Civil Service Board that an extension matter has been scheduled on the Board agenda, the Personnel Unit shall:
- a. Confirm that Department representative(s) shall be properly prepared and represented at the meeting, and the concerned employee is properly notified of the board meeting date, time and location.
5. Copies of all memoranda relating to extensions shall be placed in the employee personnel file.
- a. Notes shall also be made in the appropriate Probationary Evaluation Tracking log.
  - b. Notations shall also be made on the appropriate access Probationary Evaluation Tracking log.

**III. PERMANENT EMPLOYEES**

- A. The Performance Appraisal Form is sent out annually on all full-time employees on their rank date in accordance with the applicable collective bargaining agreement. The form is distributed electronically to the Division Chief and the assigned administrative support staff. The form, a red-

**STANDARD OPERATING PROCEDURES: S.O.P. 16**

(Continued)

line memorandum listing evaluations due, and applicable APMs are emailed by the 20<sup>th</sup> of each month.

- B. The appraiser and employee must sign the form before sending it thorough the chain of command. The Department director/designee must sign and note if he/she concurs or does not occur with the appraisal before returning it to the Personnel Unit. The original annual evaluation is maintained in the Department of Human Resources. A copy is retained in the personnel file.

**IV. UNSATISFACTORY SERVICE RATINGS**

- A. Any annual evaluation for classified employees indicating overall unsatisfactory performance (i.e. rating of 1.49 or less) shall be separated, listed on a cover memorandum, and forwarded immediately to the Civil Service Board.
- B. Under Rule 13 of the Civil Service Rules, an automatic hearing will be scheduled relating to all unsatisfactory service ratings, and the decision of Civil Service Board shall be final and shall be duly recorded in the permanent records of the department and Board. The Executive Secretary shall, in writing, properly notify the employee of the Boards' decision.

# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.** 17

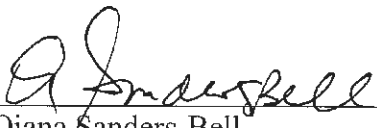
**SUBJECT:** PERFORMANCE EVALUATIONS, SWORN PERSONNEL, PERFORMANCE MANAGEMENT PLUS (PMP).

**PURPOSE:** Performance ratings serve multiple purposes:

- A. To assess performance;
- B. To correct deficiencies;
- C. To serve as an instrument for employee development;
- D. To serve as a motivational tool;
- E. To determine permanent appointment;
- F. To reward compensation (six-month, step increases).

**SCOPE:** PMP is a customized (electronic) performance evaluation system for sworn personnel that allows for the evaluation of tasks, policies and proficiencies for sworn positions. Each of the performance measures has a standard of performance describing how well the task, policy or proficiency must be performed in order to meet performance standards. These statements provide the raters with a baseline to compare the employees to, and serve to make the ratings more uniform and consistent regardless of the rater.

This rating system is based on a job task analysis specific to the job being evaluated.

  
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Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date 1/9/2019



**STANDARD OPERATING PROCEDURES: S.O.P. 17**

(Continued)

**I. PROBATIONARY EMPLOYEES**

1. Employees hired or advanced as Police Recruits, the probationary period of service is based on date of hire and shall not be less than 18 months nor more than 24 months unless extended by the Civil Service Board. The requirements to complete the probationary period are outlined in the applicable collective bargaining agreement. Probationary evaluations are to be submitted monthly.
2. Employees hired or advanced as certified police officers shall serve a probationary period of service not less than 12 months nor more than 18 months unless extended by the Civil Service Board. The requirements to complete the probationary period are outlined in the applicable collective bargaining agreement. Probationary evaluations are to be submitted monthly.
3. Employees advanced or promoted to the ranks of Sergeant, Lieutenant or Captain shall serve a probationary period of not be less than 6 months nor more than 12 months unless extended by the Civil Service Board. Probationary evaluations are to be submitted monthly.

**III. EXTENSION OF PROBATIONARY PERIOD**

- A. See SOP 16 (II)

**III. PERMANENT EMPLOYEES**

1. Sworn employees will be electronically evaluated on an annual basis in accordance with the collective bargaining agreement.
2. Notices of evaluation due will be sent out electronically.
3. The evaluation ratings are to be completed and a hard copy of the evaluation form is to be signed by the employee, appraiser, and Department Director or designee.

**STANDARD OPERATING PROCEDURES: S.O.P. 17**

(Continued)

The form is to be sent through the employee's chain of command to the Personnel Unit.

4. Disciplinary and exemplary, commendable behavior should be documented on the evaluation form.

**IV. UNSATISFACTORY SERVICE RATINGS**

- A. Any annual evaluation for classified employees indicating overall unsatisfactory performance (i.e. rating of 1.49 or less) shall be separated, listed on a cover memorandum, and forwarded immediately to the Civil Service Board.
- B. Under Rule 13 of the Civil Service Rules, an automatic hearing will be scheduled relating to all unsatisfactory service ratings, and the decision of Civil Service Board shall be final and shall be duly recorded in the permanent records of the department and Board. The Executive Secretary shall, in writing, properly notify the employee of the Boards' decision.

# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.** 18

**SUBJECT:** PROCEDURES FOR HANDLING NAME CHANGE

**PUSPOSE:** To establish guidelines for the correct methods of handling name changes.

**SCOPE:** Procedures and guidelines for completion of all name changes for department employees.

- A. Before a "Change of Name" can be handled by the Personnel Unit, the employee must:
1. Bring a copy of the new Social Security Card to the Personnel Unit for forwarding to the City of Miami Payroll Department with all necessary paperwork needed to have all official city records changed to his/her new name.
  2. Complete and sign a new Withholding Certificate (Form W-4).
  3. Complete new Police I.D. and Key Card Authorization Form.

Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date 1/9/2019



**STANDARD OPERATING PROCEDURES: S.O.P. 18**

(Continued)

4. Provide a memorandum to the Personnel Unit Supervisor. There must be an original and seven copies of the memorandum. The copies will be sent to:
  - a. Computer Support
  - b. Pension (Sworn)
  - c. Insurance (Sworn)
  - d. Police Payroll
  - e. Credit Union (Sworn)
  - f. Department of Human Resources
  - g. Personnel File (original)
  - h. Property
  - i. One Percent Fund (Sworn)
  
- B. The Personnel Unit will correct the name on the employee personnel file folder.
  
- C. The Personnel Unit will then have all name changes placed in the Official Bulletin.
  
- D. All sworn personnel must submit either a marriage certificate, divorce decree or court order, which will be distributed by Police Payroll to the Department of Law Enforcement, Division of Standards and Training, in Tallahassee.



# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.** 19

**SUBJECT:** PROMOTIONS

**PURPOSE:** To provide guidelines for the promotion of sworn personnel.

**SCOPE:** Procedures for promotion of sworn personnel in classified position.

The Department of Human Resources recommends examination processes for the promotional ranks of Police Sergeant, Lieutenant and Captain to the Chief of Police for input and approval. The examination processes are comprised of multiple components with each component assigned a designated weight.

The promotional examination processes are implemented to generate eligible registers from which names are certified to the Police Department for selection to the promotional ranks in accordance with Civil Service Rules and the collective bargaining agreement.

Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date 1/9/2019



**STANDARD OPERATING PROCEDURES: S.O.P. 19**

(Continued)

- A. A list of eligible applicants is established by the Department of Human Resources.
- B. The Personnel Resource Management Section Commander will notify the Personnel Unit Commander of the intent to promote and needs a certification list.
- C. In preparation for promotional hiring, the Personnel Unit Commander, or designee, prepares the requisition in NEOGOV. The number of vacancies listed on a certification list is dependent on the number of approved vacancies.
- D. Upon full approval of the requisition in NEOGOV, the Personnel Unit Commander will request a certification list
- E. Promotional certification lists are coded and signed by the Personnel Unit Commander for the Chief of Police or designee. The list is submitted to the Office of Equal Opportunity & Diversity Programs for review and approval.
- F. Once the certification list is signed by the Officer of Equal Opportunity & Diversity Programs, the promotions are then official.
- G. The Personnel Unit prepares the PAFs effecting the promotions.
- H. The scheduling the promotional ceremony will be handled by the Office of the Chief of Police unless otherwise directed.

## ANNEX A

### PROMOTIONAL APPLICATION PROCESS

Candidates seeking appointment to the promotional ranks of Police Sergeant, Lieutenant and Captain must submit an employment application with the Department of Human Resources during the designated recruitment period for the promotional rank for which applications are accepted. Failure to complete and submit the employment application form will result in candidate's non-participation in the promotional process.

Candidates who participate in promotional examination processes and do not attain a qualifying score (i.e., fail to place on the eligible register), may re-apply when a subsequent promotional process is announced, and applications are once-again accepted.

For initial appointments to the executive staff ranks (i.e., Major, NET Commander, Executive Officer to the Chief of Police, etc.) must submit an employment application. An employment application is required for and applies to the first executive appointment only. The completed, original application must be submitted to the Commander of the Personnel Unit for review. The completed, original application is forwarded to the Records Unit in the Department of Human Resources. Employees appointed to higher level executive ranks are not required to submit an employment application for said classification.

# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.** 20

**SUBJECT:** CLEARANCE FOR TERMINATION OF EMPLOYMENT

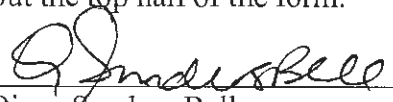
**PURPOSE:** To provide guidelines for termination of employees under both honorable and dishonorable conditions.

**SCOPE:** Department specific form used to provide uniform documentation of any type of separation of employment, for any type of employment classification.

A. "Clearance For Termination of Employment" by employees and Departmental organizational elements involved.

1. The employee or designee will:

- a. Pick up the "Clearance For Separation of Employment ('Pink Slip') from the Personnel Unit.
- b. Ensure the Personnel Unit representative has completely fill out the top half of the form.

  
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Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date 1/9/2019



**STANDARD OPERATING PROCEDURES: S.O.P. 20**

(Continued)

- c. Proceed to each organization division/section listed on the form, obtain signatures indicating that all accounts and/or City property assigned is properly returned and accounted for.
  - d. Return the completed form to the Personnel Unit. Sign and date the bottom of the form in the space indicated.
2. Each organization division/section will:
- a. Have authorized person check, very closely, items involved within its scope that may be outstanding in connection with the separating the employee.
  - b. Have an authorized person sign where indicated when all items are accounted for in the scope of his/her division/section.
  - c. Should the authorized person signing the release fail to account for any missing equipment or receivable assigned to this employee, the person signing this release will be held responsible for the outstanding item(s). Should the employee not have the equipment or receivable, a Request of Lost or Damaged Equipment Form must be submitted to the Personnel Unit before processing the separation.
  - d. Appointed Staff and Managerial/Confidential employees may be signed out by the Chief of Police or in the Chief's absence, the Acting Chief of Police.

**STANDARD OPERATING PROCEDURES: S.O.P. 20**

(Continued)

3. Upon obtaining releases from all concerned, the employee will report back to the Personnel Unit with the completed form where he/she will turn in the assigned identification/access card.
  4. An exit interview is required for all separations except in the instance of termination and for executive staff. The exit interview is conducted by a representative of the Records Unit in the Department of Human Resources.
  5. A notification of resignation must be addressed to the immediate supervisor or Chief of Police, signed by the employee and include an effective date of the resignation.
  6. In the instance of service retirement from the DROP, a notice of retirement must be addressed to the Chief of Police, signed by the employee, and include an effective date of the retirement.
- B. Upon receipt of the completed pink slip, separation notice, and Request for Replacement of Lost and Damaged Equipment Form (where applicable), a separation PAF will be submitted in Oracle with the following attachments:
1. Oracle Employee History printout
  2. Oracle Employment Summary printout
  3. Authorization To Release Final Paycheck form
- C. The Personnel Unit Commander will make a record of the position number, assigned division/section/unit of the vacancy.

**STANDARD OPERATING PROCEDURES: S.O.P. 20**

(Continued)

- C. If the terminated employee is prohibited from the premises or unable to personally complete the required forms, the last payout check, if available, will be held by the Payroll Unit Coordinator until the employee or an authorized representative completes the sign-out procedure.
  
- D. If the terminated employee refuses to sign-out but has already received his/her last paycheck, the remaining paperwork will not be sent out until the employee or authorized representative completes the process. If no cooperation is forthcoming within one (1) month, a member of the Personnel Unit contacts the Major of the last assigned unit and it will be assigned to a unit representative to complete. If all obligations of the employee have been fulfilled, the termination process will proceed. If any obligations remain, the termination process will not proceed, and the terminated employee will be notified of such.

# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

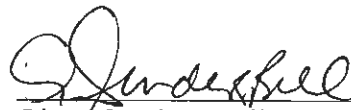
### STANDARD OPERATING PROCEDURES

**S.O.P.** 21

**SUBJECT:** STATUS REPORT

**PURPOSE:** To provide guidelines on the preparation and distribution of the Status Report.

- SCOPE:**
- A. The Status Report is maintained monthly by the Personnel Unit Commander to provide an up-to-date record of budgeted and vacant positions in the department.
  - B. The report will be copied and distributed to Staff members, Section Commanders and Supervisors as requested.

  
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Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date 1/9/2019





# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.** 22

**SUBJECT:** JOB ANNOUNCEMENT BULLETINS

**PURPOSE:** To provide guidelines for the distribution of Job Announcement Bulletins.

**SCOPE:** All Civil Service Job Announcement Bulletins are posted on the City of Miami Employment page on the main website ([www.miamigov.com](http://www.miamigov.com)) and emailed to all HR Liaisons in the Personnel Unit as identified by the Department of Human Resources.

- A. Employees are responsible for completing electronic job notification cards correlating to the jobs interest.
- B. When a job announcement bulletin is posted on the website, those with a correlating job interest card will be notified of the recruitment period. It is the responsibility of the employee to submit an employment application during the recruitment period, for each position of interest.

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Qiana Sanders-Bell  
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Personnel Unit

Effective Date 1/9/2019



# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.**            23

**SUBJECT:**    APPOINTMENT AND PROMOTION OF RELATIVES

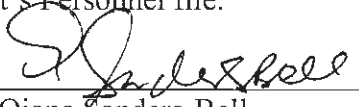
**PURPOSE:**    To provide guidelines concerning the appointment or promotion of relatives to ensure compliance with Florida State Statute 112.3135.

**SCOPE:**            I.     **Promotion, Advancement, Employment**

A public official may not appoint, employ, promote, or advance, or advocate for appointment, employment, promotion, or advancement, in or to a position in the agency in which he or she is serving or over which he or she exercises jurisdiction or control of any individual who is a relative of the public official. (Florida Statute 112.3135 (1989).

II.    **Promotions and Advancements**

A.    All communications requesting consideration of applicant shall be recorded on a memorandum A.V.O. in the applicant's Personnel file.

  
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Commander  
Personnel Unit

Effective Date 1/9/2019



**STANDARD OPERATING PROCEDURES: S.O.P. 23**

(Continued)

- B. Any promotion or advancement of a Department member's relative shall be reported to the Chief of Police for forwarding to the Department of Human Resources for determination of whether said action is a violation of State Statute.
  
- C. The Personnel Unit Commander is responsible for reporting possible violations in promotions and advancements to the Chief's office, that he/she becomes aware of.

**III. Hiring**

- A. The Backgrounds Unit is responsible for notifying the Chief of Police of possible violations in hiring.

# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.** 24

**SUBJECT:** ABSORBING LAY-OFF PERSONNEL FROM OTHER CITY DEPARTMENTS

**PURPOSE:** To establish guidelines and procedures for the smooth transition of City employees referred from other departments as the result of lay-offs.

**SCOPE:** Procedures for processing lay-off personnel from other city Departments.

- A. The employee to be laid-off receives a memo from the Department of Human Resources advising them to report to the Police Department within a specific timeframe. The Personnel Unit is copied on the memo and may contact the director of the concerned department to ascertain if the employee has been informed of the lay-off.
- B. Never initially contact the employee without obtaining employee notification confirmation.

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Personnel Unit

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**STANDARD OPERATING PROCEDURES: S.O.P. 24**

(Continued)

- C. When contact is made, the employee is brought to the Police Department as soon as possible to begin the background procedure.
- D. A PAF will be prepared by the Department of Human Resources only after Recruitment and Selection clears the employee from the background investigation in writing.

# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.** 25

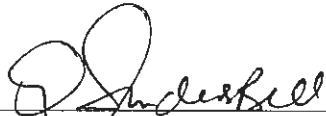
**SUBJECT:** ADVANCEMENTS

**PURPOSE:** To provide guidelines for the advancement of civilian personnel.

**SCOPE:** Procedures for the advancement of civilian personnel through the use of an eligible register.

I. When a vacancy for a classified service position, which is to be filled through the use of a certified list of eligible candidates, is authorized budgetarily, the following guidelines shall be followed. Depending on budgetary constraints, selection of applicants thus may be limited to departmental or city employees or may be open to all applicants.

A. The same steps shall then be followed as for "Processing New Employees-Civilians Selection and Hire, S.O.P. 10, A-F.

  
\_\_\_\_\_  
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Personnel Unit

Effective Date 1/9/2019



# City of Miami



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## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.** 26

**SUBJECT:** SUPPLEMENTAL PAY

**PURPOSE:** To establish procedural guidelines for the processing of supplemental pay, i.e., F.T.O. Pay, Motorcycle allowance, S.W.A.T. Pay, etc.

**SCOPE:** Employees are entitled to receive supplemental pay when actually performing the duties entitling them to such pay, in accordance with collective bargaining agreements, and when said entitlement is properly communicated to the Personnel Unit. It is the employee's responsibility to see that proper and prompt notice is given to the Personnel Unit when they become eligible for such pay as well as when they cease to be eligible for such pay.

#### A. NOTICE

1. Notification for the purposes of supplemental pay shall consist of a red line memorandum, from the employee's supervisor, to the Personnel Unit Commander, including the effective date.

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Personnel Unit

Effective Date 1/9/2019



**STANDARD OPERATING PROCEDURES: S.O.P. 26**

(Continued)

B. PROCESSING

1. Upon receipt of said notification, the Personnel Unit shall complete the appropriate PAF, giving or removing the stipulated pay.
2. If notice to the Personnel Unit has been delayed for any reason, appropriate procedures for retroactive pay, and/or overpayment shall be instituted.

C. AUDITS

1. Once per quarter, the Personnel and Payroll Units will conduct independent audits on all employees receiving a supplemental pay to ensure said employees remain entitled to the payment. If discrepancy is identified, a red-line memorandum is generated listing the name of the employee, IBM/employee, pay supplement, and the date of the deactivation.



# City of Miami



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## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.** 27

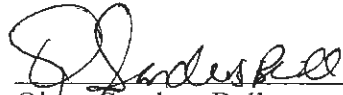
**SUBJECT:** LEAVE OF ABSENCE

**PURPOSE:** To provide guidelines of processing leave of absence requests as provided in the applicable collective bargaining agreements, Civil Service Rule 15, Departmental Order, City policies and procedures.

**SCOPE:** Procedures to process leave of absence for employees.

#### 1. MILITARY LEAVE

- A. Upon receipt of an employee military documentation, for other than training purposes, the employee is responsible for submitting a Request for Military Leave (Form CS/AL 001) through the chain of command up to the Department Director/Designee for signature. The form and a copy of the orders documentation should be submitted to the Civil Service Board at least two (2) weeks prior to the employee reporting date, if possible.
- B. Upon approval from the Civil Service Board, the Personnel Unit will generate the PAF placing the employee on a military leave of absence with or without pay, as designated by the employee.

  
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Personnel Unit

Effective Date 1/9/2019



**STANDARD OPERATING PROCEDURES: S.O.P. 27**

(Continued)

- C. Supplemental pay will begin on the thirty-first day of deployment. The supplemental pay will bring the employee base City salary, combined with the military salary, to the equivalent level earned at time of deployment. This pay shall remain for the duration of deployment and return from military while waiting for reemployment with the City of Miami, in accordance with Administrative Policy 1-05. The Personnel Unit will calculate the rate of pay, document the calculation in a "Note to File" memorandum, and generate a PAF reflecting same.
- D. Upon discharge, and in accordance with Uniformed Services Employment and Reemployment Act ("USERRA"), the employee must submit a Request for Reemployment Following Military Leave Form (Form CS/AL 002), a red line memo to the Civil Service Board requesting to be reinstated, and a copy of the discharge orders through their chain of command, up to the Department Director/Designee for signature. All documents must be submitted to the Civil Service Board for approval. It is the responsibility of the employee to follow through and make sure the paperwork is received by the Civil Service Board.
- E. Upon approval from the Civil Service Board, the Personnel Unit will generate the PAF placing the employee on active assignment, with all plus items restored.

**STANDARD OPERATING PROCEDURES: S.O.P. 27**

(Continued)

2. FAMILY MEDICAL LEAVE

- A. Unpaid Leave of Absence – Pursuant to Family Medical Leave Act (“FMLA”) of 1993, (“FMLA”) employers will provide unpaid job-protected leave to “eligible” employees for certain family and medical reasons as provided by FMLA, Dade County Ordinance and applicable collective bargaining agreements.
- B. For any anticipated requests for leave of one day or more (except for Military Leave) the employee must fill out a Family and Medical Leave Act (FMLA) Request (Form C-CM/LR 401). This leave form must be approved by the Department of Human Resources prior to the time taken off.
- C. A FMLA Request must be completed without delay on any employee who, because of circumstances not anticipated, requires an emergency leave without pay, or who has exhausted all of their ill or vacation time. This form must include a reason why it was not submitted in advance.
- D. The employee will forward the request to the Labor Relations Unit in the Department of Human Resources.
- E. After approval by the Director of Human Resources, a copy of the request will be sent to the Personnel Unit.
- F. The Personnel Unit will generate the PAF placing the employee on a FMLA leave of absence. If the request exceeds 90 calendar days, a Request for Extended Leave (Form C-PM/AL 405) must be completed by the employee, along with a red line memo. All documents must be

**STANDARD OPERATING PROCEDURES: S.O.P. 27**

(Continued)

distributed through the chain of command up to the Chief of Police for approval.

- G. Employees requesting a leave of absence without pay during the required probationary period shall have the probationary period extended for the same period of time without pay in accordance collective bargaining agreements.
  
- F. Upon return from leave, the Personnel Unit will generate the PAF placing the employee on active assignment, including any time without pay.

# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

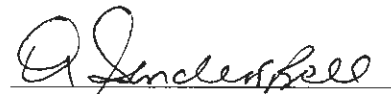
**S.O.P.** 28

**SUBJECT:** RESERVE POLICE AND VOLUNTEER POLICE PROGRAMS

**PURPOSE:** To provide guidelines for processing Reserve Police Officers and Police Officer Volunteers.

**SCOPE:** Procedures to process retired Officers or volunteer Officers.

- A. The Reserve or Volunteer Officers, upon notification of clearance from the Background Unit and the Health Services Unit are processed as follows:
1. Information on each Reserve or Volunteer Officer is received from the Community Relations Section.
  2. Reserve or Volunteer Officer information is entered in Oracle Database as contingent workers. Each contingent worker is assigned a unique Volunteer Reserve Officer ("VRO") number.
  3. The VRO number is maintained in Oracle and an Excel database.

  
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Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date 1/5/2019



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**STANDARD OPERATING PROCEDURES: S.O.P. 28**  
(Continued)

4. Community Relations notifies the Personnel Unit when a Reserve Officer or Volunteer Officer is not active in or separated from the program.
5. Upon notification, the contingent worker designation is terminated in the Oracle and the Excel databases.

# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.** 29

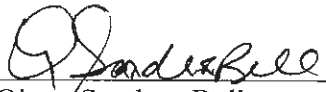
**SUBJECT:** POSITION AUTHORIZATION REQUEST

**PURPOSE:** To provide guidelines for processing the Position Authorization Request ("PAR") Form.

**SCOPE:** The PAR Form is used when abolishing, changing, adding a position, freezing or unfreezing, or funding change. This includes any change affecting occupation code and/or position number.

The PAR is completed as follows:

1. Department
2. Request Number, if applicable
3. Request Date
4. Position Number

  
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Personnel Unit

Effective Date 1/9/2019



**STANDARD OPERATING PROCEDURES: S.O.P. 29**

(Continued)

5. Audit Number if applicable
6. If filled, Employee name
7. Social Security Number
8. Type of action
9. If filled, Employee name
10. Social Security Number
11. Type of action
12. Funding Effective date, if applicable
13. Items 10 through 13 and 15 are completed with the appropriate information.
14. If the position is, or will be, split among more than one Department, Item 18 is completed accordingly.
15. The Personnel Unit Commander checks the form for completeness and accuracy prior to signing for the form and then forwards the form to the Business Management Section Commander for signing.
16. The original PAR is sent to the Budget Analyst in the Office of Management & Budget via interoffice for processing.



# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.** 30

**SUBJECT:** RETIREMENT BADGES

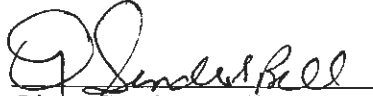
**PURPOSE:** To provide guidelines for ordering retirement badges.

**SCOPE:** A PAF will be generated by the Personnel Unit to initiate the ordering of badges for retiring employees.

A PAF shall also be generated by the Personnel Unit for employees taking vested rights when recommended by their Division Chief and/or approved by the Chief of Police. However, there shall be no honorary promotion for this type of separation.

A. BADGES

1. Sworn badges are ordered only for Sworn Personnel by the Quartermaster of the Property Unit upon retirement, vested rights, stolen lost.

  
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Personnel Unit

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**STANDARD OPERATING PROCEDURES: S.O.P. 30**

(Continued)

2. For retiring employees, the rank to be ordered will be as follows:

<u>Employee's Actual Work Rank</u>	<u>Retirement Badge Rank</u>
Assistant Chief	Assistant Chief
Major	Assistant Chief
Captain	Major
Lieutenant	Captain
Sergeant	Lieutenant
Police Officer	Sergeant

# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

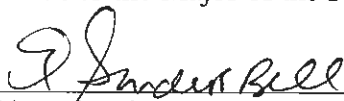
**S.O.P.** 31

**SUBJECT:** PROMOTIONAL CEREMONIES

**PURPOSE:** To assist with promotional ceremonies.

**SCOPE:** Upon being informed of the date and time of a promotional ceremony, the Personnel Unit will take the following steps to facilitate the ceremony.

1. Prepare promotional letters and applicable certificates for the employees being promoted to the ranks of: Sergeant, Lieutenant and Captain.
2. Prepare promotional certificates for the employees being promoted to the ranks of: NET Commander, Major, Executive Officer to the Chief of Police, Sergeant-At-Arms, Assistant Chief.
3. The promotional letters and certificates are delivered to the Office of the Chief of Police for signature.
4. Letters and promotional certificates signed by the Chief of Police are given to the Administrative Aide to the Major of the Personnel Section.

  
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Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date 1/9/2019



**STANDARD OPERATING PROCEDURES S.O.P. 31**

(Continued)

5. The personnel file of employees promoted to Executive positions is organized, prepared and delivered to the Office of Chief of Police.
  
6. Prior to commencing the ceremony, the room where the ceremony is being held is inspected to ensure that there is an area and table available to display the badges and promotional certificates. The items are handed out in alphabetical order by rank.

# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.** 32

**SUBJECT:** PERSONNEL RECORDS

**PURPOSE:** To provide guidelines for the consistent and organized compilation, recording, and keeping of personnel information that is determined to be relevant and necessary to the Department and its administration.

**SCOPE:** Personnel records and information will be compiled, recorded, and filed by Personnel Unit employees. By virtue of where and how they are recorded and kept, there will be three (3) essential and main sources of personnel records and information.

#### 1. PERSONNEL DATA

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Personnel Unit

Effective Date 1/9/2019



**STANDARD OPERATING PROCEDURES: S.O.P. 32**

(Continued)

A. INFORMATION SOURCES

Personal Data Form, Personnel Action Form.

Documents when include, but are not limited to: Name, IBM, employee number, social security number, race, sex, height, weight, date of birth, marital status, date of employment, addresses and phone numbers for accident notification, nearest relative, and name of beneficiaries.

II. PERSONNEL FILES

A. For each employee, there is an accordion file with six (6) internal manila folders.

B. The external flap of the accordion file is labeled with the following information: year of hire; last name, first name, middle initial or name; IBM/employee number, last four digits of SSN. The label is created using ColorBar Software.

C. Each internal manila folder is labeled with the appropriate heading, as follows: Personnel Actions, Evaluations, Commendations and Reprimands, Medical, Miscellaneous and Confidential.

III. PERSONNEL ACTIONS LOG

A. CONTENTS

Digital log, organized by year and month, containing all personnel actions such as: resignations, retirements, dismissals, advancements, promotions, new employees, name changes, deaths, etc.

# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.**        33

**SUBJECT:**    **REVIEWING PERSONNEL FILES**

**PURPOSE:**    To provide control of personnel files, security for sensitive investigations and compliance with Florida State Statutes ("F.S.S.") addressing confidentiality.

**SCOPE:**        A.    Employee's Review of personnel files:

1.    Contact Personnel Unit Commander or designee, presenting proper identification.
2.    After signing the File Review log, the file will be provided. An area within the Personnel Unit will be available for review of file.
3.    File must not be taken out of the Personnel Unit and no papers may be removed, except to get copies made by the designated Personnel staff.

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Commander  
Personnel Unit

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**STANDARD OPERATING PROCEDURES: S.O.P. 33**

(Continued)

4. Upon completion of the review, the file will be returned to the Personnel Unit Commander or designee and the log will be signed indicating return of the file.
- B. Supervisor Review of Personnel files:
1. Contact Personnel Unit Commander or designee requesting file or files for review.
  2. Sign log for files to be reviewed.
  3. File is reviewed by Personnel Unit and confidential information is removed. (Confidential information as defined in F.S.S. 119).
  4. Files must not be taken out of the Personnel Unit and reviewers may not remove any papers. An area will be provided for reviewing files.
  5. Upon completion of review, return folder(s) to the Personnel Unit Commander or designee who signs the file back in the log.
- C. For Department Disciplinary Review Board (“D.D.R.B.”) use, follow Section B with the following exception:
1. File may be removed from the Personnel Unit for official use after signing the log. The file must be returned on the same day, by the close of business.



**STANDARD OPERATING PROCEDURES: S.O.P. 33**

(Continued)

- D. Review of personnel files in sensitive investigations by the Internal Affairs Unit:
  - 1. Contact the Personnel Unit Commander or designee.
  - 2. Request the appropriate file.
  - 3. Without revealing the file of interest, remove same review in a private place within the Personnel Detail area.
  - 4. If necessary to remove file from the Personnel Unit, complete the end tab "Out Guide" reflecting the name of the assigned Internal Affairs Sergeant.
  - 5. The Internal Affairs Investigator will then sign a confidential checkout log maintained by the Personnel Unit Commander or designee. Medical information will be removed.
  - 6. Upon completion of investigation or need of file, it must be returned to the Personnel Unit Commander or designee.
  
- E. For Recruitment and Selection use, follow Section B with the following exceptions:
  - 1. File may be removed from the Personnel Unit for official use after signing the log.
  - 2. The file need not be reviewed for the removal of confidential information. Medical information will be removed.

# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.** 34

**SUBJECT:** PUBLIC RECORDS REQUESTS AND SUBPOENAED RECORDS

**PURPOSE:** To provide procedures for processing public records requests in compliance with statutory and Departmental requirements. Public records include all tangible materials and/or documents made or received in the course and scope of official department business.

**SCOPE:** Public records requests and subpoenas are processed in accordance with Florida law.

- A. All public records requests for personnel records shall be coordinated by the Unit Supervisor or designee who will route same to the Records Custodian for the department for clearance. Pre-employment records requests and official departmental requests (e.g., annual salary review, D.D.R.B., etc.) need not be routed through the Legal Advisor. However, when the request comes through the Public Information Office ("PIO") it shall be the responsibility of the PIO to clear the request with the Legal Advisor.

Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date 11/9/2019



**STANDARD OPERATING PROCEDURES: S.O.P. 34**

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- A. After the Legal Advisor has approved a request, all records or duplicates will be forwarded to the Records Custodian for the department.
  - B. Unless directed otherwise by the Legal Advisor, the records to be provided shall be reviewed and confidential information shall be redacted. Only the confidential information shall be redacted on a specific document.
  - C. Private (personal) requests made by department/city employees shall be subject to the same procedures as other public records requests, the sole exception being a request for one's own personnel file. An employee is entitled to one (1) copy of his/her own personnel file at no charge. Any requests, for another employee file or for any other records, shall be subject to the clearance and duplication fees delineated in F.S.S. 119.
- II. Subpoenas for records. All subpoenas for records, to include payment and distribution, shall be coordinated by the Records Custodian who will route same to the department Legal Advisor for clearance.

**STANDARD OPERATING PROCEDURES: S.O.P. 34**

(Continued)

- A. Subpoenas for the Public Defender's office shall be handled as above with the following exceptions:
  - 1. After clearance by the Legal Advisor, a copy of the subpoena shall be sent to the Assistant State Attorney handling the case with a brief explanatory note advising them of what is provided.
  - 2. To reduce office interruptions, Public Defender subpoenas are generally complied with by making copies of the requested records and notifying the requesting attorney that the copies are ready to be picked up. The Public Defender's office is billed monthly for the copies provided during that period. They shall be billed at the County rate of fifteen cents (\$.15) per page. If the request is usually large, rushed or otherwise unusually burdensome, the bill may also include a labor/research charge at the County rate of twenty-four (\$24.00) per hour.
  
- B. Subpoenas for records from the State Attorney's office will be processed as above with the following exceptions:
  - 1. No notice of the subpoena needs be given to opposing counsel unless the Legal Advisor directs otherwise.
  - 2. There is no charge for copies provided to the State Attorney's office.

# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.** 35

**SUBJECT:** DISPOSITION OF UNIT PERSONNEL FILES

**PURPOSE:** To establish a standardized means of preserving personnel information contained in "Unit" personnel files.

**SCOPE:** Every Unit within this Department maintains a "Unit File" for all employees assigned to that Unit. Throughout an employee's career with this Department, the "Unit File" follows them to each new assignment. A great deal of information contained in the Unit file can be found in no other file maintained by this Department. Thus, upon termination of employment, the Unit file must be reviewed in accordance with the following procedure.

A. Service Retirement, Disability Retirement, Resignation:

1. During the clearance procedure for termination of employment, the Unit Commander will ensure that Commander will ensure that the Employee's "Unit File" is forwarded to the Personnel Unit.

Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date 1/9/2019



**STANDARD OPERATING PROCEDURES: S.O.P. 35**

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2. The Unit file will be reviewed by a representative of the Personnel Unit and the following documents will be removed for preservation by this Department:
  - a. Proficiency/Deficiency reports.
  - b. Field Training evaluations and reports.
  - c. Memoranda addressed to "File"
  - d. All documents relating to injury and/or disability.
  - e. Any other document containing information not already contained in the Personnel file.
3. Following review, the employee will be provided with his/her "Unit File", excluding the documents removed during the review. The "Unit File" is, at this point, the personal property of the employee and may be given to him/her.

B. Dismissal

1. During the clearance procedure for termination of employment the Unit Commander will ensure that the Employee's "Unit File" is forwarded to the Personnel Unit.
2. In every case involving dismissals the entire "Unit File" will be preserved with the Department's file.
3. Upon request, the employee may review his/her files and receive copies of any documents contained therein at no charge.

# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.** 36

**SUBJECT:** CONFIDENTIAL INFORMATION

**PURPOSE:** To regulate the release of confidential employee information protected by Florida State Statute 119.07

**SCOPE:** The release of confidential information follows the provisions allowed by public records law.

- A. Confidential information consists of the home addresses, telephone numbers, and photographs of active or former law enforcement personnel; the home addresses, telephone numbers, photographs, and places of employment of the spouses and children of active or former law enforcement personnel; and the names and locations of schools attended by the children of active or former law enforcement personnel; any information leading to the above in accordance with F.S.S. 119.071.

Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date 1/9/2019



**STANDARD OPERATING PROCEDURES: S.O.P. 36**

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- B. Confidential information on past or present, sworn or civilian, department employees, will not be released except for official police business. Departmental employees who need this information for official reasons may have access. City personnel requesting such information must need it for official City business in order for it to be released.
  
- C. Official requests and subpoenas:
  - 1. Confidential information may be released to departmental personnel requesting such information for official purposes (i.e., I.A. investigations, updating of emergency contact lists, notification of next of kin, etc.)
  
  - 2. Subpoenas and requests for information regarding ex-employees.
    - a. When a request is made by an authorized employee of the State Attorney's office and/or the U.S. Attorney's office, the request will be routed to the Department's legal advisor to determine the appropriate course of action.
  
    - b. Confidential information on past or present sworn departmental employees will not be released to non-law enforcement agencies.
  
    - c. When a request is made by any non-law enforcement agency or representative, the request shall be routed to the Department's Legal Advisor to determine the appropriate course of action.



# City of Miami



ARTHUR NORIEGA, V  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.** 37

**SUBJECT:** STORAGE AND DISPOSAL OF EX-EMPLOYEE PERSONNEL FILES

**PURPOSE:** To provide guidelines for the disposition of ex-employee personnel files after they have been microfilmed or scanned.

**SCOPE:** Personnel files on ex-personnel are public records and shall be preserved by the department in accordance with the State of Florida Records Retention Schedule (GS1-SL). Due to space consideration, files on employees who have separated from the employment with the City for more than five (5) years are stored on microfilm or scanned.

It is the responsibility of the Personnel Unit to coordinate the preparation of the files, microfilming/scanning and the notification to the State of Florida of their microfilming and intention to destroy hard copies. It is the responsibility of the Clerk I to prepare the files for microfilming and scanning.

Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date 6/9/2020



**STANDARD OPERATING PROCEDURES: S.O.P. 37**

(Continued)

A. PROCEDURES

1. Personnel files of ex-employees are gathered alphabetically for the separation year being worked on. Usually a sufficient quantity of files to fill 3-4 cartons are prepared at a time.
2. The Clerk shall remove all staples, paper clips and duplicates and insert title pages identifying whose employee file it is and which section follows (e.g., Mary Smith; Evaluations; Medical; etc.).
3. The personnel files shall be stored in a location that maintains the integrity of the original documents and true copies of original documents.
4. Once the files are prepared, the unit supervisor shall send a memorandum to the Records Unit requesting that the files be microfilmed. The detail supervisor shall also complete a Records Destruction Request form indicating "Microfilming" or "Scanning" and "Destruction" and send it to the State of Florida, Bureau of Archives. When the records have been microfilmed, the Records Destruction Request form has been returned from Tallahassee and the microfilm has been reviewed, the hard copies may then be shredded.
5. A master list of microfilmed records is maintained by the Personnel Unit. When a group of employee files has been microfilmed, those names are incorporated into the Master list.

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**STANDARD OPERATING PROCEDURES: S.O.P. 37**

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6. The personnel files of ex-employees not included in the microfilmed master list will be scanned into Laserfische and saved as an individual file.

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7. The individual electronic file will be labeled by LAST name, FIRST name, MIDDLE name (if applicable), IBM, and last four digits of the SSN.

# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.** 38

**SUBJECT:** CALEA STANDARDS

**PURPOSE:** To ensure the Personnel Unit provides all documentation prescribed by the Commission on Accreditation for Law Enforcement Agencies (CALEA).

**SCOPE:** Overview of the responsibilities of the of Personnel Unit in satisfying applicable standards as issued by the Professional Compliance Section, Accreditation Detail.

- A. The unit representative will provide documentation on the various standards applicable to the work performed by the Personnel Unit.
- B. A department-wide Workload Assessment and subsequent summary will be initiated in the Personnel Unit and completed by the Personnel Unit Commander at least once every four (4) years. (CALEA 21.2.4 a, b)

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Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date 11/9/2019



**STANDARD OPERATING PROCEDURES: S.O.P. 37**

(Continued)

1. PROCEDURES

- A. Personnel files of ex-employees are gathered alphabetically for the separation year being worked on. Usually a sufficient quantity of files to fill 3-4 cartons are prepared at a time.
- C. The Clerk shall remove all staples, paper clips and duplicates and insert title pages identifying whose employee file it is and which section follows (e.g., Mary Smith; Evaluations; Medical; etc.).
- D. The personnel files shall be stored in a location that maintains the integrity of the original documents and true copies of original documents.
- D. Once the files are prepared, the unit supervisor shall send a memorandum to the Records Unit requesting that the files be microfilmed. The detail supervisor shall also complete a Records Destruction Request form indicating "Microfilming" or "Scanning" and "Destruction" and send it to the State of Florida, Bureau of Archives. When the records have been microfilmed, the Records Destruction Request form has been returned from Tallahassee and the microfilm has been reviewed, the hard copies may then be shredded.
- E. A master list of microfilmed records is maintained by the Personnel Unit. When a group of employee files has been microfilmed, those names are incorporated into the Master list.

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**STANDARD OPERATING PROCEDURES: S.O.P. 38**

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5. The final report may include, but is not limited to the following:
  - a. Previous staffing levels;
  - b. Current staffing levels;
  - c. Significant changes in functions and/or technology;
  - d. Critical Staffing Needs;
  
- C. The Police Chief may use the information provided in the Workload Assessment Summary to adjust staffing and/or technology needs or request funding for same. **(CALEA 21.2.4 c)**

# City of Miami



ARTHUR NORIEGA, V  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.** 39

**SUBJECT:** REINSTATEMENT OF SEPARATED EMPLOYEES

**PURPOSE:** To provide guidelines for reinstating employees who must be returned to employment via a judicial award or settlement agreement.

**SCOPE:** Overview of the responsibilities of the of Personnel Unit in complying with the terms and requirements for a reinstatement in accordance with a judicial award or settlement agreement as issued by the approving agencies/departments.

- A. Receive the signed, executed agreement, award or judgement from the Office of the City Attorney or the Department of Human Resources.
- B. Identify a vacant position number corresponding to the classification and date stipulated in the reinstatement document. If there is not a vacant position as stipulated, a PAR requesting a new position number is provided to the Office of Management and Budget along with the executed document.
- C. Create and submit a NEOGOV requisition listing the position number, salary amount and effective date as outlined in the signed, executed agreement, award or judgement.

Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date 6/9/2020



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**STANDARD OPERATING PROCEDURES: S.O.P. 39**

(Continued)

- D. Contact the impacted individual to request documents, coordinate background, medical and/or training as outlined in the agreement, award or judgement.
- E. Coordinate the background investigation with the Recruitment and Selection Unit; coordinate the medical exam with the Health Services Detail; coordinate assignment with the Training Unit or Staffing Detail.
- F. Forward the agreement, award or judgement to the Training, Internal Affairs and Recruitment and Selection Units, HR, Finance, MPD Payroll and the applicable pension group.
- G. Upon background and medical clearances, onboard impacted individual to include:
  - 1. Coordinate a physical report to work date as soon as possible or in accordance with the agreement, award or judgement;
  - 2. Forward reinstatement email (same as the new hire/promotion email) listing the physical reporting date and the effective date of the reinstatement;
  - 3. Forward wage/income documents to HR and Finance for calculation of retro/back wages, if applicable;
  - 4. Impacted individual will complete a new Oath of Office; Pension and Final Paycheck Beneficiary forms, 1% Form (sworn), update Employee Data and Emergency Contact forms, and will be provided and sign for APMs on Sexual Harassment, Workplace Violence, Outside Employment. Issue temporary parking pass
  - 5. Escort the impacted individual to the Training Unit.



**STANDARD OPERATING PROCEDURES: S.O.P. 39**

(Continued)

- H. Complete and submit the necessary manual PAFs to include the agreement, award or judgement, approved NEOGOV requisition, medical clearance email, Clearance to Hire memo, reconstructed employee history, retro/back wages calculation.
- I. Complete and submit the necessary Plus Item PAFs in Oracle.
- J. Upon receipt of the committed PAFs, file all documents and send out email the employee IBM number.
- K. Ensure the applicable seniority list(s) is updated.

# City of Miami



ARTHUR NORIEGA, V  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

**S.O.P.** 40

**SUBJECT:** FDLE ANNUAL SALARY INCENTIVE COMPENSATION REPORT

**PURPOSE:** To provide guidelines for the review and submission of the annual report for sworn employees.

**SCOPE:** Overview of the responsibilities assigned to the Personnel Unit in the review and completion of the report in concert with other responsible Units. The Payroll Unit will receive the original packet from the Training and Development Section, make their corrections and then forward the original to the Personnel Unit.

- A. Review the FDLE Annual Salary Incentive Compensation Report and compare information to the Employee Roster report as of the effective date on the report and the necessary corrections, if required.
- B. Request any corrective CJSTC documentation from the Recruitment and Selection Unit, if required.
- C. Submit the report to the Section Major for signature once completed. Section Major will sign and return it to the Personnel Unit.

Qiana Sanders-Bell  
Commander  
Personnel Unit

Effective Date 6/9/2020



**STANDARD OPERATING PROCEDURES: S.O.P. 40**

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- D. The report includes specific instructions of how to make a correction to each category:
  - 1. Social Security Number;
  - 2. Employee Name;
  - 3. Ethnicity and Gender;
  - 4. Date of Birth;
  - 5. Date of Employment
  
- E. The Personnel Unit will submit the completed packet to the recipient via FEDEX and maintain a copy of the report.
  
- F. Annually, the Personnel Unit will provide an Employee Roster report to the Training Unit to ensure all sworn personnel listed on the report is reflective of the personnel in the applicable training database(s).

# City of Miami



ARTHUR NORIEGA, V  
City Manager

## PERSONNEL UNIT

### STANDARD OPERATING PROCEDURES

S.O.P. 41

SUBJECT: RESERVED

PURPOSE:

SCOPE:

