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**CITY OF DULUTH POLICE DEPARTMENT**  
*Standard Operating Procedure*

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<b>Camera Monitor and Operator</b>	<b>S.O.P.#: 63-14</b>
<i>Job Description</i>	

**61-11-01 PURPOSE**

The purpose of this Standard Operating Procedure is to establish the job description for the position of Camera Monitor and Operator.

**61-11-02 JOB SUMMARY**

- A. The Camera Monitor and Operator is responsible for operating emergency and non-emergency police radio, telephone, computer communication systems and camera monitoring systems.
- B. This employee performs a variety of routine and complex public safety administrative and clerical duties affecting the operation of the Department, the maintenance of law and order, the protection of life and property, the prevention of crime and the enhancement of quality of life in the community.
- C. This is a civilian position non-exempt from FLSA. This employee is appointed by the Chief of Police and works under the direction of the Communications Supervisor as the immediate supervisor, and the Uniform Division shift supervisor for operational issues.

**61-11-03 EXAMPLES OF DUTIES**

- A. Monitors surveillance cameras for suspicious, unsafe, illegal, and inappropriate activity to assist with the detection and prevention of crime. Utilizes intelligence data provided by various sources to monitor actual and potential problem areas.
- B. Operates a multi-camera recording system, ensuring all events are recorded. Uses the controls in order to move camera position to cover full viewing range of cameras and/or zoomed in viewing. Operates and uses all equipment in a safe and responsible manner, in order not

to misuse, falsify, corrupt, improperly dispose of, or otherwise compromise the integrity of recorded images, data, or records.

- C. Communicates the need for police or other appropriate responses to suspicious, unsafe, inappropriate, illegal, and/or criminal activity. Assesses situations to determine the importance, urgency, and risks, and make clear and timely decisions.
- D. Exchanges all relevant information with colleagues at shift change and documents activity in a log for review at each shift. Provides intelligence information to supervisor on subjects or areas as requested.
- E. Inspects equipment and software during each shift for failures/faults and operational readiness. Troubleshoots camera operations as required. Timely reports to appropriate personnel any equipment failures/faults and/or needed repairs/maintenance of security camera equipment and software. Maintains written records of all equipment and software failures, faults, repairs, and maintenance.
- F. Searches and retrieves any requested recorded images. Reviews all footage of an incident to extract the maximum amount of information from every camera angle, to be used in investigations, as evidence in court and/or administrative proceedings. Makes still, video or digital copies of requested recorded images as required, making sure to maintain the evidence trail and complete the relevant paperwork.
- G. Provides evidence statements for the police and testifies as a witness in court, as required.
- H. Maintains confidential information and files.
- I. Performs all other lawful duties and tasks as assigned or required.

**61-11-04 KNOWLEDGE REQUIRED**

The employee must have certain knowledge at a level sufficient for them to perform the duties of the job. These knowledges include, but are not limited to:

- A. Knowledge of applicable federal laws, state laws and city ordinances
- B. Knowledge of departmental policies, procedures, directives, rules and regulations

- C. Knowledge of the confidentiality requirements of criminal justice information and criminal history record information
- D. Knowledge of the geography, road network, traffic patterns, crime patterns, public buildings, and emergency facilities of the city
- E. Knowledge of map formats and symbols used in reading maps
- F. Knowledge of GCIC operating procedures, rules and regulations; including the GCIC databases and how they interrelate
- G. Knowledge of radio system signals and codes
- H. Knowledge of Federal Communications Commission rules and regulations pertaining to Public Safety radio users
- I. Knowledge of standard American English grammar, punctuation, and spelling
- J. Knowledge of the principles of mathematics
- K. Knowledge of the criminal justice system
- L. Knowledge of judicial terminology, court systems, and court procedures; especially of the Duluth Municipal Court, and Gwinnett County State and Superior Courts
- M. Knowledge of office procedures
- N. Knowledge of alphabetical and numerical paper and electronic filing systems
- O. Knowledge of interpersonal communication skills, including tactical communication skills
- P. High level of concentration, keen alertness, and an ability to focus on and note relevant details in an organized manner and act appropriately.
- Q. Possess analytical and creative skills to find solutions to problems of limited complexity.
- R. Ability to prioritize tasks calmly under pressured and emergency situations and exercise good judgment in such situations.

- S. Ability to assimilate visual and audible information and accurately record and relay it both verbally and in writing.
- T. Proficient using PC and software applications.

**61-11-05 SKILLS REQUIRED**

The employee must have these skills at a level sufficient for them to perform the duties of the job to Departmental standards. These skills include, but are not limited to:

- A. Communications skills (verbal and written)
- B. Possess analytical and creative skills to find solutions to problems of limited complexity
- C. Skill in the effective and efficient use of office equipment, including, but not limited to: computer, printer, copy machine, telephone and fax machine

**61-11-06 ABILITIES REQUIRED**

The employee must have these abilities at a level sufficient for them to perform the duties of the job to Departmental standards. These abilities include, but are not limited to:

- A. Ability to carry out duties according to federal and state laws and administrative regulations; city ordinances; Departmental policy, procedures, directives, rules and regulations; and external directives
- B. Ability to observe and analyze situations quickly and objectively and, using good judgment, determine an effective and efficient course of action to be taken with due regard to the task, hazards, situation, and circumstance
- C. Ability to communicate effectively with people in a courteous, tactful, and fair manner under all conditions (except when a firmer manner is required)
- D. Ability to prioritize tasks calmly under pressured and emergency situations and exercise good judgment in such situations
- E. Ability to handle difficult and emergency situations in an effective, safe, timely and legal manner

- F. Ability to read, speak, write and spell using standard American English grammar
- G. Ability to assimilate visual and audible information and accurately record and relay it both verbally and in writing
- H. Ability to recall and relate details of incidents in order to prepare written reports and present information to concerned parties
- I. Ability to comprehend radio transmissions and speak clearly over the police radio using proper signals and codes and efficient message construction
- J. Ability to prioritize and handle effectively, efficiently, and simultaneously multiple tasks with computer, phones and police radio
- K. Ability to understand and follow quickly and accurately oral and written instructions and procedures
- L. Ability to successfully complete the Department's training programs following employment/assignment
- M. Ability to read and interpret maps in order to find locations and to give accurate directions
- N. Ability to work well in a high-pressure, multi-tasked environment amid frequent interruptions and to redirect focus of attention to a task after an interruption
- O. Ability to assign priorities to tasks and to reassign priorities as the situation and circumstances change
- P. Ability to search for information from many various sources in order to respond to appropriate and relevant requests or to complete required duties
- Q. Ability to organize information for the employee's own use in their official capacity, and to present it to others for their use
- R. Ability to analyze, plan and organize work
- S. Ability to maintain records within filing systems (file management)
- T. Ability to establish and maintain effective working relationships with a wide range of persons, including: supervisors, peers, subordinates,

other city employees, attorneys, and the general public

- U. Ability to work effectively as an individual and as a team member
- V. Ability to assert self appropriately
- W. Ability to accept responsibility, acknowledge mistakes, and share successes
- X. Ability to adapt to change and changes in work conditions, and work in an environment of growth and innovation
- Y. Ability to perform computer related functions
- Z. Ability to type accurately
- AA. Ability to properly handle confidential information
- AB. Ability to problem solve and make decisions

**61-11-07 PHYSICAL DEMANDS & WORK ENVIRONMENT**

- A. The work is typically performed with the employee sitting at a desk in an office with intermittent standing, walking, kneeling, stretching, squatting, reaching and bending.
- B. The employee must frequently lift and carry very light (less than 5 lbs) files; routinely lift and carry light (5-10 lbs) boxes of paper, forms, supplies or objects; and occasionally lift and carry moderate (10-40 lbs) boxes of paper, forms, supplies or objects.
- C. The employee must:
  1. Use equipment requiring a high degree of psychomotor skills (hand-eye coordination)
  2. Have correctable hearing abilities sufficient to perform job duties
  3. Have correctable binocular vision sufficient to perform job duties, which means: no marked red-green deficiency of color vision, normal depth perception, no significant interference with night vision, no significant loss of peripheral vision and no uncorrectable strabismus which is accompanied by double vision
  4. Have correctable speaking abilities sufficient to perform job

duties

5. Work contains a small element of personal, physical, and psychological risk, and an employee must be able to exercise personal restraint and control in a professional manner and exercise sound judgment independently in emergency situations.
6. The work requires the ability to work rotating shifts and variable hours.

## **61-11-08 EXPERIENCE, EDUCATION, TRAINING, LICENSES & CERTIFICATIONS**

### **A. General Requirement**

The employee is required to have a combination of experience, education, training, licenses and certifications which provides the requisite knowledge, skills and abilities necessary to perform the duties of the job. Failure to obtain and maintain all required certifications, licenses, and commissions as required, or failure to successfully complete all required training may result in discipline, up to and including termination of employment.

### **B. Minimum Requirements**

1. Employees in this position must be at least 18 years of age and must be a United States citizen.
2. A High School Diploma or state-issue G.E.D. is required.
3. The employee must sign a GCIC Awareness Statement regarding confidentiality of criminal justice information and criminal history record information; and abide by the stringent regulations concerning the protection of such information from dissemination to unauthorized persons.

### **C. Desirable Qualifications**

1. Specific experience in public safety communications, office work with phone and experience with radio, telephone or computer equipment is desirable. The ability to work well in a high-pressure, multi-tasked environment and to perform many time-sensitive duties at one time and assign priorities to the work is especially desired.
2. A post-secondary degree, diploma, or course work from a recognized institution in criminal justice, business

administration, public administration, office administration or closely related fields is desirable.

3. Training from a recognized institution or police academy in secretarial science, office administration, accounting, informational systems, communications or closely related areas is desirable.
4. Georgia P.O.S.T. training class/certification/registration as a Communications Officer is highly desirable.
5. Written/spoken fluency in a foreign language is desirable.

**61-11-09 EQUAL OPPORTUNITY EMPLOYER:**

The City of Duluth is an Equal Opportunity Employer. The City will conform with all applicable local, state, and federal laws concerning employment and will not illegally discriminate with regard to age, sex, sexual orientation, gender identity, race, color, religion, national or ethnic origin, disability, genetic information or other legally protected status or classification, except where mandated or permitted by law as a bona fide occupational qualification.

It is the policy of the City of Duluth to provide equal employment opportunity for all applicants and employees. This policy applies to all areas of employment including recruitment, hiring, training, promotion, compensation, benefits, transfer and other terms and conditions of employment.

**61-11-10 AMERICANS WITH DISABILITIES ACT (ADA):**

The City of Duluth, in compliance with the Federal law, will provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are encouraged to discuss potential accommodations with the employer.

**61-11-11 HISTORY OF THIS S.O.P.**

1. This Standard Operating Procedure was originally issued XX/XX/XXXX.

**61-11-12 REFERENCES**