



NOPD SERGEANT WORK-SAMPLE TEST

Test Development and Validation
Civil Service Department

Basic Information

- How long? 3 hours

- When? Wednesday, December 20, 2017

- *Morning Batch: 9a to 12p (Reporting time: 8:30a)*
- *Afternoon Batch: 12p to 3p (Reporting time: 11:30a)*

		Location	
		Tulane Computer Lab	NOPD Training Academy
Time	Morning Batch	Group 1	Group 2
	Afternoon Batch	Group 3	Group 4

- Where?

- *Tulane Computer Lab, Uptown Campus, A.B. Freeman School of Business #7 McAlister Place -- Room 1110*
- *NOPD Training Academy, 4650 Paris Avenue, New Orleans, Louisiana 70122*

Format

- Computer-based: Typing your answers in a Microsoft Word or a [fillable PDF](#) document
- 5-7 items required to be addressed:
 - Administrative tasks
 - Specific scenarios
 - Writing exercises
 - Report reviews
 - **NOTE:** There is no oral or audio/visual component to this test.
- On the day of the test:
 - Reporting time is 30 minutes before the test begins.
 - Cell phones or radios will not be allowed. If brought to the testing room, they will have to be deposited with the Civil Service staff.
 - Once you sign in on the day of the test, you will be assigned a specific computer in the lab.

Process

■ Before:

- You will receive a large envelope and a thumb drive. The envelope will include all the work-sample material. And, the thumb drive will include the documents you will need to type in your responses.
- The proctor assigned to your lab will read out the instructions. Then, he/she will walk you through how to insert the thumb drive into the system to access your response sheets from there.

Process

■ During:

- Using the material given in the envelope, you will type your responses in the response sheets.
- You are required to save those sheets with your candidate ID in the same thumb drive.
- If you face any technical difficulty, raise your hand to get proctor's help.

Process

■ After:

- Once you have finished the work-sample test, call the proctor who will then help you collect all the material.
- If you are assigned to the morning batch at either locations, you may be required to wait until everyone from the second batch reports to the test.

Broad Knowledge, Skills, and Abilities (KSAs)

- Ability to understand **core law enforcement duties**
- Ability to understand and comply with **NOPD Policies and Procedures**
- Ability to work with **computers and NOPD-specific technology**
- **Leadership and supervision skills**
- **Planning and organization skills**
- **Situational judgment/Crisis management skills**
- **Interpersonal interaction/Relationship management skills**
- **[Written] Communication skills**

NOPD Sergeant Duties and Responsibilities

- Schedules officers' assignments based on available personnel, and reads assignments off the daily lineup during roll call.
- Identifies errors and deficiencies in written reports and provides feedback and instruction.
- Reprimands officers to correct inappropriate behavior, outlines expectations, and initiates disciplinary action when necessary.
- Investigates disciplinary problems and writes the appropriate information in the subordinates personnel files.
- Creates reports and presents them to superior officers.
- Respond to citizen complaints about officers by talking to the citizens and addressing their concerns personally.
- Issues and explains written and oral orders to officers concerning duties that must be performed.

NOPD Sergeant Duties and Responsibilities

- Communicate with officers and citizens to solve problems and defuse tense situations.
- Presents prepared material during roll call to train officers and to improve their job performance.
- Responds to the scene of major incidents in order to direct the placement of cars, preserve the crime scene and evidence, assign and supervise personnel, and determine if cars from other districts are needed.
- Supervises the gathering of evidence and provides technical advice to officers to ensure that evidence is properly handled.
- Assists in the investigation of major crimes and ensures that investigations are thoroughly and properly completed.

Frequently Asked Questions (FAQs)

- **I wasn't taking notes during the orientation. Where can I get access this information?** After this session is over, you will receive a copy of this presentation deck via email.
- **I have never used a flash drive before. Is there a way I can practice using it or know more about it?** Yes, here's a YouTube video that shows how to use a flash drive: <https://www.youtube.com/watch?v=LRi2EuVU7JM>. This video has all the information you need on the day of your test.
- **What if I am still unsure of how to use the flash drive; would I be allowed to ask for help during the test?** Depends on what you are asking help for. The proctors will be able to provide you general instructions on what needs to be done/where you should go in the system.

Additional FAQs

- **What happens if I face additional technical difficulties during the test?** Now, this is a slight variation of the previous question. But, if your screen freezes or computer accidentally shuts down, you will have to let the proctor know immediately. We would have already run a thorough check on the systems for everything, so ideally that shouldn't happen. If there are any technical issues, beyond our expertise to resolve them, we will have an IT personnel on site to take care of them. The candidate will be allotted additional time to compensate for the lost time.
- **If I am assigned to the Tulane location, How do I get there? Where can I park?** The parking passes are \$5 each and can be purchased from Parking Services in building 103 on the campus map (which will be provided later). You can purchase them in advance or they can be purchased the morning of the test. Parking Services opens at 8am.

Additional FAQs

- **When will I know the results of this exam?** The process following the test administration will require us to solicit external assessors to score your test responses. This will take time depending on various factors, so answering this question is difficult at this point.
- **Will I receive feedback on my performance on the test?** Yes, all of you will be given a short period for requesting one-on-one feedback where we will go over your work-sample test scores, areas of strengths and weaknesses that the overall performance on the examination revealed. It will be open to all the candidates.

ANY QUESTIONS?

Thank you!