



ALBUQUERQUE POLICE DEPARTMENT
GENERAL ORDERS

1-85 (Formerly 6-2)

Effective: 09/06/2023 Review: 09/06/2024 Replaces: 02/25/2022

1-85 RECRUITING UNIT

Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):

A. Related SOPs

[3-41 Complaints Involving Department Personnel](#)

B. Form(s)

[PD 1002 Ride-Along Form](#)

[PD 2409 No Score Physical Abilities Test \(PT\) Form](#)

C. Other Resource(s)

Americans with Disabilities Act of 1990

APDonline.com

Recruiting Unit Operations Manual

D. Rescinded Special Order(s)

SO 22-58 Amendment to SOP 1-85 Recruiting Unit; Collateral Recruiters

1-85-1 Purpose

The purpose of this policy is to outline the rules, roles, and responsibilities of the Albuquerque Police Department's (Department) Recruiting Unit in implementing the Department's Strategic Recruitment Plan. The plan is to increase the number of qualified applicants from the community who enter the selection process to become police officers or Police Service Aides (PSA). The Department shall consider applicants for employment without regard to race, color, religion, national origin, disability, age, gender, sexual orientation, medical condition, Vietnam Era, or disabled veteran status.

1-85-2 Policy

It is the policy of the Department to recruit applicants for employment and to provide clear guidance and objectives when applying the Strategic Recruitment Plan.

N/A

1-85-3 Definitions

A. APD Interest Card Application

A web-based application that a person completes during the initial steps of the hiring process when seeking to become a police officer which automatically assesses the applicant for eligibility to continue in the hiring process based on pre-determined criteria programmed into the application.



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B. Experienced APD Police Officer

A currently New Mexico state-certified law enforcement officer with former APD experience. Applicants must not have been separated for more than two (2) years prior to returning to qualify under this classification.

C. Experienced Lateral Police Officer

A state-certified law enforcement officer with two (2) years of law enforcement experience with a certified law enforcement agency. The police officer's certification may be in-state or out-of-state.

D. No Experience Lateral Police Officer

A state-certified law enforcement officer with less than two (2) years of law enforcement experience. The police officer's certification may be in-state or out-of-state. Certification eligibility is determined by the New Mexico Department of Public Safety.

E. Police Applicant

A community member who has submitted an APD Interest Card Application through APDOnline.com, meets all eligibility criteria listed on the website, and is qualified through the web-based application.

F. Police Service Aide (PSA)

A professional staff member that assists sworn personnel in fulfilling and responding to non-critical calls for service that do not necessitate a response by sworn personnel.

G. Recruiting Unit Supervisor

A sworn or professional staff Department employee, if sworn, holds the rank of sergeant or above, or if professional staff, holds the position of director.

H. Strategic Recruitment Plan

A plan that includes consulting with community stakeholders to develop strategies and communicating through social media platforms to attract a broad pool of qualified police applicants from diverse groups within the community. A detailed plan with clear goals, objectives, and action items can be found in the Recruiting Unit Operations Manual.

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1-85-4 Recruiting Unit Responsibilities

A. The Recruiting Unit Supervisor shall:



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1. Oversee the daily operations of the Recruiting Unit;
2. Create relationships with community stakeholders in order to gather input and develop strategies to attract a diverse pool of police applicants across all demographics;
3. Collaborate with Background Investigations Unit personnel; and
4. Be knowledgeable about disqualification criteria and all steps in the selection process.

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B. The Recruiting Unit Detective and Collateral Recruiters shall:

1. Coordinate the Department's application process for police applicants;
2. Engage with police applicants to provide guidance or assistance with any portion of the testing process and may provide sample tests for the physical fitness assessment and written exams;
3. Attend assigned career fairs, social gatherings, or classes for the purpose of recruiting applicants to the Department;
4. Shall possess human resources administrative knowledge, as well as knowledge of equal opportunity requirements and Americans with Disabilities Act (ADA) guidelines as they pertain to recruitment and selection;
5. Establish relationships with community stakeholders to gather input and develop strategies to attract a diverse pool of applicants across all demographics;
6. Organize, maintain, and keep all equipment clean and in serviceable condition. Equipment includes, but is not limited to:
 - a. Recruiting Unit display vehicle(s);
 - b. Brochures;
 - c. Tents;
 - d. Posters;
 - e. Monitors;
 - f. Current promotional items;
 - g. Recruiting Mobile Data Terminals (MDT) for display; and
 - h. Any other device, object, or material used by Recruiting Unit personnel.
7. On a daily basis, review the APDonline.com database for police applicants' status;
8. Be familiar with disqualification criteria and steps in the selection process in accordance with the Recruiting Unit Operations Manual;



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9. On a daily basis, review Recruiting Unit mail, emails, texts, and voice messages and respond to emails or other electronic or written correspondence.

10. Maintain all online and social media platforms, including, but not limited to:

- a. APDonline.com to ensure content reflects the latest and most accurate information; and
- b. Social media platforms to ensure fresh content is uploaded and respond to messages as appropriate.

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11. Be committed to providing strict security and confidentiality in the recruitment and selection process.

- a. All information obtained by the Recruiting Unit is restricted to authorized Department personnel and shall only be used and maintained for the purposes outlined in this Standard Operating Procedure (SOP);
- b. Under no circumstances shall the information be released without a court order;
- c. Strict adherence to established information management and confidentiality procedures is required and mandatory for all Department personnel involved in the selection process;
- d. The files shall remain in a secure facility and shall only be accessed by authorized Department personnel;
- e. Each full-time employee of the Recruiting Unit shall be required to sign a confidentiality agreement;
 - i. The Recruiting Unit Supervisor shall report all potential violations of Department policy by Recruiting Unit personnel outlined in the confidentiality agreement to the Internal Affairs Professional Standards (IAPS) Division, consistent with SOP Complaints Involving Department Personnel (refer to SOP Complaints Involving Department Personnel for sanction classifications and additional duties); and
- f. Collateral recruiters are prohibited from having access to confidential applicant information and, therefore, are not required to sign a confidentiality agreement.

N/A

12. Act with strict professionalism when contacting candidates, including potential candidates, and shall only use Department-issued devices, social media, and applications for communication.

- a. Recruiting Unit Detectives and Collateral Recruiters shall not enter private residences to meet with candidates; and
- b. Recruiting Unit Detectives and Collateral Recruiters shall not offer any special treatment or considerations to any candidate, which includes anything that may provide an advantage to that candidate and is not available to other candidates.
 - i. Recruiting Unit Detectives and Collateral Recruiters shall declare in writing to the Recruiting Unit Sergeant any pre-existing relationship, including but not limited to friendship/romantic relationship, prior to interacting with the candidate.
 - ii. The only time a Recruiting Unit Detective or a Collateral Recruiter may enter a candidate's private residence is when they have an established

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relationship with the candidate that existed prior to them expressing interest in employment with the Department and the Recruiting Unit Detective, or Collateral Recruiter's presence is not in the official capacity, or representative of recruiting.

C. Recruiting Unit Collateral/Contracted Personnel

1. Collateral Recruiter

N/A

- a. A Collateral Recruiter may be a Police Service Aide (PSA) or hold the rank of patrolman first or second class or sergeant.
- b. A Collateral Recruiter shall:
 - i. Within one (1) year of joining the Collateral Recruiting Program, attend the Collateral Recruiter Training offered by the Recruiting Unit;
 - ii. Attend job/career fairs;
 - iii. Attend community events and make presentations on behalf of the Recruiting Unit;
 - iv. Attend at minimum eight (8) recruiting events every twelve (12) months from the date they are assigned to the Collateral Recruiting Program;
 1. The Collateral Recruiter shall document the events they attend and email the results to the recruiting unit supervisor. The Collateral Recruiter shall document the approximate number of citizens present, the number of interested candidates communicated with, and if any candidates applied at the event.
 2. The Collateral Recruiter shall email the results to the Recruiting Unit supervisor within one (1) week from the last day of the event.
 - v. Assist Recruiting Unit personnel with no-score physical assessment test (PT);
 - vi. Accept candidate patrol ride-along requests or allow candidates to shadow them if they are assigned to an investigative unit;
 - vii. Assist interested candidate(s) with the application process;
 - viii. Assist with other events and tasks as assigned by the Recruiting Unit Sergeant; and
 - ix. Ensure their duties relating to the Collateral Recruiting Program do not interfere with their primary assigned duty.
- c. A Collateral Recruiter shall not independently perform a no-score PT or any other physical assessment test requests.
 - i. A Collateral Recruiter must plan and coordinate such requests with Recruiting Unit personnel.
 - ii. A full-time Recruiting Unit Detective shall be the only person who conducts a no-score PT or any other physical assessment test.

2. Recruiting Unit Sergeant

- a. The Recruiting Unit Sergeant may select the necessary number of Collateral Recruiters based upon the needs of the Department, staffing, availability of



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- funds for the Collateral Recruiter Program, and at the discretion of the Chief of Police.
- b. The Recruiting Unit Sergeant shall:
 - i. Have the discretion to remove a Collateral Recruiter who brings disrepute upon the Department and/or who has failed to meet the standards of the Collateral Recruiter Program;
 - ii. Notify a Collateral Recruiter of their removal from the Collateral Recruiter Program by drafting an Interoffice Memorandum that indicates the reasons for their removal; and
 - iii. Send the Interoffice Memorandum through their chain of command through their division commander.
 - c. If a Collateral Recruiter disagrees with their removal from the Collateral Recruiter Program, they shall document their reasons to appeal the Recruiting Unit Sergeant's decision in an Interoffice Memorandum.
 - i. The Division Commander shall make the final decision to remove the Collateral Recruiter from the Collateral Recruiter Program.
- D. The Recruiting Unit Administrative Assistant shall:
1. Answer telephones, take messages when necessary, and/or refer applicants to the appropriate recruiter, background investigator, or supervisor;
 - a. If the call is not related to recruiting or backgrounds, the Recruiting Unit Administrative Assistant shall refer the caller to the appropriate agency or unit.
 2. Provide only basic information to potential police applicants and shall refer interested police applicants who call-in or show-up in person to a recruiting detective;
 3. Perform data entry functions or administrative tasks; and
 4. Perform other duties as assigned by the supervisor of the Recruiting Unit or their designee.
- E. The Recruiting and Background Lieutenant shall determine application deadlines for any upcoming Academy Division classes that are posted on APDOnline.com.

7 1-85-5 Media Recruitment Campaign

- A. Recruiting Unit personnel shall develop a media campaign using multiple media platforms to publicize recruitment efforts.
- B. The annual recruitment campaign includes, but is not limited to:
 1. Print and digital advertising;
 2. Radio advertising;



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3. Television advertising;
4. Printed recruitment information;
5. Sponsoring recruitment job fairs;
6. Attending career and job fairs;
7. Social media; and
8. External online job sites.

7 1-85-6 Community Outreach

A. In order to maximize the Department's recruiting efforts, Recruiting Unit personnel shall:

1. Establish relationships with community stakeholders and exchange recruiting information with outside agencies, such as the New Mexico Department of Workforce Solutions, educational institutions, military placement counselors, and advertising and media personnel;
2. Consult with community stakeholders and Community Policing Councils (CPC) for recommendations to develop strategies to attract a diverse pool of applicants to apply for police officer and PSA positions in the Department; and

B. Career Fairs and Conferences

1. Recruiting Unit personnel shall get approval from the Recruiting Unit Supervisor to participate in any career fair, conference or other events to perform recruiting functions prior to attendance.
 - a. Career fairs and conferences may be held in person or virtually.
2. The Recruiting Unit Supervisor or their designee shall assign Recruiting Unit personnel to attend career fairs and conferences.
 - a. Recruiting Unit personnel are responsible for preparing exhibits.
 - b. The Recruiting Unit Supervisor shall coordinate in cooperation with the Public Information Officer (PIO) or their designee, public service announcements that are sent to local radio and television stations when appropriate.
 - c. In the event a career fair or conference is out of town, the Recruiting Unit Supervisor shall maximize recruiting opportunities by determining if other career fairs or events are being held in the same area that would aid in attracting



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applicants. If events are identified, every effort should be made to attend the additional event(s).

- d. Approval for and payment of expenses associated with travel shall follow Department policy regarding approval and payment.

C. Conducting Career Fairs and Attending School Facilities

1. Recruiting Unit personnel shall prepare students for a career in law enforcement as part of the Strategic Recruitment Plan by:
 - a. Conducting APD sponsored career fairs; and
 - b. Attending classes at high schools, colleges, vocational institutions, and similar educational facilities and educating them on Department opportunities.

7 1-85-7 **Annual Reporting**

- A. At the end of the calendar year the Recruiting Sergeant shall prepare annual statistical reports of recruiting activities and outcomes, including the number of applicants, interviewees, selectees, and the extent to which the Recruiting Unit was able to recruit applicants with the needed skills.
1. The annual report shall discuss any challenges to recruiting high-quality applicants from a broad cross section of the community. The information from the annual report is used to assist in establishing the goals and objectives for the following year's Strategic Recruitment Plan.