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Florida agencies

Police Dept.

Orlando Police Dept.
P.O. Box 913
100 S. Hughey Ave.
Orlando, FL
32802-0913

Email

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COMMUNITY SERVICE OFFICER

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Government Web Directory

The Orlando Police Department Equal Employment Opportunity Plan

Orlando, Florida

1.8 fee
 Master Copy
 The Orlando Police Department is firmly committed to equal opportunity and provides for equal opportunity with the Department for all employees regardless of race, color, religion, political affiliation, disability, marital status or marital status. The Department's policy of equal opportunity applies to all employees of the Department and to all job applicants. It is the responsibility of each department manager and supervisor to give the Department's non-discrimination policy full support through leadership and by personal example. In addition, it is the duty of each employee to help maintain a work environment which is conducive to and which reflects the Department's commitment to equal employment opportunity. Every effort will be made to employ and retain disabled individuals. In compliance with the Americans with Disabilities Act of July 26, 1990, the Orlando Police Department exercises an affirmative duty to make reasonable accommodations to disabled applicants and employees so that qualified individuals can perform the essential functions of a job.

ABOUT US



Job Outline

The community service officer's (CSO's) primary responsibilities are answering calls for service for crimes not in progress, patrolling assigned areas looking for traffic accidents, parking violations, and abandoned/disabled vehicles that are blocking traffic.

Purpose

The Orlando Police Department employs responsible civilian employees to handle many non-violent crimes and service type calls. The purpose is to allow police officers additional time to handle more serious criminal type calls and to perform appropriate proactive enforcement activities.

History

The CSO's were established in 1983 as a result of a recommendation of the Orlando Crime Commission Report issued on October 8, 1981, to create a non-sworn category of "service officer" for the purpose of handling "barking dog" calls and non-crime responses. In addition, the goal of the CSO program was to maintain the quality of service, but reduce personnel costs by using civilian personnel to answer non-hazardous calls for service.

Today, the CSO recruits receive 672 hours of training at the Central Florida Criminal Justice Institute conducted by Florida Department of Law Enforcement certified instructors plus a twelve week field training period conducted by veteran CSO's trained as Field Training Officers.

JOB DESCRIPTION

NOTE: The listed duties are only illustrative and are not intended to describe every function performed by this job class. The omission of specific statements does not preclude management from assigning specific duties not listed if such duties are a logical assignment to the position.

- Responds to emergency and non-emergency police calls such as criminal incidents not in progress, fires (including vehicle, residential, commercial), arsons, gas leaks/hazardous material spills or explosions, burglaries

(including residential, commercial and vehicle), stolen/recovered vehicles, traffic crashes (minor crashes to traffic homicides), missing juveniles/adults, emergency road closures, traffic positions, animal complaints, abandoned/disabled vehicles, theft, criminal mischief (vandalism), forgeries, frauds, embezzlements, counterfeit currency/checks, and other economic crime related calls.

- Community service officers, while not performing primary duties, patrol in a marked CSO vehicle in residential neighborhoods, commercial areas and public parking lots as a visible deterrence to criminals, locate disabled/abandoned vehicles, parking violators or other related offenses.
- Community service officers patrol city streets, provide visible deterrence in high traffic crash areas, provide school crossing guard duties when required, and respond to general calls for assistance by members of the public.
- Investigates assigned traffic crash/incident scenes, determines public safety precautions and need for summoning additional units or authority, interviews and records detailed accounts of incident/accident investigations, witness statements, affidavits and intent to prosecute forms, prepares related reports and when applicable, after conducting an investigation, issues traffic violators with Florida Uniform Traffic Citations.
- Performs basic crime scene duties such as lifting fingerprints, collecting evidence, establishing and securing crime scenes, completing reports, photographing evidence and submitting collected evidence into property and evidence.
- Provides basic life sustaining first aid at traffic crash/incident scenes using knowledge and training techniques, directing traffic at traffic crash scenes, large events, power outages during severe weather conditions up to and including hurricanes, tornadoes and other disasters, or where otherwise needed or directed.
- May serve as a Field Training Officer (after obtaining FTO certification) for new community service officers.
- May testify in Traffic Court, Juvenile Court, depositions (including felony/misdemeanor cases), traffic infraction hearings, criminal hearings, and civil trials as required.
- Ability to respond to department call-outs in cases of emergencies and natural disasters such as hurricanes, tornadoes and floods.
- Performs various other law enforcement duties of an emergency and non-emergency nature as designated by a supervisor.

- The CSO rides solo and is expected to represent the Orlando Police Department in a professional manner. The vehicles are marked CSO vehicles and the CSO is equipped with a radio to respond to our dispatch system. They do not have arrest powers and do not respond to crimes in progress.

Knowledge, Skills, and Abilities

- Knowledge of laws, ordinances, and policies governing law enforcement in the state of Florida.
- Knowledge of investigation and identification techniques, criminal law, and criminal procedure including classification of crimes, rules of evidence, misdemeanor or felony classifications, and the seizure and processing of evidence.
- Understand, interpret, and apply laws, regulations, policies and procedures, analyze situations and make objective decisions on complicated issues; identify and take appropriate action on violations of criminal and traffic laws.
- Understand and carry out oral and written instructions during emergency and non-emergency situations.
- Maturely deal with conflict and with emotionally upset persons.
- May be exposed to armed/dangerous persons, communicable diseases, exposure to bodily fluids, blood-borne pathogens or bio-hazardous situations.
- Mentally visualize locations and routes within the City of Orlando.
- Take appropriate action which may include recommending arrest and citing suspected violators.
- Ability to deal with unusual and emergency situations, such as injured, frightened, distraught disoriented people or fatalities.
- Knowledge of city government and departmental operations, and geographic locations within the city of Orlando.
- Knowledge of the methods and practices of crime prevention, criminal investigation and identification, and basic crime scene processing techniques.
- Ability to stand and walk for extended periods of time and to sit for several hours while operating a CSO vehicle.

- Ability to work in inclement weather conditions.
- Ability to wear issued bullet resistant body armor and chemical agent while performing the duties of a CSO.
- Ability to establish and maintain effective working relationships with department officials, employees, members of other agencies, and with the general public.
- Ability to communicate effectively, both verbally and in writing.
- Ability to draw diagrams of accident scenes.
- Maintain a mental capacity which allows for the exercise of sound judgment and rational thinking under strenuous and hectic circumstances; evaluate options and alternatives and choose an appropriate and reasonable course of action; and demonstrate needed intellectual capabilities during testing and training.
- Ability to lift and operate a fire extinguisher.
- **Ability to operate a two-way radio and a motor vehicle.**

QUALIFICATIONS

- Age:** Must be 18 at date of application.
- Health:** Must be in good physical condition.
- Eyesight:** Subject to approval by City Physician for motor vehicle operators.
- Education:** Must be a high school graduate, or possess a state equivalent (G.E.D.) at date of application. No pre-employment established residency required. Must live within a 45 minute driving radius (or 30 miles) after employment.
- Residency:** Must possess a valid Florida driver's license at date of application.
- Driver's License:** Must be of good moral character; no felony convictions or misdemeanor convictions involving moral character, perjury or false statements.
- Standards:** Must be able to meet our very restrictive drug standard.

EMPLOYMENT PROCEDURES

- Application:** To be processed by the Police Department.
- Written Examination:** Reading comprehension, writing skills, and cognitive skills test, to be administered by Civil Service.
- Background Investigation:** Conducted by the Police Department to determine any violation of minimum standards.
- Oral Interview:** Conducted by a Police Department Selection Committee, to review background information and interview performance to determine suitability for employment.
- To verify application content and background

<u>Polygraph:</u>	information, to be conducted by the Police Department.
<u>Medical Examination:</u>	Complete examination by the City Physician.
<u>Psychological Examination:</u>	Conducted by a certified psychologist to determine adaptability to community service employment.

BENEFITS

<u>Hours:</u>	40 hours per week – rotating shifts (day shift and evening shift, including weekends).
<u>Advancement:</u>	Opportunities for advancement and experience in specialized facets of the law.
<u>Personal Leave:</u>	Three weeks paid per year.
<u>Holidays:</u>	New Years Day, Dr. Martin Luther King Day, Independence Day, Christmas Day and two floating holidays. Members working approved holidays may elect to take double pay or choose to take another day off.
<u>Uniforms:</u>	New officers are fully provided with uniforms and other equipment. Members are encouraged to obtain an Associates, Baccalaureate, or Masters Degree from area colleges and Universities.
<u>Educational Opportunities:</u>	Members attending college may be reimbursed the cost of tuition, up to \$1,400 annually.
<u>Insurance:</u>	Members are provided paid life and health insurance. Dependent coverage is available at a minimal cost.
<u>Career Development and Educational Incentives</u>	Monies are available for job related courses and for the attainment of a college degree.
<u>Court Time:</u>	When off-duty, officers will receive the greater of two hours paid overtime, or the actual amount of time present in court for a duty related case, as prescribed by current Department policy.
<u>Life Insurance</u>	Coverage equal to the member's basic annual salary is provided effective on the date of hire.
<u>Retirement</u>	Members may retire with 25 years of service and collect 62.5 percent of their average salary from the last three years. Vested rights after 5 years of service.
<u>Pension Plan</u>	Civilian members will contribute 3 percent of their pension income to the D.C. (Defined Contribution) plan each pay period.
<u>Paid Military Leave</u>	For members serving their annual Military Reserve or National Guard obligation.

SALARIES

\$24,086.40, pay increase after one year (plus 70

Starting Salary: cents per hour differential pay for evening shift), as of October 1, 2000.
Overtime Pay: Members working overtime will be compensated at time and one half rate; may elect to take that in pay or compensatory time

Longevity/Bonus Pay

Based on years of service, paid in	Annually
October	
0 - 4 years	\$0.00
5 - 9 years	\$400.00
10 - 14 years	\$700.00
15 - 19 years	\$1,000.00
20 - 24 years	\$1,200.00
25 years and over	\$1,500.00

HIRING PROCESS

Each selected applicant must successfully complete the following:

1. Written Civil Service exam
2. Polygraph examination
3. Background investigation
4. Panel Interview
5. Conditional Job Offer
6. Medical examination
7. Psychological evaluation

TRAINING

New employees are required to sign a two-year working contract. If the contract is not fulfilled, the City will collect the cost of training at a prorated rate.

Upon appointment as a CSO recruit, you will attend the Police Academy as a paid employee. The high standards and intensive training in the following areas will help in preparation for your new career:

- | | |
|-------------------|------------------------|
| Florida Law | Traffic Direction |
| Rules of Evidence | Economic Crimes |
| Patrol Techniques | Report Writing |
| Burglaries | Accident Investigation |
| First Aid | And more |

Each academy graduate will be assigned to a CSO Field Training Officer who will instruct the trainee on the practical application of what has been learned thus far. During this 12 week field training program, the new officer will be instructed, observed and evaluated on a daily basis.