

**WINTER HAVEN POLICE DEPARTMENT**

**GENERAL ORDER 34.2**

**PROMOTIONS OF CIVILIAN MEMBERS**

**ACCREDITATION STANDARDS: CFA – 11.01, 11.02**

**EFFECTIVE DATE: APRIL 30, 2001**

**RESCINDS: G.O. 34.2 December 10, 2019 and all applicable Amended/Temporary Orders prior to June 25, 2025**

**LAST REVISED DATE: June 25, 2025**

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**CONTENTS**

This General Order contains the following numbered sections:

- I.** Promotion Process
  - II.** Promotional Eligibility Pool
  - III.** Reviews and Appeal
  - IV.** Definitions
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**POLICY**

It shall be the policy of the Winter Haven Police Department to ensure civilian members have an equal opportunity to participate in a promotional process that is fair and equitable. All procedures used to evaluate candidates for promotion shall be job related and non-discriminatory. (CFA 11.01)

**PURPOSE**

The purpose of this General Order is to establish rules and procedures for the promotions of civilian members.

**SCOPE**

This General Order shall apply to all civilian members of the Department.

**DISCUSSION**

Promotion is a means to recognize outstanding performance and provide a qualified individual an opportunity to function in a formal leadership position.

## **PROCEDURES**

### **I. Promotion Process (CFA 11.01, 11.03d)**

- A.** The Support Services Bureau Commander is responsible for coordinating and administering the Department's promotional process and the security of any promotional materials.
- B.** The process used by the Department shall consist of the following:
  - 1.** Announcement – Upon request from the Chief of Police, the City of Winter Haven Human Resources Director is responsible for issuing written announcements for the filling of vacancies, or establishing a promotional list of eligible candidates. The announcement shall include the following: (CFA 11.02a)
    - a.** Salary;
    - b.** Duties;
    - c.** Responsibilities;
    - d.** Skills;
    - e.** Knowledge and abilities;
    - f.** Description of eligibility requirements; and
    - g.** Description of all the elements of the promotional process.
  - 2.** Eligibility – Civilian members shall meet eligibility requirements prior to being eligible for promotion. (CFA 11.02a,b)
  - 3.** Application – Eligible civilian members who wish to participate in the promotion process shall obtain an application from the City of Winter Haven Human Resources Department. The completed application and a resume shall be submitted to Human Resources prior to the closing date listed on the announcement for further processing.
  - 4.** Oral Review Board – Those applicants, who meet the minimum eligibility requirements for the posted position shall be interviewed by an Oral Review Board. This Board shall consist of at least three, sworn and/or civilian, supervisory members, and when possible a civilian from the community.
    - a.** Those applicants shall be notified of the date, time and place of the oral interview; (CFA 11.02a)
    - b.** Dimensions to be evaluated include but are not limited to:
      - 1)** Verbal communications;
      - 2)** Appearance;
      - 3)** Demeanor;

- 4) Job knowledge;
  - 5) Personality;
  - 6) Attitude;
  - 7) Self development;
  - 8) Leadership and management skills; and/or
  - 9) Ability and potential.
- c. Each board member shall rate each candidate in ten categories, using a trait category sheet. The categories are as follows:

- 1) Appearance;
- 2) Demeanor;
- 3) Alertness;
- 4) Job Knowledge and skills;
- 5) Honesty;
- 6) Personality;
- 7) Attitude;
- 8) Decision Making;
- 9) Self Development; and
- 10) Performance Potential.

Note: Each of the categories are worth five points, with a maximum score of fifty points. (CFA 11.03a)

- d. The scores shall be taken from the Trait Category Sheet that each board member completes on each candidate. The total points assessed by each board member are added together and then divided by the number of board members. The overall score is placed on the candidate's Applicant Qualifications Assessment Sheet. (CFA 11.03a)

## **II. Promotional Eligibility Pool (CFA 11.01, 11.02b)**

- A. The Support Services Bureau Commander shall be responsible for maintaining the promotional eligibility pool. Only those members, in the promotional eligibility pool, shall be considered for promotion. (CFA 11.03b)
- B. The Support Services Bureau Commander shall certify the candidates, according to their final score, in order from highest to lowest. A written certified list shall be provided to the Chief of Police. This shall establish a promotional eligibility pool for the Chief of Police to make their selection. (CFA 11.03b)

- C. The promotional eligibility pool will be valid for a period of two years from the date it is provided to the Chief of Police. (CFA 11.03c)
- D. Upon appointment to the new position, the employee shall serve a probationary period of six (6) months with the exception of Crime Scene Supervisor, Technical Services Coordinator and Records Supervisor these positions shall serve a probationary period of one (1) year. This probationary period shall have no effect on the employee's retirement benefits, vacation leave, sick leave or other benefits.

**III. Reviews and Appeal (CFA 11.04)**

- A. Each candidate shall have the right to review and appeal any reports used in the selection process once the process has been completed.
  - 1. The request for review must be presented to the candidate's respective Bureau Commander, who in turn shall forward the request to the Support Services Bureau Commander. The request shall be submitted within five days of the completed process.
- B. Each candidate shall have the right to appeal a decision concerning eligibility or appointment to a vacancy, or any part of the selection process.
  - 1. The candidate must present their appeal in writing to their respective Bureau Commander for forwarding to the Chief of Police. This appeal shall be presented within five days of the end of the promotion process.
  - 2. Upon receipt of the appeal, the Chief of Police shall review the appeal and contact the candidate with their findings.
- C. Unsuccessful promotional candidates must reapply and be reevaluated to participate in subsequent promotional processes, when offered.

**IV. Definitions**

- A. *Civilian Members* – Persons who do not have arrest authority.



**APPROVED**

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**Vance Monroe Jr.  
CHIEF OF POLICE**