

**Polk County Sheriff's Office Job Description**  
**0808 Customer Service Assistant**

March 8, 2000, Revised October 9, 2006

**Position Concept:**

The Customer Service Assistant functions as the first opportunity to make a positive impact upon customers who call or visit the Polk County Sheriff's Office facilities. The member performs clerical duties and tasks specific to the position. Customer Service Assistants shall determine the true needs of the customer, ensuring the customer is relayed to the appropriate agency member to fulfill their needs with the first telephone transfer or in-person referral.

It is incumbent upon the Customer Service Assistant to answer all telephones within four (4) rings and provide pleasant, professional, and courteous responses and direction to all customers. Customer Service Assistants shall dress professionally.

The most important and essential job function of the position is attitude and includes the following: positive interaction and cooperation with co-workers, responding politely to customers, working as a team member, functioning under intense time pressure and responding in a positive manner to supervision.

The member may perform other related duties and tasks, as required and shall have the physical, mental and emotional abilities to perform the essential job duties of the position.

**Essential Functions:**

- Relay messages
- Provide referrals to the public
- Relay accurate information
- Maintain daily work schedules and references
- Attend training
- Ensure cleanliness of lobby
- Assist with office work
- Maintain phone/pager list
- Provide notary service

**Education, Professional Certification or License:**

- High School or GED
- Complete How to Deliver Exceptional Customer Service
- Complete Basic Computer Literacy; Windows 95, 98, 2000; Corel 8, or equivalent training
- Notary for the State of Florida may be required

**Professional Experience:**

- Minimum six (6) months experience operating a multiline telephone or switchboard system with a busy load
- Demonstrated proficiency of keyboarding 35 words per minute with no more than 5 errors
- Customer service experience preferred

**Status:**                             Civilian     Sworn     Certified

**Blood and Viral Pathogen Risk:**                             Minimal Risk                             Foreseeable Risk

**Environmental Conditions:**

- Works under stressful conditions
- Works with constant activity

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**Required Skills and Knowledge:**

**Knowledge of:**

- Appropriate forms
- Computer software
- Referral sources
- PCSO policy and procedures
- PCSO functions
- Confidentiality
- Notary laws
- Paging system
- Resources
- PCSO facilities
- Filing system
- Geographical area

**Ability to:**

- Read and write English
- Remember details
- Comprehend
- Operate office equipment
- Operate motor vehicle
- Provide exceptional customer service

**Skills:**

- Interpersonal
- Organizational
- Telephone
- Keyboarding
- Computer
- Clerical

**Physical Requirements:**

- Bend/squat
- Walk
- Sit for long periods
- Stand for long periods
- See at normal range or with accommodation
- Hear at normal level or with accommodation
- Speak English understandably
- Manual dexterity (normal)
- Ambulate independently

For additional information on this position refer to the Job Task Analysis.