

Polk County Sheriff's Office Job Description
1019 Customer Service Specialist
June 10, 2003, Revised October 9, 2006

Position Concept:

The Customer Service Specialist performs technical, operational and clerical duties to help facilitate the efficient operation of the specific assignment. The member performs tasks and duties in the customer service area.

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:

- Maintain issued equipment
- Review statutes/ordinances/directives
- Update, maintain manuals and files
- Provide information/referrals to public
- Perform citizen fingerprinting
- Answer calls from the public
- Relay messages
- Receive/disseminate mail and packages

Education, Professional Certification or License:

- High School or GED
- Complete How to Deliver Exceptional Customer Service
- Complete Basic Computer Literacy: Windows, Excel, or equivalent training
- *FCIC/NCIC certification

Professional Experience:

- One (1) year experience in the clerical field preferred
- Demonstrated proficiency of keyboarding 35 wpm with no more than 5 errors
- One year Demonstrated proficiency in Microsoft Excel, Word and Windows preferred
- Customer service experience preferred

Status: Civilian Sworn Certified

Blood and Viral Pathogen Risk: Minimal Risk Foreseeable Risk

Environmental Conditions:

- Work primarily in office environment with normal levels of stress
- Works with constant activity

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Required Skills and Knowledge:

Knowledge of:

- PCSO policy and procedures
- Appropriate forms
- Various software
- Filing system
- Referral sources
- Resources
- Office supplies
- Geographical area
- PCSO allocation
- Geographical area
- Community services
- Criminal Justice system
- *FDLE fingerprint submission criteria
- Postage meter operations

Ability to:

- Operate office equipment
- Provide exceptional customer service
- Read and write English
- Maintain confidentiality
- Perform research
- File alphabetically/numerically
- Remember details
- Comprehend

Skills:

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

Physical Requirements:

- Drag/carry 35 lbs.
- Bend/squat
- Kneel
- Lift 35 lbs.
- 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.

*FCIC/NCIC: Florida Crime Information Center/National Crime Information Center
FDLE: Florida Department of Law Enforcement