

**Polk County Sheriff's Office Job Description**  
**1020 Human Resources Representative**  
February 16, 2003, Revised October 9, 2006

**Position Concept:**

The Human Resources Representative performs technical, operational and clerical duties to help facilitate the efficient operation of the Human Resources Customer Service and Administrative Unit. The member performs rotating tasks and duties in the customer service area and the records 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:**

- Process files for Imaging System
- Retrieve archived documents
- Prepare/maintain files
- Respond to telephone and visitor inquiries
- Perform records keeping
- Update member information
- Mail applications as requested
- Verify employment
- Process mail
- Copy personnel files
- Relay messages
- Relay accurate information to public
- Assist Human Resources members
- Provide notary service
- Maintain logs/assist process Workers' Compensation and FMLA leave

**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
- Certification by the State of Florida as Notary Public or eligible for 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

## **Polk County Sheriff's Office Job Description 1020 Human Resources Representative**

### **Required Skills and Knowledge:**

#### **Knowledge of:**

- PCSO policy and procedures
- Federal/State personnel laws
- Appropriate forms
- Various software
- Filing system
- Referral sources
- Past/present department structure
- Job procedures/progression
- Human Resources Division procedures
- PCSO allocation
- CJIS system
- Resources
- \*FDLE policy and procedures
- Office supplies

#### **Ability to:**

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

#### **Skills:**

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

### **Physical Requirements:**

- Lift/drag/carry 35 lbs.
- Climb
- 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.

\*FDLE: Florida Department of Law Enforcement