

Polk County Sheriff's Office Job Description
1120 Human Resources Records Specialist
September 5, 2002, Revised July 24, 2009

Position Concept:

The Human Resources Records Specialist performs technical, operational and clerical duties to help facilitate the efficient operation of the Human Resources scanning system, maintain files and provide customer service.

The most important and essential job function of the position is attitude which includes the following: interacting positively and cooperating 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 Human Resources Records Specialist 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
- Assist Customer Service Specialist
- Prepare records retention
- Execute Public Records request
- Provide notary service
- Scan Files
- Audit scanned files
- Respond to telephone and visitor inquiries
- Conduct training
- Maintain Infusion access
- Perform records keeping
- Research and prepare reports
- Oversee maintenance on equipment
- Verify employment
- Process mail
- Process unemployment claims

Education, Professional Certification or License:

- High School or GED, two year College Degree preferred
- Valid Florida Driver's License
- Certification by State of Florida as Notary Public or eligible for certification
- Attend public records training within 12 months

Professional Experience:

- One (1) year experience in the clerical field
- Demonstrated proficiency of keyboarding 35 wpm with no more than 5 errors
- One year or more demonstrated proficiency in Microsoft Excel, Word and Windows
- Minimum two (2) years of personnel experience
- Previous experience in efficient customer service environment

Status: Civilian Sworn Certified

Blood and Viral Pathogen Risk: Minimal Risk Foreseeable Risk

Environmental Conditions:

- Work is performed in an office environment under normal stress level

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Required Skills and Knowledge:

Knowledge of:

- PCSO policy and procedures
- Federal/State laws pertaining to personnel
- Past/present department structure
- Job procedures/progression
- Filing system
- Resources
- *FDLE policy and procedures
- CJIS system
- Florida State Statutes 119
- Referral sources
- Appropriate forms
- Imaging system hardware/software
- Various software
- Human Resource Division procedures
- Office supplies
- Notary laws

Ability to:

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

Skills:

- Computer
- Telephone
- Basic mathematical
- Clerical
- Instructor
- Interpersonal
- Keyboarding
- Organizational
- Analytical
- Problem solving

Physical Requirements:

- Bend/squat
- Lift/drag/carry 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)
- Recognize colors

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

*FDLE: Florida Department of Law Enforcement