

Polk County Sheriff's Office Job Description
1225 Volunteer Services Specialist
April 14, 2006, Revised October 9, 2006

Position Concept:

The Volunteer Services Specialist performs operational and clerical duties to help facilitate the efficient productivity of the assigned office.

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 Volunteer Services 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:

- Maintain office files
- Attend meetings
- Communicate via telephone
- Order office supplies/uniforms
- Maintain appointment calendar
- Screen attendance records
- Process volunteer applications
- Perform background checks
- Assist in event planning
- Interact with volunteers/public
- Compose/create correspondence
- Compile statistics
- Maintain computerized archives
- Receive and distribute mail
- Maintain schedules of personnel
- Assist in volunteer training

Education, Professional Certification or License:

- High school or GED

Professional Experience:

- Minimum one (1) year demonstrated experience working with MSWord and Excel software and performing clerical duties
- FCIC-NCIC Certification or ability to attain
- Demonstrated proficiency of keyboarding 50 wpm with no more than 5 errors

Status: Civilian Sworn Certified

Blood and Viral Pathogen Risk: Minimal Risk Foreseeable Risk

Environmental Conditions:

- Works in an office environment with occasional stressful conditions

Polk County Sheriff's Office Job Description 1225 Volunteer Services Specialist

Required Skills and Knowledge:

Knowledge of:

- *FCIC/NCIC operating system
- Filing system
- PCSO policy and procedures
- Office supplies
- Various software
- PCSO members and facilities
- Radio codes, signals, identifications

Ability to:

- Read and write English
- Maintain confidentiality
- Operate office equipment
- Alphabetize
- Operate a calculator
- Work under stressful conditions

Skills:

- Secretarial
- Keyboarding
- Computer
- Composition
- Telephone
- Organizational
- Interpersonal
- Public speaking
- Basic mathematical
- Basic English grammar

Physical Requirements:

- Sit for long periods
- Stand for long periods
- See at normal range or with accommodations
- Hear at normal level or with accommodations
- Speak English understandably
- Manual dexterity
- Ambulate independently
- Walk
- Lift/carry 20 lbs.
- Bend/squat

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

*FCIC/NCIC: Florida Crime Information Center/National Crime Information Center