

Polk County Sheriff's Office Job Description
1923 Customer Service Supervisor
May 19 2008, Revised October 1, 2009

Position Concept:

The Customer Service Supervisor performs supervisory duties overseeing members in the Customer Service Unit of the Polk County Sheriff's Office. The supervisor must be able to perform the essential duties of a Customer Service Specialist. The member performs operations, clerical and supervisory duties and other tasks specific to the position.

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 Customer Service Supervisor 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:

- Manage telephone operations
- Report equipment failure
- Field inquiries
- Maintain telephone directories within/outside the agency
- Supervise mail operations
- Supervise front desk customer service operations at LWC main operations
- Compile monthly reports
- Attend meetings
- Supervise Customer Service Specialists
- Maintain time and attendance of members
- Train and assist members
- Conduct member evaluations

Education, Professional Certification or License:

- Associates or Bachelors degree from accredited college or university
- Completion of CJSTC* approved, 80- hour line supervision course or equivalent
- NCIC/FCIC* certification

Professional Experience:

- Two (2) years or more experience with the Polk County Sheriff's Office
- Demonstrated proficiency of keyboarding 35 words per minute with no more than 5 errors.

Status: Civilian Sworn Certified

Blood and Viral Pathogen Risk: Minimal Risk Foreseeable Risk

Environmental Conditions:

- Works high stress levels
- Respond with a calm demeanor in emergency situations

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Required Skills and Knowledge:

Knowledge of:

- PCSO policy and procedures
- Communications operations
- Emergency procedures
- Other agencies
- FDLE fingerprint submission criteria
- Postage meter operations
- Criminal Justice System
- PCSO facilities and locations
- Resources
- Telephone equipment
- Geographical area
- Mailroom operations and regulations

Ability to:

- Read and write English
- Concentrate under stress
- Follow instructions
- Operate communications equipment
- Operate office equipment
- Perform multiple tasks simultaneously

Skills:

- Problem solving
- Interpersonal
- Supervisory
- Computer
- Keyboarding
- Telephone
- Decision making
- Public speaking
- Organizational
- Management
- Record keeping
- Basic mathematical
- Instructor
- Basic English grammar

Physical Requirements:

- Bend/squat/walk
- Lift/carry 35 lbs.
- Speak English understandably
- Stand for long periods
- Sit for long periods
- Manual dexterity
- Ambulate independently
- Recognize colors
- See at normal range or with accommodation
- Hear at normal range or with accommodation

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

*CJSTC: Criminal Justice Standards Training Commission

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