

MONROE COUNTY SHERIFF'S OFFICE

CLASS TITLE: COMMUNICATIONS ASSISTANT

Pay Range: 102

Exempt: No

Shift: P/T w/Holidays

This class involves receiving and routing telephone calls, placing calls and performing related clerical work for the Sheriff's Office. The work involves answering phones, giving routine information, directing calls to the appropriate unit and keeping complete and accurate records. The work also involves keeping in order the mail sent and received by the Sheriff's Office. The work is performed under the general supervision of the Personnel Supervisor in accordance with established procedures.

QUALIFICATIONS REQUIRED:

High school diploma or its equivalent and 4-5 weeks of on-the-job training to become familiar with the Sheriff's Office and its standard procedures.

JOB COMPLEXITY:

Work is performed according to established procedures; job tasks related to admittance into Headquarters Building may require discretion, cognitive skills & ability to interpret and adhere to policy and procedures.

CONSEQUENCE OF ACTIONS:

Position requires the individual to be courteous and remain tactful when dealing with a variety of people on the phone and in person.

ASSETS:

Position does not involve responsibility for significant assets.

WORK CONTROLS:

Work is specific and performed according to procedures; employee must select appropriate procedures and normally complete all necessary steps independently.

PERSONAL CONTACTS:

Work requires the individual to deal with a variety of persons on the phone as well as in person; some contacts may be difficult ones requiring the worker to remain courteous and use considerable tact.

SAFETY OF OTHERS:

Usually, position does not involve responsibility for the safety of others.

PHYSICAL EFFORT:

Work does not require physical effort beyond that encountered in normal everyday activities.

HAZARDS:

Work is performed in ordinary work surroundings that present no significant hazards.

WORK ENVIRONMENT:

Work is performed in a typical office setting.

SUPERVISORY AUTHORITY:

Work does not involve any significant supervisory authority.

PERSONNEL SUPERVISED:

Position does not require the individual to supervise Agency personnel.

EXAMPLES OF DUTIES:

Operates switchboard, answers incoming calls and places calls as requested by office personnel.

Answers routine questions and gives general information to callers.

Directs calls to the appropriate unit for service.

Takes messages as required.

Screens calls as requested or as required at the correction facility.

Keep records of incoming calls.

Distributes mail, makes photocopies, files documents and records and performs other clerical duties as assigned.

Stamps mail and packages for distributions of U.S. Post Office.

Responsible for opening and locking elevator doors each morning and evening.

Monitors split screen video for security measures.

Responsible for pick up and delivery of mail at Monroe County building.

Distributes hurricane stickers in the event of a natural disaster.

Provides assistance to all persons arriving at the information window.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Working knowledge of switchboard operations and procedures.

Knowledge of filing and basic record keeping.

Ability to deal courteously and effectively with the public.

Ability to read and write legibly in English and keep records of calls.

Ability to answer questions gives routine information and determines the appropriate unit to which calls should be directed.

Ability to understand and follow instructions.

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

The Monroe County Sheriff's Office does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or the provision of services.

Revised 11/22/19 DAM