HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

Receptionist

Job Code: W0151
Pay Grade: WD
Pay Scale: $16.37-$24.32 Hourly; $34,049.60-$50,585.60 Annually
Exempt: No

OVERVIEW

Greet and direct callers or visitors to the appropriate persons or destinations.

DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Answer telephone calls in a courteous and efficient manner, route incoming calls to appropriate persons or offices, or takes messages.
- Place and record long distance calls.
- Greet visitors, determine the purpose of their visit, direct them to desired location or notifies appropriate staff.
- Schedule appointments for visitors with department or agency personnel.
- Respond to inquiries such as those concerning office contacts and location by providing current information.
- Maintain manual or computerized organizational listings, personnel directories, and other reference guides.
- Receive, sort, and distribute incoming and outgoing mail.
- Perform a variety of clerical tasks such as typing, sorting documents, filing, and operating office equipment.
- Perform other related duties as required.

KNOWLEDGE & ABILITIES

- Some knowledge of general office policies, practices, and procedures.
- Some knowledge of the functions, services, procedures, and regulations of the unit or department to which assigned.
- Ability to operate telephone switchboard equipment.
- Ability to locate offices or individuals promptly through directories or other information sources.
- Ability to follow oral and written instruction.
- Ability to follow established procedures.
- Ability to work effectively with others.
- Ability and willingness to answer the telephone efficiently, clearly, and courteously.
- Ability to tactfully deal with the public including irate callers/visitors.
- Ability to accurately sort, file, and retrieve material using alphabetical, numerical, or chronological systems.
- Ability to type.
- Ability to operate a computer to enter and retrieve information.

SKILLS

- Reception Duties

- Employee Communications
- Face to Face Interaction
- Cooperative Work
- Etiquette
- Answering Telephones
- Greet Visitors
- Directing Calls
- External Communication
- Business Support

WORKING CONDITIONS

- Work within an office environment within a law enforcement agency.
- Stand/sit at a keyboard or workstation for prolonged periods.
- May engage in light physical exertion (e.g., lifting, carrying, pushing and/or pulling of objects and materials up to 10 pounds).
- Work standard business hours.
- May work non-standard hours including nights, weekends, and holidays.
- In the event of an emergency or disaster, may be required to respond promptly to duties and responsibilities as assigned by management chain, Division/District Commander, or the Sheriff (or their designee). Such assignments may be for before, during or after the emergency/disaster.

MINIMUM EDUCATION & EXPERIENCE

- A high school diploma or possession of a GED certificate.

REQUIRED PRE-EMPLOYMENT TESTING

- Completion of pre-employment testing.

ADDITIONAL JOB REQUIREMENTS

- Attendance at the specified Sheriff's Office work location is required.
- Depending on assignment, employees may be required to possess a valid Florida Driver License at time of employment. Driving history will be thoroughly reviewed and may be grounds for disqualification.
- No visible tattoos on face, head, and neck. Tattoos determined to take away from the professional appearance of the Sheriff’s Office must be covered with an appropriate white, black, or neutral covering.
- No illegal drug sale within lifetime.
- No illegal drug use within the past 36 months. No marijuana use within the last 12 months.
- No felony convictions within lifetime.
- No misdemeanor convictions involving perjury, false statement, or domestic violence within lifetime.
- No dishonorable discharge from any branch of the United States Armed Forces, the United States Coast Guard, National Guard, or Reserve Forces.
- Successful completion of a background investigation including criminal, reference, employment, and neighborhood checks; polygraph; medical evaluation; and drug screening.
- Live within Hillsborough County or within Citrus, Hardee, Hernando, Lake, Manatee, Pasco, Pinellas, Polk, Sarasota, or Sumter County as long as the residence is located within the 60-mile parameter of Falkenburg Road Jail at the time of appointment/employment (certified only).

The duties and responsibilities on this job description represent the essential functions that an employee must be able to satisfactorily perform with or without reasonable accommodations. Reasonable accommodations shall be made upon request to enable employees with disabilities to perform the essential functions of their job, absent undue agency hardship. The Sheriff’s Office

retains the right to change or assign other duties to this job as necessary.