HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

Public Records Specialist

Job Code: W2780
Pay Grade: WI
Pay Scale: $22.05-$41.02 Hourly; $45,864.00-$85,321.60 Annually
Exempt: No

OVERVIEW

Process and respond to public records requests in compliance with Florida Statute chapter 119 and provide professional customer service to internal departments, external agencies, and the public.

DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Receive, log, and analyze incoming public records requests to determine appropriate routing and retrieval.
- Access, prepare, and redact confidential records, including reports, audio, video, and other materials, in accordance with FS 119.
- Utilize Adobe tools, Microsoft Office Suite, and agency systems to process and release records.
- Track and manage assigned requests, ensuring timely updates, accurate record handling, and proper closure.
- Prepare invoices, record payments, and finalize requests for release.
- Work collaboratively with cross-functional teams on multi-faceted requests.
- Explain public records exemptions and provide guidance to requesters.
- Redirect misrouted requests to the appropriate agency or department.
- Provide exceptional customer service in person, over the phone, and through the GovQA portal.
- Verify customer identification and notarize forms for the release of eligible records.
- Ensure compliance with agency procedures, state laws, and public records requirements.
- Perform other related duties as required.

KNOWLEDGE & ABILITIES

- Knowledge and practical application of Florida Statute 119 (public records law).
- Proficiency with records management, redaction, and productivity software, as well as other agency systems used for data and case management.
- Knowledge of agency policies, procedures, records management practices, and general office operations.
- Some knowledge of law enforcement terminology.
- Ability to proofread, review, and analyze records for accuracy, completeness, and compliance.
- Ability to manage multiple requests and meet deadlines in a high-volume environment.
- Ability to handle confidential information appropriately and exercise sound judgment under pressure.
- Ability to work independently and collaboratively within a team.

SKILLS

- Written Communication
- Multitasking
- Records Management
- Verbal Communications
- Detail-Oriented
- Public Records
- Task Organization

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.
- Three years of clerical experience.

OR

- An associate's degree from an accredited institution of higher education.
- Two years of clerical experience.

REQUIRED PRE-EMPLOYMENT TESTING

- Completion of pre-employment testing.

REQUIRED POST-EMPLOYMENT TESTING

- Completion of Criminal Justice Information System (CJIS) and Health Insurance Portability and Accountability Act (HIPAA) certifications, to be obtained within six months of appointment.
- Possession of a State of Florida Notary Public Seal, depending on assignment.

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.