



Seminole County Sheriff's Office

SR PROGRAM SPECIALIST

Class Spec Code: 1050

Established Date: 10/15/2020

Last Revised Date: 11/04/2022

Effective: 11/18/2022

Salary Range

\$18.15 - \$27.23 Hourly

Bargaining Unit

N/A

EEO

EEO4-Administrative Support

Occupational Group

N/A

FLSA

Non-Exempt

Benefit Code

FT BENEFITS

Physical Class

DTME

Classified Service

No

General Description

General technical, analytical or professional administrative work in support to assigned Department.

Typical Duties

Note: Listed functions, duties, responsibilities and skills is not intended to be all-inclusive and the employer reserves the right to assign additional responsibilities as deemed necessary for the operational efficiency of the Sheriff's Office.

Maintains the necessary files and records to insure access to desired information. Files can include administrative files, statistical information and other materials related to office functions.

Analyzes or assembles data, prepares letters, notices, reports and other correspondence from draft documents and/or edited reports.

As required, assists with clerical duties throughout the office.

Utilizes division/department specific software to assist, gather, investigate and/or compile information for the assigned Department.

Routes telephone calls, answers inquiries and processes complaints from the general public, providing assistance in resolving various problems and referring matters as appropriate.

Coordinates and/or schedules meetings, conferences, and appointments as needed for assignment.

Different job tasks may be assigned depending upon assignment such as maintenance of equipment, processing of departmental purchase order/requisitions, scanning of documents into different software systems, etc.

Prepares confidential documents as required.

Minimum Qualifications

- High School Diploma/GED; Associate's Degree preferred
- Five (5) years' clerical experience with three (3) years' experience in an office environment with specific emphasis on professional administrative work or customer service
- Consideration may be given to equivalent combination of related training, education and experience
- Internal applicants must have Meets Standards or higher overall on recent evaluations with no verbal or written

reprimands to include formal corrective action within the last three (3) years

- Ability to type at least 30 correct wpm
- Must be able to become N/FCIC certified within six (6) months of appointment to the position
- Must possess and maintain a valid Florida Driver's License

Knowledge, Skills, Abilities & Other

Regular and prompt attendance is mandatory in the performance of an employee's duties for this position, to include scheduled work hours, and required training activities, calls for mandatory overtime needs and calls for service during times of an emergency.

Extensive knowledge of Microsoft Office applications, business English, spelling, punctuation, arithmetic, modern office practices and procedures, including record-keeping methods; Ability to learn all SCSO computer programs such as Café, SCSONet, MICAD, TUSCON and ability to become FCIC/NCIC certified if needed for assignment.

Ability to maintain confidential information; to work independently and with little supervision on a variety of complex issues; to research, organize, and prepare accurate reports, summaries, and/or tabulations; to meet with and maintain effective working relationships with other departments, agencies, offices, and the general public.

Exceptional customer service skills, to include phone and email business

etiquette as well as strong writing and editing skills are required.

WORKING CONDITIONS

The work environment for this position is in an office atmosphere. Work is generally performed during normal business hours although the incumbent may be required to work any schedule that fulfills the needs of the position. Some assignments may be within the confines of a correctional facility, have direct contact with inmates or prior inmates, and/or be subject to an "on call" status.

PHYSICAL ATTRIBUTES REQUIREMENTS

Mobility-Mostly sedentary work but some standing and walking; constant use of a computer

Visual-Constant overall vision; constant eye-hand coordination; frequent reading/close-up work

Dexterity-Frequent repetitive motion and reaching

Emotional/Psychological- Frequent public contact; decision-making and concentration

Special Requirements- Ability to behave respectably and with utmost integrity even when off duty. May be required to respond for any critical incident, manmade or natural. Some assignments may require working weekends, nights, and/or occasional overtime; some assignments may have limited inmate contact