HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

Community Service Aide

Job Code: W2785
Pay Grade: WH
Pay Scale: $19.86-$30.30 Hourly; $41,308.80-$63,024.00 Annually
Exempt: No

OVERVIEW

Perform a variety of law enforcement support duties that do not require the direct involvement of a certified deputy.

DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Provide miscellaneous support services to assigned areas, including record processing, data entry, and maintenance of logs and reports.
- Serve as a point of contact for the public and internal staff by answering inquiries, routing communications, and handling documentation or materials.
- Support daily operations by maintaining organized work areas, replenishing supplies, and assisting with routine operational needs.
- Patrol Districts
- Conduct scheduled mail runs and interoffice delivery and pickup services.
- Assist with the management, tracking, and distribution of district equipment, supplies, materials, and other operational resources.
- Perform assigned administrative and investigative support functions, including reviewing reports, documenting findings, coordinating follow-up actions, and supporting district or community initiatives.
- Communications
- Utilize law enforcement information systems to support operations and provide training and documentation for newly assigned personnel.
- Maintain the agency's tow service rotation program by processing applications, verifying certifications, and ensuring accuracy of tow requests.
- Monitor and update property access information by managing gate codes and maintaining trespass authorizations for agency-designated properties.
- Domestic Violence
- Conduct victim follow-up and provide long-term administrative case support.
- Track prosecutorial and court-related case activity and notifications.
- Monitor assigned communications and investigative systems related to case activity.
- Logistics Operations
- Inspect newly equipped vehicles and equipment (radio, lights, and sirens) for operational readiness.
- Maintain logistical and compliance-related databases.
- Property West
- Perform warehouse coordination and interagency deliveries.
- Process investigative support reports and share findings with detectives for follow-up.
- Conduct scheduled deliveries and pickups with external agencies (State Attorney's Office and Tax Collector's Office).
- Real Time Crime

- Monitor surveillance and alert systems for wanted vehicles and subjects.
- Track active calls for service to support responding patrol units.
- Locate and provide video evidence to support active investigations.
- Special Victims
- Review communications, recordings, and video evidence to support investigations.
- Update prosecutorial and interagency case records and reports.
- Transport evidence and specialized materials as required.
- Perform other related duties as required.

KNOWLEDGE & ABILITIES

- Working knowledge of office policies and procedures.
- Working knowledge of county and state ordinances, laws and regulations pertaining to the area of assignment.
- Working knowledge of record keeping and general office procedures.
- Some knowledge of the criminal justice system.
- Ability to prepare and maintain logs, files, and reports.
- Ability to properly answer and route telephone calls.
- Ability to deal with the public in a tactful and courteous manner.
- Ability to use a computer and related software.
- Ability to safely operate a motor vehicle.
- Ability to work effectively with others.
- Ability to communicate effectively, both orally and in writing.

SKILLS

- Verbal Communications
- Computer Literacy
- Written Communication
- Customer Service
- Task Organization
- Administrative Support

WORKING CONDITIONS

- Work within an office environment within a law enforcement agency.
- May work outdoors in a subtropical climate in potential adverse weather conditions.
- 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).
- May be required to drive a Sheriff’s Office-issued vehicle (e.g., car, full-size van, full-size pickup truck).
- 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.