LEE COUNTY PROPERTY APPRAISER POSITION DESCRIPTION

PUBLIC SERVICE INFORMATION SPECIALIST

Department:Public Service InformationFLSA Class:Reports to:Public Service and Exemptions Manager

POSITION OBJECTIVE & SUMMARY

Non-exempt

Performs a variety of clerical duties involving processing and maintenance of records, providing information to the public, and determining exemption qualification status for ad valorem assessment purposes.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES

- Provides assistance and information to customers; responds to routine questions/complaints; researches problems and initiates problem resolution.
- Processes exemption applications; determine and/or verify property owner qualifications for homestead or other exemptions.
- Answers taxpayer's exemption-related questions and advises accordingly as to eligibility and attainment of qualified exemptions.
- Processes address changes; answers taxpayer inquiries regarding other facets of Lee County Government and direct calls to corresponding departments.
- Works closely with the Tax Roll department to ensure the "Save Our Homes" cap is applied appropriately to homestead parcels.
- Prepares corrections to the tax roll when removing/adding exemptions.
- Works closely with other government agencies relative to exemption eligibility and possible non-compliance.
- Communicates with other county offices to ensure accuracy of data including E911 and site addresses.
- Explains how exemptions, and percentage of portability impacts value.
- Communicates with out-of-State Property Appraisers regarding verification of residency for exemption purposes.
- Assists taxpayers in locating properties online and with navigation of the organization's website.

COMPETENCIES: KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of Florida Statutes and Florida Administrative Code governing exemption qualifications for personal and institutional exemptions.
- Knowledge of principles and processes for providing customer and personal services.
- Skill in the use of Microsoft Office applications (Word, Excel, Outlook).
- Ability to communicate effectively and professionally, verbally and in writing, working cooperatively with others; bilingual helpful, but not required.
- Ability to perform detail-oriented tasks in a high volume work environment.
- Ability to organize and manage multiple priorities and provide expedited service, particularly in high customer volume periods.
- Ability to work independently and provide solutions to routine problems encountered with the public.
- Ability to perform basic mathematic calculations (addition, subtraction, multiplication and division).

EDUCATION / TRAINING / EXPERIENCE

Graduation from high school or GED equivalent. One (1) year customer service experience and basic computing skills; experience in the application of personal and institutional exemption laws, preferred; or applicable training and experience which provides the required knowledge, skills and abilities to successfully perform the essential functions of the job. Attainment of Certified Florida Evaluator (CFE) designation encouraged. Bilingual in English and Spanish preferred.

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WORK ENVIRONMENT & PHYSICAL DEMANDS

The work is performed in an office setting with prolonged periods of sitting with some standing, bending, stooping, squatting, and/or reaching. Specific vision abilities required by this job include attention to a computer monitor for approximately 95% of the work day. The employee may occasionally be required to lift up to 50 pounds.

OTHER DUTIES

This position description does not constitute an employment agreement between the employer and employee. The listed job specifications should not be construed as a comprehensive listing of activities, duties or responsibilities that are required of the incumbent. Duties are subject to change at any time as the needs of the employer and requirements of the job change.