

**HERNANDO COUNTY PROPERTY APPRAISER
JOB DESCRIPTION**

JOB TITLE: PUBLIC SERVICES SPECIALIST	PAY GRADE: 310
DEPARTMENT: PUBLIC SERVICES & EXEMPTIONS	STARTING: \$36,127
REPORTS TO: Chief Deputy of Administration & Technology	POSITION TYPE: NON EXEMPT

Applications may be picked up at the Property Appraiser's Office or available on our website (www.hernandocounty.us/pa). Submit the completed application to Manuel Padron, Chief Deputy of Administration & Technology at 201 Howell Ave., Suite 300, Brooksville, FL 34601-2042. Applications will be accepted until position is filled.

GENERAL DESCRIPTION:

This is a public service/clerical position requiring daily contact with the public in a professional, courteous, and informative manner. The individual will be trained in the functions of public service and the processing of exemption applications.

ESSENTIAL JOB FUNCTIONS:

- Respond to inquiries from the public with regard to assessed values, legal descriptions, ownership, exemptions and improvements on properties
- Interview applicants filing for various exemptions, ensure all statutory requirements are met and complete data entry in CATSSYS
- Research all applicable agencies (local, State, Federal) for applicant's eligibility of exemptions.
- Verify exemption related data from reports generated by the Coordinator
- Complete forms for services requested by other county departments. Receive financial transactions from taxpayers and other county departments, operate cash register and prepare cash recap forms
- Calculate tax estimates, print and mail correspondence requested by the public
- Serve as backup to the Deed Processor as requested
- May be required to work at either office location

JOB STANDARDS:

Education:	High School Graduate or GED Certification
Experience:	Minimum 2 years of customer service experience
Licenses/Certifications:	None Required

EQUIPMENT USED:

Personal computer, printer, calculator, facsimile machine, copier, image system, telephone, cash register and other office equipment

CRITICAL SKILLS/EXPERTISE:

- Ability to express ideas clearly and concisely in writing or orally in a friendly manner
- Ability to use software programs related to job functions accurately and effectively
- Must be able to establish and maintain effective working relationships with other Deputies, County departments and governmental agencies and businesses
- Ability to interact in a team environment with co-workers with tact and diplomacy
- Ability to analyze facts and exercise judgment, arriving at valid conclusions
- Ability to understand and interpret oral and written instructions
- Knowledge of office procedures, correspondence, and standard business practices
- Ability to use the GIS Mapping system
- Ability to review and understand recorded instruments
- Must be able to work with the public under stressful, difficult and/or sometimes unpleasant circumstances

ESSENTIAL PHYSICAL SKILLS: Constantly operates a computer and other office equipment; frequently be able to remain in a stationary position. Constantly uses speech, vision and hearing skills to perform duties.

ENVIRONMENTAL CONDITIONS: Office environment working closely with others, with some occasional off-site training

Reasonable accommodations will be made for otherwise qualified individuals with a disability

THE PROPERTY APPRAISER IS AN EQUAL OPPORTUNITY EMPLOYER