

HERNANDO COUNTY PROPERTY APPRAISER JOB DESCRIPTION

Job Title	Public Services Specialist I		
Department	Public Services & Exemptions	Salary Range	\$36,127 - \$55,034 01/07/2025
Reports To	Director of Technology/HR	FLSA	Non Exempt

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 processing exemption applications.

ESSENTIAL JOB FUNCTIONS:

- Respond to inquiries from the public with regard to assessed values, legal descriptions, ownership, exemptions and improvements on properties. [Daily Procedures](#), [Mobile Homes](#).
- Interview applicants filing for various exemptions, ensure all statutory requirements are met and complete data entry in JEMAS. [Homestead Exemption](#), [Other Exemptions](#), [DVALM](#)
- Research all applicable agencies (local, State, Federal) for applicant's eligibility of exemptions. [Homestead Exemption](#), [Other Exemptions](#), [DVALM](#)
- Verify exemption related data from reports generated by the Coordinator. [Reports Projects](#)
- 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 form. [Forms](#)
- Calculate tax estimates, print and mail correspondence requested by the public. [Daily Procedures](#), [Mobile Homes](#).
- Serve as backup to the Deed Processor as requested. [Deed Processing](#).

JOB STANDARDS:

Education	High School Graduate or GED certification
Experience	Minimum 2 years experience in customer service.
Licenses or Certifications	None required.

EQUIPMENT USED:

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

CRITICAL EXPERTISE TO PERFORM ESSENTIAL FUNCTIONS:

- 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. May be required to work at either office location.

ESSENTIAL PHYSICAL SKILLS:

Constantly operates a computer and other office machines such as a calculator, computer, printer, Copy machine, facsimile machine, etc. 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. Occasional off-site training.

MARGINAL/SECONDARY JOB FUNCTIONS:

Perform other necessary related duties as assigned by immediate supervisor.

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

DEPUTY SIGNATURE	DATE

IMMEDIATE SUPERVISOR SIGNATURE	DATE