



PAO Exemptions Technician

Category: Classified
Pay Grade: C19
Job Code: 20670

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs intermediate level technical work in the Exemptions Department in support of maintaining personal or institutional exemptions on the tax roll; performs complex or specialized exemptions tasks; disseminates advanced information about general and specific exemptions information to the public and performs data entry of exemptions information resulting from transfers and approved and denied exemptions; prepares and responds to correspondence related to exemptions; applies standard policies and procedures, seeking guidance or assistance on non-routine matters; may be assigned to any one or any combination of several Property Appraiser branch office locations or temporary remote locations to meet the workload requirements of the agency.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Responds to intermediate level inquiries from the public and Property Appraiser employees on the qualifications, methods, rules, regulations, and practices involved with personal or institutional exemptions;
- Maintains exemptions in computer-assisted mass appraisal (CAMA) on individual accounts, including approving, posting, denial, and removal of exemptions and associated data changes such as ownership coding, tenancy coding, use %, and ownership % changes;
- Corresponds with property owners regarding their exemptions via phone, mail, and email, keeping track of each contact via scanning or notes to meet public records requirements;
- Develops an intermediate understanding of instruments of transfer including tenancy and ownership types (life estate, simple trusts, and similar instruments);
- Develops an intermediate understanding of Save Our Homes (SOH), Amendment 1, Portability, and other advanced legislative changes as required and computes the impact of each;
- Gathers information and evidence from online resources when an exemption is improper for referral to Director;
- Takes exemption applications in both the CAMA Wizard and OLEX (online) and assists customers through applications and questions;
- Prepares research and case documents in support of employees presenting at Value Adjustment Board (VAB) hearings, and effectively and professionally presents simple/straightforward cases before the VAB;
- Develops an intermediate understanding of the VAB process and assists customers with VAB questions;
- Performs intermediate exemptions related research and special projects;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Two (2) years of directly related education, training, and/or experience in an Ad Valorem Property Appraiser's Office, or an Associate's degree in computer science, accounting, finance, business, or related field; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Assignment to work a variety of work settings, activities, and locations.
- One year of experience in the Exemptions section of a Florida County Property Appraiser's Office.
- Candidate to demonstrate more advanced proficiency, competency, and satisfactory completion of regularly assigned work in an independent manner. Appointing Authority retains discretion to employ an incumbent at this level or advance the incumbent non-competitively or competitively after a candidate meets the minimum qualifications to an in-line career ladder position within the same organization or department.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of standard office practices, procedures, and equipment;
- Knowledge of website contents and online application program therein and ability to assist customers with questions;
- Knowledge of intermediate level exemptions rules, policies, case law, and qualification requirements;
- Knowledge of Save Our Homes (SOH), Amendment 1, Portability, and other legislative provisions;
- Knowledge of personal and/or real property appraisal assessment concepts;
- Knowledge of laws, rules, and regulations governing the tax roll;
- Knowledge of Business English, spelling, and punctuation;
- Skill in keyboarding accurately at a reasonable rate of speed;
- Ability to work independently and use good judgment;
- Ability to accurately enter data regarding exemptions maintenance, posting and denial;
- Ability to communicate, orally and in writing, effectively, courteously and tactfully;
- Ability to perform computer data entry and simple word processing functions;
- Ability to recognize potentially fraudulent or improper exemptions and research and prepare cases to forward to Director;
- Ability to handle difficult customers on most issues without escalating to Director or Specialist.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive motion: Substantial movements (motions) of the wrist, hands, and/or fingers.

WORKING CONDITIONS

Work is performed in a safe and secure work environment that may periodically have unpredicted requirements or demands.