



Property Records Specialist

Category: Classified
Pay Grade: C20
Job Code: 20556

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 highly technical and specialized semi-professional full performance work maintaining the tax roll; disseminates complex or detailed information about the tax roll to the public, advanced level data entry of parcel records and deed transfers, takes and processes exemption applications, and coordinates special projects; performs a variety of tasks related to tax roll creation, maintenance, and/or dissemination of information; may train and lead others in performing complex tasks; responds to inquiries from the public on the methods, rules, regulations, and practices involved in administering the roll.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Communicates and applies a comprehensive knowledge of the methods, rules, regulations, and practices involved in ad valorem property valuation and exemptions for both real and tangible personal property;
- Locates parcels on maps using intermediate level legal descriptions;
- Calculates simple tax estimates from value x millage rate;
- Takes complex exemption applications by hand and using computer-assisted mass appraisal (CAMA) system;
- Relays accurate advanced level information regarding all personal exemptions, Save Our Homes (SOH), and portability;
- Assists customers with online exemption applications and recognizes and reports bugs, suggests enhancements, and assists with testing;
- Applies advanced customer service skills in CAMA and geographic information system or imagery programs, and trains lower level staff on deeds, transfers, coding sales for qualification, and reviews lower level work for correctness;
- Trains lower level staff in data entry of parcel characteristics and verifies work;
- Independently organizes, files, indexes, and maintains records for various tasks and projects;
- Performs intermediate research tasks in support of qualifying applicants for exemptions;
- Coordinates and oversees special projects and tasks;
- Performs Deeds data entry, quality assurance, and limited research;
- Performs data entry of permit information and codes permit types;
- Maintains inventory levels of office supplies;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Three (3) years of experience as Property Records Technician that includes demonstrated proficiency and mastery in applying a majority of the Ad Valorem Property Appraiser's Office most complex and highly specialized subject matter technical competencies; or an Associate's degree in computer science, accounting, finance, business, or related field and one (1) year of experience as described above; 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.
- 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, maps, data downloads, and OLEX and ability to assist customers with questions;
- Knowledge of a geographic layout of the County;
- Knowledge of personal and/or real property appraisal assessment and exemption terminology, and valuation methods;
- Knowledge of laws, rules, and regulations governing the tax roll;
- Knowledge of Business English, spelling, and punctuation;
- Knowledge of basic business writing rules and ability to compose simple letters, emails, and memorandums;
- Skill in keyboarding accurately at a reasonable rate of speed;
- Ability to work independently and use good judgment;
- Ability to communicate, orally and in writing, effectively, courteously, and tactfully;
- Ability to perform computer data entry and simple word processing functions;
- Ability to accurately enter data regarding sales and property characteristics and collaborate with other staff to clarify expectations and resolve conflicts;
- Ability to recognize potentially fraudulent or improper exemptions and report cases to Investigations;
- Ability to handle difficult customers on most issues without escalating to the director level.

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:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- 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.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.