



## **Property Records Supervisor**

**Category:** Classified/Excluded  
**Pay Grade:** C23  
**Job Code:** 20558

*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**

This is highly technical and specialized semi-professional full performance supervisory work maintaining the tax roll. Duties include the supervision and training of subordinates in disseminating complex and detailed information about the tax roll to the public, advanced level data entry of parcel records/deed transfers, and taking/processing exemption applications. An incumbent in this class performs independently, exercises initiative and judgment in performing a variety of supervisory/leadership tasks related to tax roll creation, maintenance, and dissemination of information. The incumbent will effectively train and lead others in performing basic through complex tasks. Incumbents in this role will respond to inquiries from the public on the methods, rules, regulations, and practices involved in administering the tax roll and all aspects of exemptions. Emphasis is placed on technical competency, independence in technical decision making, leadership qualities and professionalism in resolving issues, problems or customer disputes. The incumbent will make independent decisions concerning departures from standard policies and procedures seeking guidance on unusual matters. The incumbent reports to a designated director or designee.

### **ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)**

- Applies knowledge of and supervises staff engaged in the application of the methods, rules, regulations, and practices involved in ad valorem property valuation and exemptions for both real and tangible personal property;
- Supervises teams and individuals in the daily functions required to produce the annual tax roll;
- Supervises and leads others in special projects and initiatives;
- Trains others in locating parcels on maps using intermediate level legal descriptions;
- Calculates complex tax estimates from value x millage rate;
- Trains others to take complex exemption applications by hand, computer-assisted mass appraisal (CAMA) system and internet application;
- Conveys knowledge and trains others in 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 enhancement and assists with testing;
- Applies advanced customer service skills in CAMA and geographic information system or imagery programs, and trains others on deeds, transfers, coding sales for qualification, and reviews lower level work for correctness;
- Trains others in data entry of parcel characteristics, and verifies work;
- Organizes, files, indexes and maintains records for various tasks and projects;
- Performs advanced level research tasks in support of qualifying applicants for exemptions;
- Coordinates and oversees special projects and tasks;
- Performs other related job duties as assigned.

## QUALIFICATIONS

### **Education and Experience:**

High School diploma or an acceptable equivalency diploma (GED); and three (3) years of experience as Property Records Specialist or Exemptions Specialist 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 Associate's Degree in computer science, accounting, finance, business or related field and two (2) years 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 settings, activities, and locations.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable 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 Pinellas County;
- Knowledge of personal and 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 advanced business writing rules and ability to compose simple letters, emails and memorandums;
- Skill in keyboarding accurately at a reasonable rate of speed;
- Ability to effectively manage subordinates and lead others in team or individual pursuits;
- 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; and
- Ability to handle difficult customers on most issues without escalating to Director.

## PHYSICAL/MENTAL DEMANDS

The work is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. Additionally, the following physical abilities are required:

- **Feeling:** Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- **Fingering:** Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- **Handling:** Picking, holding, or otherwise working, primarily with the whole hand.
- **Hearing:** Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- **Mental Acuity:** Ability to make rational decisions through sound logic and deductive processes.
- **Reaching:** Extending hand(s) and arm(s) in any direction.
- **Repetitive Motion:** Substantial movements (motions) of the wrist, hands, and/or fingers.
- **Speaking:** Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.
- **Standing:** Particularly for sustained periods of time.

- 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.
- Visual Acuity: Have close visual acuity such as color differentiation, depth perception, and adequate field vision.
- 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 relatively safe, secure, and stable work environment.