



Director of PAO Public Information Services

Category: Exempt
Pay Grade: 150
Job Code: 21200

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 advanced responsible and supervisory work in Public Information Services. Employees in this class are responsible for staff management and providing complex data to the public concerning all functions of the Property Appraiser's Office. The employee must have extensive knowledge of all operations of the Property Appraiser's Office and must be able to respond to all inquiries from the public on the most difficult interpretations of methods, laws, rules and regulations and practices of the Property Appraiser's Office. Work is performed with considerable independent judgment and initiative under the general supervision of the Deputy for PAO Personnel/Administrative Operations and is reviewed by the Deputy, the Chief Deputy and the Property Appraiser through observation of results obtained, conferences and periodic reports or evaluations.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Plans and directs the work or subordinate staff regarding office operations; coordinates and schedules work and provides assistance with the more difficult functions;
- Interacts and consults with Deputies and other directors regarding complex information research;
- Trains and directs employees in public relations, office procedures and all aspects of job duties including use of such resources as plat books, property value rolls, , computer terminals and city directories;
- Evaluates performance of assigned personnel and prepare performance reviews;
- Answers inquiries from the general public, realtors, appraisers and title companies, or directs them to the proper source;
- Assists the Property Appraiser in interpreting laws, rules and regulations governing property appraisals; explains same to the public and provides other assistance necessary;
- Prepares official forms in conjunction with helping the public;
- Responsible for keeping reference materials up-to-date;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Five (5) years' experience in researching and dispensing complex public information, preferably in a property appraiser's office or an equivalent combination of education, training and/or experience. Familiarity with data processing/computer equipment is essential.

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.
- Other highly desirable knowledge, skills, abilities and credentials relevant to experience.

Knowledge, Skills and Abilities:

- Knowledge of modern office equipment, practices and procedures;
- Knowledge of principles of supervision and their application to office operations;
- Knowledge of data processing inquiry, retrieval and update systems within the Property Appraiser's and Tax Collector's Offices;
- Knowledge of legal descriptions, property appraisal terminology and the laws, rules and regulations governing property appraisal;
- Knowledge of the geographic layout of Pinellas County;
- Ability to operate a computer terminal, microfiche reader, telephone equipment and related office machines;
- Ability to deal with the public in an effective and courteous manner and to establish and maintain efficient working relationships with superiors, subordinates and other organizations;
- Ability to plan, organize and direct effectively the work of employees;
- Ability to work independently and use good judgment;
- Ability to maintain accuracy and timeliness of information.

PHYSICAL/MENTAL DEMANDS

This work 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:

- 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;
- Reaching: Extending hand(s) and arm(s) in any direction;
- Visual ability: Sufficient to effectively operate office equipment including copier, computer; 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;
- 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 during normal and high stress situations;
- 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;
- Standing: Particularly for sustained periods of time;
- 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.