



DAVID JOHNSON, CFA
SEMINOLE COUNTY PROPERTY APPRAISER

PUBLIC SERVICE SPECIALIST

JOB DESCRIPTION BELOW

FULL-TIME POSITION

SALARY RANGE: \$43,000 - \$55,000 Annually Based on Experience

APPLICATIONS MAY BE MAILED TO:

**SEMINOLE COUNTY PROPERTY APPRAISER
ATTN: EMPLOYMENT OPPORTUNITIES
1101 EAST FIRST STREET
SANFORD, FL 32771**

OR E-MAILED TO:

EMPLOYMENT@SCPAFL.ORG

OR FAXED TO:

(407) 665-7924

Members are prohibited from engaging in any real estate activities such as, acting as a broker or agent in buying or selling of property, or performing appraisal work, or selling SCPA computerized database information or computer systems for personal gain while employed by the Seminole County Property Appraiser.



DAVID JOHNSON, CFA

SEMINOLE COUNTY PROPERTY APPRAISER

Position Title: Public Service Specialist

Department: Operations - Customer Service

Major Function

This is a responsible customer service/clerical position, which involves administering daily contact with the public in a courteous, informative manner.

Essential Functions

Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is a logical assignment to the position.

Furnish information and assistance to the general public regarding assessed values, legal descriptions, ownership, taxes, specific information regarding structures on properties and exemption information.

Maintains files for all departmentally related documents.

Serve as a receptionist and to relay messages for all departments within the Appraisal Office, as well as providing assistance in referring calls to other governmental agencies.

Process property tax exemptions relative to the preparation of the annual tax roll.

Processes daily mail for the Property Appraiser's Office and distributes to the appropriate departments as necessary. Processes returned mail from USPS.

Responsible for the document imaging of documents. This will include proper document inspection and preparation, scanning, indexing, loading of document into the database, and final disposal of original document.

Processes internal mail projects including monthly postcards, homestead applications, and other specialized mailings as requested.

Processes mailing address changes in system and communicates with County and City addressing departments regarding accuracy of data as necessary.

Decisions are made based upon knowledge gained through experience and in accordance with the Florida Laws governing this office and departmental policies and procedures.

On a daily basis intermediate supervision and guidance are provided by the Public Service Coordinator and in their absence the Senior Public Service Specialist. Direct supervision, guidance and performance expectations/evaluations are provided by the Public Service Coordinator with oversight by the Chief Operating Officer.

Performs other duties as assigned or as may be necessary.

Minimum Qualifications

Ability to gain knowledge of the functions and responsibilities of the Property Appraiser's Office and a good understanding of the relationship of this office to other governmental agencies that affect or are affected by the procedures and policies of this office.

Ability to gain a basic knowledge of Florida Laws governing this office and the Florida Statutes pertaining to property tax exemption.

Ability to establish and maintain a strong and effective working relationship with staff and the public so that each individual is treated in a fair and equitable manner.

Exercise good judgment in evaluating situations in order to establish a course of action and possess the ability to work under stress with staff and the public under difficult and/or sometimes unpleasant circumstances.

Ability to communicate effectively both orally and in writing.

Ability to use a personal computer and a variety of other specialized computer applications to accomplish assigned tasks. Ability to type 35 correct words per minute.

Must have considerable knowledge of modern office practices and procedures.

Graduation from high school or completion of GED is required. Preference will be given to individual with one year of experience in Customer Service or related field.

Working Conditions

The work environment for this position is a general office setting. The incumbent performs most duties sitting at a desk, table or workstation. This position has regular exposure to radiant and electrical energy found in an office environment.

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