



KATHY L CRAWFORD

HARDEE COUNTY PROPERTY APPRAISER

CUSTOMER SERVICE/ADMINISTRATIVE SPECIALIST*

SUMMARY

This position is responsible for managing and coordinating administrative activities essential to the overall operations of the office. The duties of this position entail advanced level administrative, clerical, and staff assistance work. Specialized work involves reviewing and analyzing real and tangible personal property accounts and performing value analysis for appraisal purposes. The Customer Service Specialist is responsible for securing details of specialized assessment information and coordinating standard office operations essential to the overall objective of the Property Appraiser's office. This position works closely with the public concerning property tax exemptions, classifications and related appraisal matters.

ESSENTIAL JOB FUNCTIONS

- Responsible for coordinating and facilitating some IT/computer related processes for the office to ensure continuity of operations;
- Recommend new procedures and facilitate improvement to the service level available to customers seeking information from the agency;
- Assist public with the completion and filing of tangible tax returns and applications for exemptions, classifications and all other related appraisal documentation;
- Prepare forms, compose letters, establish and maintain administrative and appraisal records.
- Prepare and process appropriate forms for corrections to the tax roll for real property and personal property;
- Investigate inquiries and complaints concerning value; confer with property owners to explain methods, procedures and policies with respect to the value of their personal property;
- Works closely with the Tax Collector's office in securing details of Mobile Home information for appraisal purposes;
- Utilize CAMA (Computer Assisted Mass Appraisal) software to create reports to assist in quality assurance of tax roll data;
- Process all incoming mail daily by organizing, sorting and dating tax returns and other correspondence and deliver to the appropriate department;

*Salary commensurate with experience

- Assist other departments as needed;
- Perform all other duties as required.

Minimum Qualifications

- Must possess a high school diploma or equivalent;
- (2) years of administrative experience preferred, however equivalent experience will be considered;
- Must have a thorough knowledge and understanding of business English and math. This includes the ability to make arithmetic computations accurately;
- Must have the ability to read and comprehend complex constitutional and statutory language relating to property tax assessments;
- Must be able to operate and use standard office and computer equipment efficiently. Must be proficient in use of the Internet and Microsoft Office programs such as Word, Excel and Outlook, PowerPoint. Must have the ability to learn CAMA appraisal software;
- Must have the ability to understand and carry out moderately complex oral and written instructions as well as the ability to follow office practices and procedures;
- Must be a detail oriented, industrious, self-starter requiring little to no supervision;
- Must be well-organized and resourceful;
- Must have the ability to implement new and innovative procedures;
- Must demonstrate excellent written, organizational, and oral communication skills. This may include, but is not limited to, composing departmental correspondence and documents and coordinating and completing administrative projects;
- Must be willing to attend training and pass exams to obtain certification as a “Certified Florida Evaluator”.
- Must possess exceptional interpersonal skills and the personality and temperament necessary for working under stress in dealing with the public;
- **ABOVE ALL – must possess a great desire to serve the public and the mindset that as government employees “we are public servants”.**

While employed by the Hardee County Property Appraiser, must not for gratis or for compensation: engage in any real estate activities such as, but not limited to, buying, selling or acting as a broker for others; appraise property inside Hardee County; sell computerized database information; engage in any outside computer programming or consulting. Employees and members of their household may not own or hold financial interest in an appraisal business.