



KATHY L CRAWFORD

HARDEE COUNTY PROPERTY APPRAISER

CUSTOMER SERVICE SPECIALIST

SUMMARY

This position is responsible for providing exceptional customer service and public assistance to the citizens and property owners of Hardee County. The Customer Service Specialist serves as a primary point of contact for the public, assisting with property assessments, exemptions, classifications, public records, and other appraisal-related matters.

Duties include customer service, appraisal support, records management, document imaging, and public outreach functions related to real and tangible personal property accounts. This position works closely with taxpayers, governmental agencies, and internal staff to ensure accurate information and timely service. The position also supports the office's communication and community engagement efforts through social media, website content, and public information initiatives designed to increase awareness of Property Appraiser services, deadlines, and programs.

ESSENTIAL JOB FUNCTIONS

- Provide courteous, professional, and responsive customer service to property owners, taxpayers, and citizens seeking information or assistance from the Property Appraiser's Office;
- Assist the public with the completion and filing of tangible personal property tax returns, exemption applications, classifications, and other appraisal-related documentation;
- Answer inquiries regarding property values, exemptions, classifications, assessment procedures, ownership records, and other appraisal-related matters;
- 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;
- Prepare forms, compose letters, establish and maintain administrative and appraisal records.
- 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;
- Responsible for managing digital imaging software and ensuring public records are maintained in accordance with Florida Law.
- 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**

Customer Service Specialist

- Support the office's social media and public outreach efforts by developing and posting educational and informational content regarding exemptions, filing deadlines, public services, and community events;
- Assist other departments as needed;
- Perform all other duties as required.

Minimum Qualifications

- (2) years 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 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 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;
- Must possess a high school diploma or equivalent;
- **ABOVE ALL – must possess a great desire to serve the public and the mindset that as government employees "we are public servants" dedicated to serving the citizens of Hardee County with professionalism, integrity and respect.**

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.

AT WILL STATEMENT

Employment at the Hardee County Property Appraiser's Office is on an "at-will" basis. It may be terminated at any time, with or without cause by either the employee or employer. It is not guaranteed, contracted or promised for any length of time. No person other than the Hardee County Property Appraiser has the authority to alter the at-will status of your employment or to enter into any employment contract with you. The Hardee County Property Appraiser reserves the right to change, amend or revoke rates of pay, terms and conditions of your employment and job offers at any time.



Hardee County Property Appraiser's Office

110 West Oak Street, Suite 103
Wauchula, Florida 33873-2605
Phone: 863-773-2196
Fax: 863-773-0954

Application for Employment

Please type or print. It is important that you answer all questions on this application completely and truthfully. Failure to do so may delay consideration for employment or result in loss of employment opportunities. Notify this office of any address or telephone number changes.

Position Applying For:	Date:
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PERSONAL

Last Name:	First Name:	Middle Initial:
Street Address:		Home Phone:
City, State & Zip Code:		Work Phone:
E-Mail Address:		Cell Phone:

Are you legally eligible for employment in the United States?
(Proof of citizenship / immigration status and identity is required upon employment) YES ☐ NO ☐

Have you ever pleaded no contest to or been convicted of any crime? YES ☐ NO ☐
Have you ever been a defendant in a civil action for intentional tort? YES ☐ NO ☐
If "YES" to either question, attach a full explanation giving date of the charges, location of offense, the actual charges and the final disposition of the case (answering "YES" is not an automatic disqualification for employment).

MILITARY SERVICE

Branch of Service and Serial Number:	Present Selective Service Classification:	Rank at Discharge:
List Duties / Special Training:		

EDUCATION

Mark the highest grade level completed: Elementary College Graduate School				
If you received your General Equivalency Diploma (GED), list date received and issuing authority: _____				
	Name & Location	Did you Graduate?	Major Subject	Degree Attained
High School		YES ☐ NO ☐		
College		YES ☐ NO ☐		
Graduate School		YES ☐ NO ☐		
Vocational or Business		YES ☐ NO ☐		
Other		YES ☐ NO ☐		

Employment History

Beginning with your current or most recent employment, list in reverse order **all** periods of employment regardless of the duration or type of work. List any gaps in employment. Title changes should be listed as a separate period. Describe in detail your specific duties starting with your primary responsibilities. **This section must be completed whether or not a resume is attached** (attached additional sheets if necessary). Please specify your reasons for leaving or wanting to leave all listed employment.

1. Current or most recent Employer:						Address:									
Official Job Title:						Supervisor's Name & Title:						Phone Number:			
From		Dates Employed		To		Total		If Part-Time job, list number of hours per week:	Starting Pay:		Ending Pay:				
Month	Year	Month	Year	Years	Months				\$		\$				
									Commission / Bonus Pay		Commission / Bonus Pay				
									\$		\$				
Reasons for leaving or considering leaving (please explain in detail):												Resigned ☐		Terminated ☐	
Describe duties in detail:															
May we contact your present employer? ☐ Yes ☐ No															

2. Employer:						Address:									
Official Job Title:						Supervisor's Name & Title:						Phone Number:			
From		Dates Employed		To		Total		If Part-Time job, list number of hours per week:	Starting Pay:		Ending Pay:				
Month	Year	Month	Year	Years	Months				\$		\$				
									Commission / Bonus Pay		Commission / Bonus Pay				
									\$		\$				
Reasons for leaving or considering leaving (please explain in detail):												Resigned ☐		Terminated ☐	
Describe duties in detail:															

3. Employer:						Address:							
Official Job Title:						Supervisor's Name & Title:						Phone Number:	
From Month Year		Dates Employed To Month Year		Total Years Months		If Part-Time job, list number of hours per week:	Starting Pay: \$ _____ per _____		Ending Pay: \$ _____ per _____				
							Commission / Bonus Pay \$ _____ per _____		Commission / Bonus Pay \$ _____ per _____				
Reasons for leaving or considering leaving (please explain in detail):										Resigned ☐		Terminated ☐	
Describe duties in detail:													

4. Employer:						Address:							
Official Job Title:						Supervisor's Name & Title:						Phone Number:	
From Month Year		Dates Employed To Month Year		Total Years Months		If Part-Time job, list number of hours per week:	Starting Pay: \$ _____ per _____		Ending Pay: \$ _____ per _____				
							Commission / Bonus Pay \$ _____ per _____		Commission / Bonus Pay \$ _____ per _____				
Reasons for leaving or considering leaving (please explain in detail):										Resigned ☐		Terminated ☐	
Describe duties in detail:													

Please attach additional pages if necessary

Why do you feel that you are qualified for this position?

SKILLS

List any special skills, certifications or abilities (i.e. computer software knowledge, equipment or job related concepts) that you possess.

Description:
Description:
Description:
Description:

PERSONAL / PROFESSIONAL REFERENCES

Name:	Address:	Telephone Number:
Name:	Address:	Telephone Number:
Name:	Address:	Telephone Number:

WORK AVAILABILITY

Date available for work:

APPLICANT'S CERTIFICATION AND AGREEMENT

I certify that answers given herein are true and complete to the best of my knowledge.

I authorize investigation of all statements contained in this application for employment as may be necessary in arriving at an employment decision.

I understand and acknowledge that, unless otherwise defined by applicable law, any employment relationship with this organization is of an *"at will"* nature, which means that the Employee may resign at any time and the Employer may discharge Employee at any time with or without cause. It is further understood that this *"at will"* employment relationship may not be changed by any written document or by conduct unless such change is specifically acknowledged in writing by an authorized executive of this organization.

In the event of employment, I understand that false or misleading information given in my application or interview(s) may result in discharge. I understand that I am required to abide by all rules and regulations of the employer.

Applicant Name

Date

Applicant's Signature

Date of Interview