



Exemption & Customer Service Specialist

JOB SUMMARY

This position performs specialized duties in the processing of homestead and other exemptions.

MAJOR DUTIES

- Answers telephone and greets visitors; provides information and assistance; takes messages; refers to appropriate personnel; reviews and responds to email correspondence.
- Receives and processes property tax exemption applications and supporting documents; inputs related data to electronic records; reviews for accuracy and completeness.
- Approves or denies exemption requests based on governing rules and regulations.
- Prepares certified denial correspondence.
- Prepares reports for the Value Adjustment Board; sends reports to Property Appraiser during the VAB process.
- Completes property research.
- Maintains accurate and complete records; maintains correspondence and communications records.
- Scans and electronically files images; collects and stores hard copies for shredding; completes records disposition documents.
- Receives and processes real property declarations.
- Reviews trusts and official records to ensure eligibility of exemption applications.
- Provides support for on-line homestead application software.
- Receives and processes port applications.
- Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of tax exemption requirements and regulations.
- Knowledge of computers and job-related software programs.
- Knowledge of appraisal terminology.
- Skill in the analysis of problems and the development and implementation of solutions.
- Skill in the preparation of clear and precise reports.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The Chief of Customer Service, Exemptions & Homestead Compliance assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include Florida Statutes, administrative codes, and the Property Appraisers Office Manual. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related specialized duties. Strict regulations contribute to the complexity of the position.
- The purpose of this position is to provide specialized support for the processing of tax exemption requests. Success in this position contributes to the efficiency of department operations.

CONTACTS

- Contacts are typically with other county employees, property owners, mortgage companies, title companies, real estate agents, developers, contractors, attorneys, and members of the general public.
- Contacts are typically to provide services; to give or exchange information; to resolve problems; or to justify, defend or negotiate matters.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing or stooping. The employee occasionally lifts light objects.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Possession of or ability to readily obtain a valid driver's license issued by the State of Florida for the type of vehicle or equipment operated.
- Possession of or ability to readily obtain "Certified Evaluator" designation through the Florida Department of Revenue.

ACKNOWLEDGEMENT:

I agree and understand that I must be able to perform each responsibility set forth above to continue my employment with St. Johns County Property Appraiser.

Date