



JOB TITLE **Customer Service Specialist**

GENERAL DESCRIPTION

This is a public service/clerical position requiring daily contact with the public in a professional, courteous and informational manner. The individual will be trained in the functions of public service and the processing of exemption applications.

ESSENTIAL JOB FUNCTIONS

- Respond to inquiries from the public with regards to assessed values, legal descriptions, ownership, exemptions and properties
- Assist property owners in filing for exemptions and/or any additional benefits (portability) that they may be entitled to receive. Enter information into the application form(s), and process the required documents according to established procedure.
- Process and handle confidential information following office policies and standard operating procedures.
- Discuss and explain the 3% homestead cap and 10% non-homestead cap provisions.
- Answer simple exemption and value questions and route complex homestead exemption or valuation questions/concerns to the designated department staff.
- Prepare applications for Declaration of Mobile Homes as real property.
- Assist property owners in obtaining information from our public records including ownership, legal descriptions, mapping functions.
- Perform routine Receptionist duties including the following:
 - Answer and direct incoming calls, welcome visitors and determine the nature of their business, and announce to appropriate personnel.
 - Receive deliveries and route to the proper department or person.
- Assist with basic data entry, as needed.
- Perform routine clerical duties, such as preparing correspondence, filing, photocopying and scanning.
- Maintain records in proper manner and detail, ensuring the accuracy, completeness and accuracy of the data.
- Perform, or assist, on various other assignments or teams, as needed.
- Comply with established procedures, policies, statutes and deadlines.

MINIMUM QUALIFICATIONS:

KNOWLEDGE, SKILLS & ABILITIES

- Proficient in the operation and navigation of a personal computer. With instructions, understand the Property Appraiser's computer assisted mass appraisal (CAMA) software program and other software programs as they apply to work performed.
- Have a high level of attention to detail and a quality control mindset.
- Possess the ability to establish and maintain effective working relationships with staff members and the public.
- Communicate, clearly and effectively, with members of the public, and internal and external customers.
- Ability to be flexible, work independently and to exercise good judgment.
- Exhibit regular attendance, dependability and promptness.
- Ability to understand and interpret oral and written instructions.
- Must be able to work with the public under stressful, difficult and/or sometimes unpleasant circumstances.

EQUIPMENT USED

Personal computer, printer, calculator, facsimile machine, copier, image system, telephone and other office equipment.

EDUCATION AND EXPERIENCE

- High School Graduate or GED Certification

ESSENTIAL PHYSICAL DEMANDS

Long periods of operating a computer and other office equipment; frequent demands to be able to remain in a stationary position. Consistent use of speech, vision and hearing skills to perform duties.

ENVIRONMENTAL CONDITIONS

Office environment working closely with others and with some occasional off-site training.

Reasonable accommodations will be made for otherwise qualified individuals with a disability

CONFLICT OF INTEREST

While employed by the Monroe 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 Monroe County; sell MCPA 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 Monroe 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 Monroe 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 Monroe 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.