



Jefferson County
Office Of The Property Appraiser
Angela Gray, CFA Property Appraiser

Customer Service & Exemptions Specialist

Application Period: Sept. 8, 2015 – Sept.18, 2015 5:00 PM (EST)

Job Specifications: Part-time/Full-time, highly specialized work taking a lead role in assisting customers with general and specific information concerning exemptions, property information, and other JCPA services.

Hourly Rate : \$8.25 - \$12.50 / hour (based on experience)

Minimum Qualification Requirements

- Graduation from high school or an equivalent recognized certification (college degree, or high school degree supplemented by college or vocational course work in administration, liberal arts, psychology, or communications preferred).
- Minimum of two years of experience in customer service work, or any equivalent combination of relevant training and experience. (Experience in property tax, exemptions, or other similar governmental related work preferred).
- Excellent communication skills.
- After hour or weekend participation at outreach events throughout Jefferson County.
- Good driving record and a valid Florida driver's license.

Note: The following duties are not to be construed as exclusive or all-inclusive; other duties may be required or assigned as necessary.

Nature of Work

Work involves utilizing customer service skills by providing information and assistance to customers in person as well as on the telephone. Duties include assisting customers with exemption applications; reviewing forms and applications for completeness; making sure that the customer's documentation is in compliance; directing customers to the JCPA office or to other County entities; arranging for technical consultation when appropriate with other deputies; assisting with the self-service computerized stations; assisting customers in the use of JCPA maps, website brochures and other publications; and following all confidentiality requirements associated with the information utilized in the office.

Illustrative Tasks

- Provides customer service to the public at front desk and at community outreach events.
- Explains laws and procedures regulating exemptions and assessment.
- Provides requested materials, and resolves routine problems.
- Assists customers in completing information for exemptions; examines all information presented to verify entitlement.

Illustrative Tasks continued

- Ensures adherence to applicable regulations and laws relating to homestead and other exemptions.
- Answers JCPA telephones; provides routine information, directs calls to appropriate personnel or department, or takes a message.
- Performs routine clerical tasks, such as data entry, preparing correspondence, processing and distributing mail, handling mass mailings, scanning, filing, faxing, or photocopying.
- Gathers and maintains data/information and prepares periodic and special departmental reports.
- Conducts investigations of homestead parcels to ensure exemption eligibility.
- Covers JCPA outreach events outside of normal business hours and on weekends, as needed.
- Assists other JCPA deputies as directed. Performs other tasks, as required.

Knowledge, Skills, and Abilities

- Considerable knowledge of general office practices and procedures and customer service practices and procedures.
- Knowledge of personal computers, calculators, and/or other office equipment, as appropriate to area of assignment. (preferably Microsoft Office Products)
- General knowledge of property tax exemptions and eligibility requirements.
- Ability to deal tactfully but firmly with customers.
- Ability to maintain composure in stressful situations.
- Ability to perform tasks utilizing data processing methods and systems.
- Ability to express ideas effectively, both orally and in writing.
- Ability to review and edit data records and reports for accuracy and relevance.
- Ability to prepare, maintain, and submit reports.
- Ability to serve the public and fellow employees with honesty and integrity in full accord with the letter and spirit of the JCPA's Mission, Vision and Values.
- Ability to establish and maintain effective working relationships with the general public, co-workers, elected and appointed officials and members of diverse cultural and linguistic backgrounds regardless of race, religion, age, sex, disability, political affiliation or sexual orientation.

If selected for an interview, applicants will be asked to take a short quiz and possibly to complete a task using Microsoft office and excel. You are encouraged to review information on the website (www.jeffersonpa.net) in preparation of your interview if called.