

PROPERTY RECORDS TECHNICIAN

Job Code	Pay Grade
20554	CL11

Nature of Work

This is intermediate level technical work maintaining the tax roll. Duties include: completion of more advanced training and performing more complex/specialized tasks; disseminating information about the tax roll to the public; parcel data entry; taking complex exemption applications; interpretation and data entry of instruments of transfer; and assisting in office support functions. Emphasis is placed on acquiring full performance skills to apply a broad range of tasks necessary to complete assignments. The incumbent applies standard policies and procedures seeking guidance and assistance on non-routine matters. An incumbent in this class may be assigned to any one or any combination of several Property Appraiser departments or branch locations to gain experience and meet the workload requirements of the agency. The combination of training and assignments are designed to prepare the incumbent for advancement to Property Records Specialist. The incumbent receives training from a Property Records Specialist or team leader and formally reports to a designated supervisor.

Minimum Qualification Requirements

- 2 years directly related education, training, and/or experience in an Ad Valorem Property Appraiser's Office, or
- Associate's degree in computer science, accounting, finance, business, or related field; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work settings, activities, and locations.
- Assignment to work a variety of work schedules including compulsory work in special, emergency and/or disaster situations.
- Candidate to demonstrate more advanced proficiency, competency, and satisfactory completion of regularly assigned work in an independent manner. Appointing Authority retains discretion to employ an incumbent at this level or advance the incumbent non-competitively or competitively after a candidate meets the minimum qualifications to an in-line career ladder position (such as Property Records Specialist) within the same organization or department.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Communicates and applies a broad knowledge of the methods, rules, regulations, and practices involved in ad valorem property valuation and exemptions for both real and tangible personal property.
- Locates parcels on maps using basic legal descriptions.
- Enters deeds and transfers, codes sales and refers instruments for abstracting or mapping and assists in training and reviewing the work of lower level staff.
- Takes simple and complex exemption applications by hand and using computer-assisted mass appraisal (CAMA) system.
- Relays accurate intermediate level information regarding all personal exemptions, Save Our Homes and portability, and relays basic information regarding institutional exemptions. Assists customers with online exemption applications and recognizes and reports bugs and enhancements.
- Performs data entry of parcel characteristics, and trains and verifies work of lower level staff.
- Accurately organizes, files, indexes and maintains records for various tasks and projects.
- Performs simple research tasks in support of qualifying applicants for exemptions.
- Assists with intermediate level special projects and tasks.

PROPERTY RECORDS TECHNICIAN (continued)

Job Code	Pay Grade
20554	CL11

Knowledge, Skills, and Abilities

- Knowledge of standard office practices, procedures, and equipment.
- Familiar with website contents and maps therein and ability to assist customers with questions.
- Knowledge of a geographic layout of Pinellas County.
- Knowledge of Save Our Homes (SOH) provisions, personal and/or real property appraisal assessment and exemption terminology, and valuation methods.
- Intermediate knowledge of laws, rules, and regulations governing the tax roll.
- Knowledge of Business English, spelling, and punctuation.
- Skill in keyboarding accurately at a reasonable rate of speed.
- Ability to work independently and use good judgment.
- Ability to communicate, orally and in writing, effectively, courteously and tactfully.
- Ability to perform computer data entry and simple word processing functions.
- Ability to accurately enter data regarding sales and property characteristics, and collaborate with other staff to clarify expectations and resolve conflicts.
- Ability to recognize potentially fraudulent or improper exemptions and report cases to Investigations.
- Ability to handle difficult customers on most issues without escalating to the director level.

For official use only

Created	EEOC Code	Overtime Code
11/15	Para-Professionals	Classified