

PROPERTY RECORDS SPECIALIST

Job Code	Pay Grade
20556	CL13

Nature of Work

This is highly technical and specialized semi-professional full performance work maintaining the tax roll. Duties include disseminating complex and/or detailed information about the tax roll to the public, advanced level data entry of parcel records/deed transfers, taking/processing exemption applications, and coordinating special projects. An incumbent in this class performs independently, exercises initiative and judgment in performing a variety of tasks related to tax roll creation, maintenance, and/or dissemination of information. The incumbent may train and lead others in performing complex tasks. Candidates will respond to inquiries from the public on the methods, rules, regulations, and practices involved in administering the roll. Emphasis is placed on technical competency, independence in technical decision making, and professionalism in resolving issues, problems or customer disputes. The incumbent may make independent decisions concerning departures from standard policies and procedures seeking guidance on unusual matters. The incumbent reports to a designated manager, supervisor or designee.

Minimum Qualification Requirements

- 3 years experience as Property Records Technician that includes demonstrated proficiency and mastery in applying a majority of the Ad Valorem Property Appraiser's Office most complex and highly specialized subject matter technical competencies; or
- Associate's degree in computer science, accounting, finance, business, or related field and 1 year experience as described above; 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.
- 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 comprehensive 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 intermediate level legal descriptions.
- Calculates simple tax estimates from value x millage rate.
- Takes complex exemption applications by hand and using computer-assisted mass appraisal (CAMA) system.
- Relays accurate advanced level information regarding all personal exemptions, Save Our Homes (SOH) and portability.
- Assists customers with online exemption applications and recognizes and reports bugs, suggests enhancements and assists with testing.
- Applies advanced customer service skills in CAMA and geographic information system or imagery programs, and trains lower level staff on deeds, transfers, coding sales for qualification, and reviews lower level work for correctness.
- Trains lower level staff in data entry of parcel characteristics, and verifies work.
- Independently organizes, files, indexes and maintains records for various tasks and projects.
- Performs intermediate research tasks in support of qualifying applicants for exemptions.
- Coordinates and oversees special projects and tasks.

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Knowledge, Skills, and Abilities

- Knowledge of standard office practices, procedures, and equipment.
- Expert knowledge of website contents, maps, data downloads and OLEX and ability to assist customers with questions.
- Knowledge of a geographic layout of Pinellas County.
- Knowledge of 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.
- Knowledge of basic business writing rules and ability to compose simple letters, emails and memorandums
- 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.

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Created	EEOC Code	Overtime Code
8/11	Technicians	Classified