

# PROPERTY RECORDS SUPERVISOR

Job Code	Pay Grade
20558	CL15

## Nature of Work

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

## Minimum Qualification Requirements

- 3 years experience as Property Records Specialist or Exemptions Specialist 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 2 years 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.)

- Applies knowledge of and supervises staff engaged in the application of the methods, rules, regulations, and practices involved in ad valorem property valuation and exemptions for both real and tangible personal property.
- Supervises teams and individuals in the daily functions required to produce the annual tax roll.
- Supervises and leads others in special projects and initiatives
- Trains others in locating parcels on maps using intermediate level legal descriptions.
- Calculates complex tax estimates from value x millage rate
- Trains others to takes complex exemption applications by hand, computer-assisted mass appraisal (CAMA) system and/or internet application.
- Conveys knowledge and trains others in 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 enhancement and assists with testing.
- Applies advanced customer service skills in CAMA and geographic information system or imagery programs, and trains others on deeds, transfers, coding sales for qualification, and reviews lower level work for correctness.
- Trains others in data entry of parcel characteristics, and verifies work.
- Independently organizes, files, indexes and maintains records for various tasks and projects.
- Performs advanced level 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.
- 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.
- Knowledge of laws, rules, and regulations governing the tax roll.
- Knowledge of Business English, spelling, and punctuation.
- Knowledge of advanced business writing rules and ability to compose simple letters, emails and memorandums
- Skill in keyboarding accurately at a reasonable rate of speed.
- Ability to effectively manage subordinates and lead others in team or individual pursuits.
- 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 Director.

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Created	EEOC Code	Overtime Code
2/15	Technicians	Classified/Excluded