

PAO EXEMPTIONS TECHNICIAN

Job Code	Pay Grade
20670	CL11

Nature of Work

This is intermediate level technical work in the Exemptions Department in support of maintaining personal or institutional exemptions on the tax roll. Duties include: performing complex or specialized exemptions tasks; disseminating advanced information about general and specific exemptions information to the public; data entry of exemptions information resulting from transfers, and approved / denied exemptions; preparing and responding to correspondence related to exemptions. 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 or assistance on non-routine matters. An incumbent in this class may be assigned to any one or any combination of several Property Appraiser branch office locations or temporary remote locations to meet the workload requirements of the agency. The combination of training and assignments are designed to prepare the incumbent for advancement to Exemptions Specialist. The incumbent receives training from Exemptions Specialists, Director, Deputy, or Property Appraiser 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 schedules including compulsory work in special, emergency and/or disaster situations.
- Assignment to work a variety of work settings, activities, and locations.
- 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 PAO Exemptions Technician) 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.)

- Responds to intermediate level inquiries from the public and Property Appraiser employees on the qualifications, methods, rules, regulations and practices involved with personal or institutional exemptions.
- Maintains exemptions in computer-assisted mass appraisal (CAMA) on individual accounts, including approving, posting, denial and removal of exemptions and associated data changes such as ownership coding, tenancy coding, use % and ownership % changes.
- Corresponds with property owners regarding their exemptions via phone, mail and email, keeping track of each contact via scanning or notes to meet public records requirements.
- Develops an intermediate understanding of instruments of transfer including tenancy and ownership types (life estate, simple trusts, and similar instruments).
- Develops an intermediate understanding of Save Our Homes (SOH), Amendment 1, Portability and other advanced legislative changes as required, and can compute the impact of each.
- Independently gathers information/evidence from online resources when an exemption is improper for referral to Director.
- Takes exemption applications in both the CAMA Wizard and OLEX (online) and can assist customers through applications and questions.

PAO EXEMPTIONS TECHNICIAN (continued)

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Illustrative Tasks (continued)

- Prepares research and case documents in support of employees presenting at Value Adjustment Board (VAB) hearings.
- Develops an intermediate understanding of the VAB process and can assist customers with VAB questions.
- Performs intermediate exemptions related research and special projects.

Knowledge, Skills, and Abilities

- Knowledge of standard office practices, procedures, and equipment.
- Familiar with website contents and online application program therein and ability to assist customers with questions.
- Knowledge of intermediate level exemptions rules, policies, case law, and qualification requirements.
- Knowledge of Save Our Homes (SOH), Amendment 1, Portability and other legislative provisions.
- Basic knowledge of personal and/or real property appraisal assessment concepts.
- Basic 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 accurately enter data regarding exemptions maintenance, posting and denial.
- Ability to communicate, orally and in writing, effectively, courteously and tactfully.
- Ability to perform computer data entry and simple word processing functions.
- Ability to recognize potentially fraudulent or improper exemptions and research and prepare cases to forward to Director.
- Ability to handle difficult customers on most issues without escalating to Director or Specialist.

For official use only

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