

PERSONAL/REAL PROPERTY SPECIALIST

Job Code	Pay Grade
20690	CL8

Nature of Work

This is very responsible clerical work helping create and maintain the property value roll, and/or disseminating information about the property value roll to the public. An employee in this class often uses independent initiative and judgment in performing one or a variety of property value roll creation, maintenance and/or dissemination functions, up to and including responding to difficult inquiries from the public on the methods, laws, rules, regulations, and practices involved in administering the roll. Emphasis is placed on exhibiting outstanding tact, courtesy, and professionalism in resolving work related problems or customer disputes. Decisions concerning departures from standard policies and procedures are normally referred to a Director or Senior Specialist. Work may involve leading and training subordinate personnel, researching problems, and recommending solutions for approval.

Minimum Qualification Requirements

- 2 years of clerical, customer service, and support experience in an Ad Valorem Property Appraiser's Office; 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.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

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

- Adds to, deletes, and/or enters changes to property characteristics, ownership, assessed values, and related information in property records.
- Examines public records and documents in maintenance of property records.
- Makes final checks of property records, correcting improper changes and verifying accuracy of changes.
- Meets or talks over the telephone with the public answering questions and disseminating Property Value Roll information.
- Interprets division/department policies, procedures, as well as state laws and regulations governing property value roll activities, and as required, explains state and local property value roll laws, rules, etc., to the public.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of standard office practices, procedures, and equipment.
- Knowledge of a geographic layout of Pinellas County.
- Knowledge of personal and/or real property appraisal terminology.
- Knowledge of laws, rules, and regulations governing the property value roll.
- Knowledge of business English, spelling, and punctuation.
- Skill in keyboarding accurately at a reasonable rate of speed.
- Ability to apply computer applications and software.
- Ability to work independently and use good judgment.
- Ability to communicate, orally and in writing, effectively, courteously and tactfully.
- Ability to make business math computations with speed and accuracy.

For official use only

Revised	EEOC Code	Overtime Code
6/09	Administrative Support	Classified