

## DIRECTOR OF PAO PUBLIC INFORMATION SERVICES

Job Code	Pay Grade
21200	150

### Nature of Work

This is an advanced responsible and supervisory position in Public Information Services.

Employees in this class are responsible for staff management and providing complex data to the public concerning all functions of the Property Appraiser's Office.

The employee must have extensive knowledge of all operations of the Property Appraiser's Office and must be able to respond to all inquiries from the public on the most difficult interpretations of methods, laws, rules and regulations and practices of the Property Appraiser's Office.

Work is performed with considerable independent judgment and initiative under the general supervision of the Deputy for PAO Personnel/Administrative Operations and is reviewed by the Deputy, the Chief Deputy and the Property Appraiser through observation of results obtained, conferences and periodic reports or evaluations.

### Minimum Qualification Requirements

- Graduation from high school or possession of G.E.D. certificate and five (5) years' experience in researching and dispensing complex public information, preferably in a property appraiser's office or an equivalent combination of training and experience.
- Familiarity with data processing/computer equipment is essential.

### Illustrative Tasks

**The listed duties are only illustrative and are intended to describe major tasks that may be performed by this job class.**

- Plans and directs the work or subordinate staff regarding office operations; coordinates and schedules work and provides assistance with the more difficult functions.
- Interacts and consults with Deputies and other directors regarding complex information research.
- Trains and directs employees in public relations, office procedures and all aspects of job duties including use of such resources as plat books, property value rolls, map, microfiche, computer terminals and city directories.
- Evaluates performance of assigned personnel and prepare performance reviews.
- Answers inquiries from the general public, realtors, appraisers and title companies, or directs them to the proper source.
- Assists the Property Appraiser in interpreting laws, rules and regulations governing property appraisals; explains same to the public and provides other assistance necessary.
- Prepare official forms in conjunction with helping the public.
- Processes orders for maps, microfiche and other office related products; handles money/receipts and keeps records.
- Responsible for keeping reference materials up-to-date.
- Performs related work as assigned or required.

### Knowledge, Skills, and Abilities

- Knowledge of modern office equipment, practices and procedures.
- Knowledge of principles of supervision and their application to office operations.
- Knowledge of data processing inquiry, retrieval and update systems within the Property Appraiser's and Tax Collector's Offices.
- Knowledge of legal descriptions, property appraisal terminology and the laws, rules and regulations governing property appraisal.
- Knowledge of the geographic layout of Pinellas County.

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**Knowledge, Skills, and Abilities (continue)**

- Ability to operate a computer terminal, microfiche reader, telephone equipment and related office machines.
- Ability to deal with the public in an effective and courteous manner and to establish and maintain efficient working relationships with superiors, subordinates and other organizations.
- Ability to plan, organize and direct effectively the work of employees.
- Ability to work independently and use good judgment.
- Ability to maintain accuracy and timeliness of information.

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Re-instated	EEOC Code	Overtime Code
7/15	Professionals	Exempt