

Position Results Description: CUSTOMER SERVICE SPECIALIST I

Major Goal: Ensures customer inquiries, via phone, email or in person, are met with acceptable resolution without the need for referral. Customers enjoy a seamless “one stop shop” experience as our Customer Service Specialist I (CSSI) receives records, researches requests for information, and solves customer problems, always keeping in mind the commitment to continuous improvement.

Customer Service

1. Professionally provides customers, via phone, email or in person, all the information that office has that they need which may include exemptions, ownership, maps, legal descriptions and other property tax roll related information.
2. Accurately prepares change of address records or other property ownership modifications.
3. Capably provides information and explanations that are complete and correct with regards to: title and ownership; real property values; the Florida Save Our Homes and Cap 10 programs; millage rates; and Florida statutes regarding property ownership and exemptions.
4. Competently provides general government information and/or referrals or additional services as needs are identified or requests are received.
5. Skillfully refers more complex inquiries, which cannot be answered or which cannot be accommodated immediately to a more experienced co-worker or an outside agency.
6. Consistently demonstrates customer service as defined in the ACPA values statement.
7. Promised follow-up on outstanding customer inquiries happens on or before promised follow-up time/date.
8. Professionally ensures complaints regarding appraisals and most other services rendered by the Property Appraiser’s Office are handled in a timely manner. Complaints which cannot be immediately fully handled are referred to designated individuals or departments when required.

Applications

1. Accurately receives and processes, virtually error-free, request for exemptions, classified use and real property declaration (RP). The more complicated applications will be forwarded to the Senior Customer Service Specialist for resolution.
2. Periodically conducts periodic field visits to properties to perform appraisals or review requests for exemption or classification. (Note: All Appraisal Consultant I professionals possess a valid Florida Driver's License) if driving on behalf of the ACPA.
3. Accurately completes tax roll corrections and presents to the director for signature.

CAMA System

1. Accurately provides parcel information to customers on ownership, sales, improvements, etc. through skillfully generated CAMA system queries.
2. Proficiently utilizes GIS through our internet is to obtain parcel information on ownership, sales, improvements, etc. as well as boundary and location information.
3. Displays a solid skill set with computers, printers, scanners and related hardware and software operating systems allows for efficient customer service operations.
4. Skillfully scans and indexes applications and attachments in a timely and virtually error-free manner.

Real Estate Appraisal

1. Consistently exhibits an understanding of property value related figures, exhibited by the ability to calculate amounts such as: prorations and percentages; square footage and other measures of property size. A proficiency in applying concepts of basic algebra and geometry ensure our customers receive accurate information.
2. Willingly takes course work in real estate appraisal or a related field of study and has at minimum one year of related experience in real estate appraisal including work in mass appraisal techniques.
3. Continually demonstrates a commitment to professional development, the CSS I completes the IAAO Course 101; Fundamentals of Real Property Appraisal; and shows the ongoing ability and willingness to achieve certification as a Certified Florida Evaluator (CFE) to best serve our customers and to exhibit an understanding of the principles, practices, techniques and tools used in mass appraisal and property assessment.

Communication

1. Consistently displays professional communication with customers, internal and external by demonstrating the ACPA values.
2. Professionally prepares written routine reports and correspondence are clear, complete, and virtually error-free.
3. Successfully displays strong listening skills and a positive, open communication style which facilitates strong service interactions with external customers and teamwork with internal customers.
4. Through safe and effective practice, the employee demonstrates their ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
5. Effectively maintains and utilizes an open dialog with the other departments within the ACPA and other governmental agencies.



OFFICE OF ED CRAPO, ALACHUA COUNTY
PROPERTY APPRAISER
KNOWLEDGE • COMMITMENT • TEAMWORK • CUSTOMER FOCUS

This an entry level position. Hours are Monday – Friday, 8am – 5pm with an hour lunch break.

Should you have any questions, please reach to Donna Davis at ddavis@acpafl.org.

Interested applicants should send a cover letter and resume to Donna Davis at ddavis@acpafl.org.