



OFFICE OF THE CLAY COUNTY PROPERTY APPRAISER

TITLE: CUSTOMER SERVICE AND EXEMPTIONS SPECIALIST

GENERAL DESCRIPTION:

The essential function of the position within the organization is to assist in the receipt and processing of all applications for exemptions, classifications, and assessment reductions. The position's responsibilities include collecting data relevant to determine eligibility for ad valorem-related tax exemptions, while providing courteous and professional customer service to the citizens of Clay County. The position works under general supervision with prescribed work methods and sequences.

FLSA CLASS: Regular, non-exempt.

STARTING SALARY: \$33,500 (entry level)

DUTIES:

- Receives and reviews all ad valorem tax exemption applications for completeness and accuracy.
- Assist general public by telephone, email, and in person by providing information and/or documents, taking and relaying messages, directing persons to appropriate personnel or departments.
- Receives and investigates issues/complaints pertaining to exemptions, classifications and assessment reductions, including fraud.
- Review change of address request in relationship to exemption entitlement.
- Data entry of all exemptions-related information, as needed.
- Performs routine office tasks such as filing, faxing, processing mail, maintaining records, preparing correspondence, photocopying, and scanning.
- Assist with the application process for real property mobile home decals.
- All other duties as assigned by management.

DESIRABLE KNOWLEDGE AND SKILLS:

- Good public relations and communication skills, written and oral.
- Good organizational and project (time) management skills; acute attention to detail.
- Knowledge of the various types of ad valorem tax exemptions, classifications and reductions.
- A general understanding of the laws pertaining to ad valorem property tax exemptions, classifications and reductions.
- Knowledge of exemption codes utilized in the CAMA system maintained by the office.
- Knowledge of Computer Assisted Mass Appraisal systems.
- Proficient in Microsoft Office software.

SUGGESTED CREDENTIALS, TRAINING, AND EXPERIENCE:

- Florida Driver's License.
- High School Diploma.
- Minimum 1-year customer service or equivalent job experience.
- Candidacy for the Certified Florida Evaluator certification from the Florida Department of Revenue.

SPECIAL REQUIREMENTS:

- The position requires normal visual acuity and field of vision, hearing, and speaking.
- Good public relations and communication skills.

Click [here](#) to download an employment application.