



Wesley Davis, CFA

Indian River County Property Appraiser
"Your Property is Our Priority"
1800 27th Street, Vero Beach, FL 32960
Telephone: 772 226 1476
Facsimile: 772 770 5087
www.ircpa.org or www.jobs@ircpa.org

CUSTOMER SERVICE REPRESENTATIVE I

OBJECTIVE: The essential function of the position within the organization is to provide customer service to taxpayers in person, over the phone, and through written communication. Duties include intake of a variety of exemption applications, knowledge of other County Departments and their functions, and have an overall understanding of all positions within the Property Appraiser Office. Position requires contact with public and strong customer service skills.

ESSENTIAL JOB FUNCTIONS:

- Greet walk-in and telephone customers and direct inquiries to the correct department as needed.
- Assist the public courteously and professionally by phone and through written communication including email.
- Manage the exemption filing process including determining eligibility as noted in Florida Statutes.
- Provide in-depth explanation of exemptions available including but not limited to Homestead, Save Our Homes, 10% Cap and Portability.
- Knowledge of TRIM notice, Tax bills and the Value Adjustment Board petition processes.
- Assist the public with information requests and completion of forms.
- Responsible for assisting with online Homestead Exemption applications verification process.
- Proof, scan, and file documents through our CAMA system.
- May be necessary to rotate between the offices on short notice and for extended periods of time.
- Position requires regular on-site office presence as it is interactive requiring face-to-face interactions with both public and staff members.
- Evolve into a position of a mentor by training newer deputies both in your department and throughout Property Appraiser's Office.
- Adheres to time and attendance polices.
- Perform any other related duties as required or assigned.

QUALIFICATIONS:

- High school diploma or equivalent is preferred.
- Previous Customer Service and/or office experience preferred.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the various types of ad valorem property tax exemptions, classifications, and eligibility requirements.
- Knowledge of laws, ordinances, and statutes pertaining to the ad valorem property tax exemptions.
- Ability to perform routine clerical duties, such as preparing correspondence, filing, photocopying, and scanning.
- Ability to maintain records in proper manner and detail, ensuring the accuracy, completeness of the data.
- Knowledge of the Computer Assisted Mass Appraisal system (CAMA).
- Exhibit regular attendance, dependability, promptness, and positive attitude.
- Maintain composure in stressful situations.

- Ability to work independently and as a team player using good judgement.
- Demonstrates accuracy in typing and data entry skills.
- Knowledge of computers and software including Microsoft Office Suite.
- Performs accurate mathematical/statistical calculations.
- Demonstrates organizational and time management skills.
- Ability to communicate professionally and effectively through both oral communication and written correspondence.
- Demonstrates professionalism, integrity, and honesty.

LICENSE/CERTIFICATION:

- Willingness to obtain Certified Florida Evaluator or continued professional development through conferences, workshops, or additional educational opportunities.

PRE-EMPLOYMENT SCREENING:

- This position requires background screening.

We are a Veteran’s Preference Employer

This job description is not designed to contain a comprehensive listing of activities, duties or responsibilities that are required of the professional for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Department:	Rolls and Records	Years of Experience:	Entry Level
Classification:	Non-Exempt	Employment Type:	Full-time
Salary Range:	\$30,000-42,200	Manages Others:	No
Required Education:	High School Diploma or equivalent preferred	Reports To:	Rolls and Records Dept Head