

## Questions?

Contact Sharmell Beckford-Richardson at [sbeckford-richardson@acpafl.org](mailto:sbeckford-richardson@acpafl.org) or 352-338-3223



**AYESHA SOLOMON**  
ALACHUA COUNTY  
**PROPERTY APPRAISER**  
KNOWLEDGEABLE - COMMUNITY FOCUSED - COMMITTED

## Public Service Representative

**Job Type:** Full Time/Non-exempt

**Working Title:** Public Service Representative

**Position Salary:** \$42,467.00

**Location:** Gainesville, FL

**Department:** Public Service & Exemptions

### POSITION SUMMARY

Join the Alachua County Property Appraiser's Office as a Public Service Representative, where you'll be the friendly and professional face of our organization! This is a front-facing, in-office position that requires regular on-site attendance. Remote or hybrid work is not available for this role. Public Service Representatives serve the public both in person and through phone and email communications, providing courteous, accurate, and timely assistance regarding property assessments, exemptions, and related services.

This role involves working at multiple office locations throughout Alachua County (some driving may be required). The ideal candidate will be a team-oriented professional with strong communication skills, attention to detail, and the ability to remain positive and welcoming in a fast-paced environment. The position requires flexibility, good judgment, and the ability to work independently when needed. Candidates should have a working knowledge of Microsoft 365 applications (Outlook, Word, Excel, and Teams) and be comfortable learning new software systems used in property data and exemption processing.

At its core, this position is about helping people—providing excellent customer service, building trust with our community, and supporting the mission of ensuring a fair and equitable tax roll for all property owners in Alachua County.

Extensive training will be provided to ensure new employees gain the knowledge and confidence needed to succeed in this role, including training in property exemptions, assessment procedures, and customer service best practices.

### ESSENTIAL JOB FUNCTIONS

- Provide exceptional in-person customer service by assisting the public at one or more Alachua County Property Appraiser office locations.
- Answer questions and provide assistance via phone, email, and face-to-face interactions; route complex inquiries to appropriate department staff.
- Process exemption applications and related documentation accurately and efficiently in accordance with established procedures and Florida Statutes.
- Enter, review, and maintain property and exemption information in the office's data management systems.
- Maintain regular, on-site attendance; this is not a remote or hybrid position.
- Handle confidential and sensitive information responsibly and in accordance with government standards and privacy regulations.
- Participate in ongoing training and professional development to maintain current knowledge of applicable laws, procedures, and technology systems.
- Work collaboratively with coworkers, management, and other departments to resolve inquiries and improve the customer experience.
- Assist with community outreach events and public education efforts related to property assessment and exemptions.
- Demonstrate professionalism, punctuality, and reliability in representing the Alachua County Property Appraiser's Office.
- Perform other duties as assigned or deemed appropriate to the responsibilities and functions of this position.

## Questions?

Contact Sharmell Beckford-Richardson at [sbeckford-richardson@acpafl.org](mailto:sbeckford-richardson@acpafl.org) or 352-338-3223



**AYESHA SOLOMON**  
ALACHUA COUNTY  
**PROPERTY APPRAISER**  
KNOWLEDGEABLE - COMMUNITY FOCUSED - COMMITTED

### MINIMUM REQUIREMENTS

- High School Diploma or equivalent and four (4) years of relevant experience in customer service, administrative support, or a public-facing government role;  
– OR –  
a college degree from an accredited institution may substitute for the required four years of experience.
- Strong communication and interpersonal skills, with the ability to interact effectively with the public, coworkers, and leadership.
- Proficiency with Microsoft 365 applications (Outlook, Word, Excel, Teams) and comfort using databases and web-based systems.
- Ability to handle multiple tasks with accuracy and attention to detail in a fast-paced environment.
- A valid Florida driver's license and reliable transportation (travel within the county may be required).

### PREFERRED QUALIFICATIONS

- Experience in a property appraiser's, tax collectors, or similar local government office.
- Knowledge of property tax exemptions, deeds, or real estate-related documentation.

### CONFIDENTIALITY AND PUBLIC TRUST

As a government employee, you will handle sensitive and confidential information daily. Maintaining strict confidentiality, exercising discretion, and adhering to ethical standards are essential requirements of this position. Employees are expected to uphold the public trust and maintain the highest standards of integrity in all interactions.

### OTHER CHARACTERISTICS OF THE JOB

The ideal candidate demonstrates professionalism, reliability, and a strong commitment to public service. A positive attitude, courtesy, and respect for others are essential when interacting with coworkers and members of the public. Employees in this role are expected to maintain composure under pressure, exercise good judgment, and adapt to changing priorities as needed.

Dependable attendance, attention to detail, and accountability for one's work are fundamental expectations. The position also requires the ability to work both independently and collaboratively, contributing to a supportive and team-oriented work environment. Employees are encouraged to take initiative, embrace learning opportunities, and approach new challenges with flexibility and a solution-focused mindset.

### WHY JOIN OUR TEAM

The Alachua County Property Appraiser's Office is committed to professionalism, teamwork, and public service excellence. Our employees enjoy:

- Comprehensive health, dental, and vision insurance through Alachua County's employee benefits program
- Florida Retirement System (FRS) participation
- Generous paid time off and 14 paid holidays per year
- Extensive training and career development opportunities to help you succeed and grow within the organization
- A supportive, inclusive, and mission-driven workplace where every employee contributes to serving our community

We are proud to maintain a workplace that values collaboration, respect, and continuous improvement — making our office not just a great place to work, but a great place to grow your career in public service.