



Questions?

Contact Sharmell Beckford-Richardson in HR Coordinator
at sbeckford-richardson@acpaf1.org or 352-338-3223

Job Type: Full Time/Non-exempt

Working Title: Public Service Representative

Location: Gainesville, FL USA

Department: Public Service & Exemptions

Public Service Representative

Come join the Alachua County Property Appraiser's Office as the Public Service Representative! This position will be responsible for answering inbound calls, as well as providing an exceptional in-person guest experience for walk-in customers. The Public Services Representative will be expected to learn the fundamental concepts of property tax exemptions, the three standard methods of assessment (comparable sales, income capitalization, and cost basis), and how to reconcile statements with property tax roll data using our Computer Assisted Mass Appraisal (CAMA) data system to determine the level of eligibility for current year exemptions. This position will also act as a liaison for the Property Appraiser's office by working with all departments to help advance the organization's strategic plan to produce a fair and equitable tax roll for the Alachua County community.

The ideal candidate will have a general understanding of contracts, leases, trust documents, corporate records, legal descriptions, deeds, mortgage documents, closing statements, and other related documents used for property tax exemption purposes. Assisting with the Alachua County Property Appraiser's Community Outreach initiative to proudly educate the public about our responsibility of placing a fair, equitable, and just value on all real and tangible personal property in Alachua County will be one of the key responsibilities for this role.

ESSENTIAL JOB FUNCTIONS:

- Assist property owners in filing for exemptions and/or any additional benefits (portability) that they may be entitled to receive. Enter information into the CAMA database and on the application forms and process the required documents according to the established procedure.
- Researches and examines facts, evidence, records, documents, and statements reconciling with property tax roll data to determine and evaluate the level of eligibility for current year exemptions.
- Reviews, evaluates, and reconciles external records and information of applicant records and data to generate decisions and determinations of continued eligibility.
- Answer simple exemption and value questions and route complex homestead, exemptions, or valuation questions and concerns to the designated department staff.
- Reviews and analyzes land and building records to determine and calculate applicable use percentages per exemption.
- Utilize the most effective and appropriate methods for collaborating with various departments to help advance the organization's strategic plan and key initiatives to produce a fair and equitable tax roll for the Alachua County community.

MINIMUM REQUIREMENTS:

- High School Diploma and four years of relevant experience. Appropriate vocational/technical training may substitute at an equivalent rate for the required experience.