



EXEMPTIONS SPECIALIST TRAINEE

Department: Exemptions

FLSA Status: Non-Exempt

Classification: Full-Time 37.5 hours per week

Rate of Pay: \$24,004 annually or \$12.31 per hr. at initial hire.

\$24,999 or \$12.82 per hr. following successful completion of 180 day probationary period

Work Location: Office of the Lake County Property Appraiser. 320 W. Main St. Tavares, FL. 32778

Work Hours: 8:30 a.m. – 5:00 p.m. Monday through Friday

SUMMARY

This is an entry-level trainee position combining clerical, analytical, and customer care & assistance as related to all ad valorem property tax exemptions as well as review and research eligibility of applicants for exemptions. This position provides assistance by telephone, in person and via other correspondence in response to request and inquires. The following functions, duties and qualifications are not to be construed as exclusive or all-inclusive. Other duties may be required or assigned as deemed necessary by the Property Appraiser or his designee.

ESSENTIAL JOB FUNCTIONS

- Assist the public with the completion and filing of applications for homestead and other ad valorem property tax exemptions.
- Answer incoming phone calls and emails to assist customers with information related to exemptions.
- Utilize Internet and in-house tools to research and assist with determining eligibility of exemptions.
- Maintain system reports and information from other sources to determine eligibility of applicants for exemptions.
- Research review and process returned receipts, returned TRIMS and information from other sources to determine eligibility of applicants for exemptions.
- Assist in collection and maintenance of appropriate documentation for exemptions.
- Assist with the preparation of documentation used to substantiate denials of property tax exemptions before and after Value Adjustment Board hearings.
- Assist with all aspects of mail processing.
- Performs other duties as assigned and must participate in departmental cross-training, job-sharing and job duty reorganization efforts as directed by supervisor

MINIMUM QUALIFICATIONS / EDUCATION

- Must possess a high school diploma or the equivalent. Knowledge of real estate transfers and/or real property title and estates is helpful.

- Must possess a minimum of one year or more of clerical office experience or equivalent combination of related education, training and experience which provides the required knowledge, skills and abilities to perform the essential job functions.
- Must possess proficiency with standard office equipment. Should be familiar with and able to utilize personal computer for internet research and with standard office software including Microsoft Word, and Outlook.
- Must be capable of learning custom data entry applications, processes and procedures.
- Must exhibit a high level of accuracy in typing / data entry skills.
- Must be capable of communicating in a clear and pleasant telephone etiquette at all times. Must possess the personality and temperament necessary for working under stress in dealing with the public to provide outstanding customer care at all times.
- Must possess organizational skills; be self-motivated; capable of working independently with minimum supervision.
- Must possess ability to follow direction, make independent decisions, and solve mathematical problems involving value, millage and taxes.
- Must be capable of demonstrating full proficiency of all essential job functions following a training period or a timeline provided by management.

Work Environment and Stipulations of Employment

The work environment for this position is a general office setting. The incumbent performs most duties sitting at a desk, table or workstation.

Employees of the Lake County Property Appraiser shall not either for gratis or for compensation engage in any licensed real estate activities such as, but not limited to, buying, selling or acting as a broker for others; appraise property inside Lake County; sell LCPA computerized database information; engage in any outside assessment / appraisal computer programming or consulting. Furthermore, employees and members of their household may not own or hold financial interest in an assessment / appraisal business.

At Will Statement

Employment at the Lake County Property Appraiser's Office is on an "at-will" basis. It may be terminated at any time, with or without cause by either the employee or employer. It is not guaranteed, contracted or promised for any length of time. No person other than the Lake County Property Appraiser has the authority to alter the at-will status of your employment or to enter into any employment contract with you. The Lake County Property Appraiser reserves the right to change, amend or revoke rates of pay, terms and conditions of your employment and job offers at any time.
