



OFFICE OF THE NASSAU COUNTY PROPERTY APPRAISER



A. Michael Hickox, CFA

96135 Nassau Place, Suite 4, Yulee, FL 32097 Phone: 904-491-7300 Fax: 904-491-3629 www.nassaufpa.com

POSITION: **Customer Service Specialist**

LOCATION: **Yulee, FL**

Email Contact: info@nassaufpa.com

GENERAL DESCRIPTION:

The essential function of the position within the organization is to provide courteous and professional customer service to the public, in person, over the phone, and through written communication, while performing various office tasks and to assist in the receipt and processing of applications for exemptions, classifications, and assessment reductions. The position's responsibilities include collecting data relevant to the office and for ad valorem-related tax exemptions. The position works under general supervision with prescribed work methods and sequences.

ABILITY TO:

Duties include intake of a variety of exemption applications, knowledge of other County Departments and their functions, and having an overall understanding of all positions within the Property Appraiser's Office. Position requires contact with public and strong customer service skills.

- Assist general public by telephone, email, online, and in person by providing information and/or documents, taking and relaying messages, directing persons to appropriate personnel or departments.
- Perform routine office tasks such as filing, faxing, processing mail, maintaining records, preparing correspondence, photocopying, uploading and scanning documents.
- Data entry of exemptions and office-related information.
- Receive and review ad valorem tax exemption applications for completeness and accuracy.
- Work on various reports and projects as needed.
- *Job duties are not limited to just this list of items*

QUALIFICATIONS:

Graduation from high school or GED equivalency, supplemented by post high school education or previous Customer Service and/or office experience preferred.

Must be able to operate and use standard office and computer equipment efficiently. Must be proficient in the use of the Internet and Microsoft Office. Must have the ability to learn CAMA appraisal software.

Must have the ability to understand and carry out moderately complex oral and written instructions as well as the ability to follow office practices and procedures

Must have a valid driver's license and insurance.

Must possess exceptional interpersonal skills and the personality and temperament necessary to work under the stress of dealing with the public.

ABOVE ALL - must possess a great desire to serve the public and the mindset that as government employees, we are here to provide exemplary service to the public.