

**PETE SMITH**  
Okaloosa County Property Appraiser  
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**PLEASE REPLY TO:**  
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OFFICE OF THE  
**OKALOOSA COUNTY  
PROPERTY APPRAISER**

**Job Vacancy Announcement**

**POSTING DATE:** 08/20/2010 **CLOSING DATE:** Open Until Filled

**POSITION TITLE:** Customer Service & Exemptions Specialist

**SALARY INFORMATION:** Starting \$23,000/ yr based upon applicant's experience and education

**LOCATION:** Property Appraiser's Office in Ft Walton Beach and/or Crestview, FL.

**DESCRIPTION:**

Maintain a high standard of customer service based on the philosophy of the Golden Rule. Specialist represents the Property Appraiser in each customer interaction demonstrating concern, empathy, and a desire to meet the customer's needs as quickly and efficiently as possible.

**DUTIES:**

To greet and respond to walk-in or telephonic inquiries utilizing computerized programs and/or maps, accurately complete applications for exemptions, create and maintain correspondence with applicants for exemption and perform other tasks as assigned. Duties are performed under the direction of the supervisor of the Customer Service and Exemptions Department. who reviews performance for adherence to established policies and the achievement of desired results.

**JOB QUALIFICATIONS:**

Applicant must have a minimum of an associates degree or acceptable work experience. Have three years experience in customer service or equivalent experience. Travel will be required. This position works in a drug-free and smoke-free environment. Current employees who have successfully completed standardized testing when hired need not retake the test. Employees in a probationary status are not eligible to apply.

**MINIMUM QUALIFICATIONS:**

**Physical Requirements:** Must be physically able to operate a variety of machines and equipment including computers, telephones, facsimile machines, calculators, copiers, scanners, etc. Must be able to exert up to 25 pounds of force frequently, and/or a negligible amount of force frequently lift, carry, push, pull or otherwise move objects. Requires prolonged periods of sitting and standing. Physical demands are essentially those of sedentary work.

**Data Conception:** Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation and equipment utilized.

**Interpersonal Communications:** Requires the ability of speaking and/or signaling people to convey or exchange information; includes issuing and receiving assignments, instructions and/or directions. Requires the ability to tactfully and effectively interact with the public and with co-workers.

**Language Ability:** Requires ability to read Standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate effectively in Standard English. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

**Intelligence:** Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions in written and oral form; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to issue and follow verbal and written instructions.

**Numerical Aptitude:** Requires the ability to add and subtract totals, multiply and divide, use decimals and calculate percentages.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape; identify degrees of similarity in form; and visually read various information.

**Motor Coordination:** Requires the ability to coordinate hands and eyes using office machinery and equipment.

**Manual Dexterity:** Requires the ability to handle a variety of items, equipment, control knobs, buttons, switches, etc. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** Requires the ability to differentiate colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under stress when confronted with frequent deadlines or peak workloads.

**Physical Communications:** Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear). Must be able to hear and understand communications through telephone and radio.

**KNOWLEDGE, SKILLS AND ABILITIES:**

1. Knowledge of laws and codes related to exemptions and classifications.
2. Knowledge of maintaining databases using Microsoft Excel and using Microsoft Word.
3. Knowledge of departmental operations.
4. Knowledge of business English, spelling, arithmetic and appraisal terminology.
5. Knowledge of using large database to store, retrieve and to generate reports.
6. Ability to communicate effectively, both oral and in writing.

**KNOWLEDGE, SKILLS AND ABILITIES (continued):**

7. Ability to prepare clear and concise oral and written reports.
8. Ability to use a computer to establish and maintain records and files.
9. Ability to type letters and reports using computer software.
10. Ability to establish and maintain effective working relationships with office employees, other county officials, and the general public.
11. Skill in communication techniques, both oral and written.

**NECESSARY SPECIAL REQUIREMENTS:**

Possession of/or ability to obtain a valid Florida Driver's License within 30 days of hire date. The employment offer will be contingent upon an acceptable and verifiable driver's license and driving history.

Final Candidate must not engage in any outside programming work or consulting, engage in any real estate activities such as, but not limited to, buying, selling, acting as broker for others and performing appraisal work, or selling OCPA computerized database information or computer systems for personal gain while employed by the Okaloosa County Property Appraiser

FINAL CANDIDATE SELECTED FOR THE POSITION WILL BE REQUIRED TO PASS A DRUG SCREENING AND A THOROUGH EMPLOYMENT AND CRIMINAL HISTORY INVESTIGATION.

**TRAINING:**

All Appraisers go through our in-house training program as well as attend formal courses to become State Certified Florida Evaluators (CFE).

**CONTACT INFORMATION:**

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