

Advertisement for Exemptions Specialist and Exemptions Supervisor

Salary Range: \$40,000-\$55,000–Exemptions Specialist /\$45,000-\$60,000–Exemptions Supervisor

Closing Date: May 31, 2024

Are you in search of a new career path? Look no further! The Exemptions Department at the Leon County Property Appraiser's office is currently hiring. We are seeking an experienced Specialist and/or Supervisor to become a valuable addition to our team.

Duties/Requirements for Both Positions:

- Apply Florida Property Tax Law and internal policies to daily work.
- Ensure accurate exemption records via routine quality control within the department and set requirements tied to tax roll deadlines.
- Conduct detailed review of records, reports, and other data sources, and resolve exemption eligibility or compliance questions.
- Actively contribute to projects tied to new systems, procedures, and processes relevant to exemptions.
- Provide general property information and assistance to customers via multiple channels.
- Prepare tax roll corrections and refunds.
- May represent the office at community outreach events.

Additional Duties/Requirements for Exemptions Supervisor:

- Supervisory experience with ability to oversee department operations, coordinate daily work assignments and manage team scheduling.
- Handle escalated customer inquiries and issues that require supervisory intervention, demonstrating excellent problem-solving skills and conflict resolution.
- Collaborate with management to develop and implement departmental policies and procedures, ensuring staff compliance.
- Monitor and assess teamwork performance, conduct regular performance and growth discussions, provide guidance for professional development and coaching as needed.
- Assist in recruiting, hiring, and training new department team members, ensuring a smooth onboarding process.
- Foster a culture of continuous improvement, innovation, and accountability within the department.

Benefits:

- 10 Paid Holidays
- 3 Paid Personal Days
- Leave available for volunteering, donating blood, local school activities, etc.

- Flexible schedule options available upon successful completion of probationary period
- Medical, Vision, and Dental Insurance options
- Life Insurance (paid by employer)
- Retirement Plan with the Florida Retirement System including contributions by employer.
- AFLAC
- Deferred Compensation Plans
- Free wellness classes via Live Well Leon and healthcare premium discount for participation in the My Rewards Program
- Quarterly office engagement activities and annual celebrations
- Opportunity to engage in the community (e.g., United Way of the Big Bend, Second Harvest, American Heart Association)

Both positions require strong organizational and time management skills, effective communication, critical thinking and sound independent judgement, ability to maintain confidential records, and a stellar customer service mindset. Detailed education and experience requirements for each position may be found in the position description.

So, what are you waiting for? Review the full position descriptions below and submit your application today! Consideration for either position is based on level of experience, knowledge, and skills.

How to apply

Applicants must submit a Leon County Property Appraiser's application by the closing date. [Click here](#) to download the application and instructions. If you have any questions, please contact Human Resources at 850-606-6200 Monday through Friday, between 8:00 am and 5:00 pm.

EXEMPTIONS SPECIALIST

JOB DESCRIPTION

This is a specialized position in the areas of quality control and exemption compliance. Individuals in this position are responsible for administering property tax exemptions in accordance with Florida law, rules and regulations set by the Florida Department of Revenue, and internal policies and procedures. They must be a positive representative of the office, providing courteous and efficient customer service. This includes handling taxpayer personal information in a confidential and accurate manner.

ESSENTIAL DUTIES

- Lead quality control efforts within the department to ensure accurate exemption records and improve data hygiene.
- Apply Florida property tax law, statewide rules and regulations and internal policies to quality control actions and recommendations.
- Conduct detailed review of records, reports, or other documents relevant to exemptions and resolve eligibility or compliance concerns.
- Prepare tax roll corrections and refunds.
- Participate in projects to implement new systems, procedures, and processes.
- Provide general property information and assistance to customers via multiple channels.
- Analyze, interpret, and present data to management or other interested parties.
- Prepare materials for exemption related VAB hearings and represent the office at hearing.
- Represent the office at community outreach events.
- Perform other department or office duties as needed.
- May be required to conduct damage assessment in coordination with federal and state emergency management offices during the aftermath of local disasters such as

hurricanes or tornadoes. Contingencies such as these may require after-hours or weekend duty.

JOB REQUIREMENTS

Required Education and Experience:

- Associate degree or higher from an accredited college or university; or two (2) years of experience could substitute for one year of education.
- Minimum of two (2) years customer service experience
- The professional designation of Certified Florida Evaluator is preferred. CFE incentive pay will be granted upon successful completion of the program.

Competencies:

- Knowledge of the functions and responsibilities of a local Property Appraiser or Assessor.
- Knowledge of Florida law governing property taxes and exemptions.
- Ability to establish and maintain effective working relationships, and comfortability working in a collaborative environment.
- Ability to maintain confidentiality.
- Skill in using a personal computer with standard office software and learning new software applications.
- Skill in interpreting and communicating complex concepts.
- Skill in research and data analysis.
- Proficient verbal and written communication skills, across various channels.
- Proficient in Microsoft Office applications.
- Strong organizational and time-management skills with the ability to determine work priorities and ensure proper completion.
- Strong critical thinking skills and sound independent judgment.
- Strong customer service mindset.

EXEMPTIONS SUPERVISOR

JOB DESCRIPTION

This position oversees the day-to-day operations of the Exemptions Department, acts as the liaison to the Ownership Records Department and works closely with management. The individual in this position is responsible for upholding the mission of the department, conducting business in accordance with Florida law, rules and regulations set by the Florida Department of Revenue, and internal policies and procedures. They must be a positive representative of the office, providing courteous and efficient customer service. This includes handling employee and taxpayer personal information in a confidential and accurate manner.

ESSENTIAL DUTIES

- Maintain a working knowledge of all duties and responsibilities assigned to the department.
- Ensure department staff are following current laws, rules, regulations, policies, and procedures.
- Supervise the day-to-day activities of the department including the general workflow, planning, and coordinating work assignments, ensuring adequate staffing, and resolving department-related issues.
- Provide information and assistance to customers via email, phone, and in-person.
- Handle escalated customer inquiries and issues that require supervisory intervention, demonstrating excellent problem-solving skills and conflict resolution.
- Assist in recruiting, hiring, and training new department team members, ensuring a smooth onboarding process.
- Track employee leave time including approving or denying leave requests.
- Monitor and assess teamwork performance, conduct regular performance and growth discussions, provide guidance for professional development and coaching as needed.
- Collaborate with management to develop and implement departmental policies and procedures, ensuring staff compliance.

- Foster a culture of continuous improvement, innovation, and accountability within the department.
- Represent the office at community outreach events.
- Perform other department or office duties as needed.
- May be required to conduct damage assessment in coordination with federal and state emergency management offices during the aftermath of local disasters such as hurricanes or tornadoes. Contingencies such as these may require after-hours or weekend duty.

JOB REQUIREMENTS

Required Education and Experience:

- Associate degree or higher from an accredited college or university; or two (2) years of experience could substitute for one year of education.
- Minimum of three (3) years of customer service experience.
- One (1) year of supervisory experience preferred or demonstrated aptitude.
- The professional designation of Certified Florida Evaluator (CFE) is preferred or must be obtained within 3 years. CFE incentive pay will be granted upon successful completion of the program.

Competencies:

- Knowledge of the functions and responsibilities of a local Property Appraiser or Assessor.
- Knowledge of Florida law governing property taxes and exemptions.
- Ability to establish and maintain effective working relationships, and comfortability working in a collaborative environment.
- Ability to maintain confidentiality.
- Skill in using a personal computer with standard office software and learning new software applications.
- Skill in interpreting and communicating complex concepts.

- Proficient verbal and written communication skills, across various channels.
- Proficient in Microsoft Office applications.
- Strong organizational and time-management skills with the ability to determine work priorities and ensure proper completion.
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