**Office Support Specialist**

**General Description**

**NOTE:** The Gulf County Property Appraiser's Office is a Tobacco-Free Workplace

An Office Support Specialist is to work under general direction of Gulf County Property Appraiser or Chief Deputy. To assist in the effort to assess property consistent with state law and to assist in the maintenance of departmental files and records, which list all property (real and tangible) at its taxable value in accordance with standards prescribed by the proper authority, and perform related work as required.

**Essential Job Functions**

1. Assists the public and answers questions concerning a variety of routine and complex problems regarding assessment and taxation.
2. May be assigned to a specific area of the program.
3. Front line for customer support, works in front area and responds to walk-ins and phone calls.
4. Interview persons familiar with property and immediate surroundings for construction, condition, and functional design and take property measurements.
5. Consider factors such as depreciation, replacement cost, value comparison of similar property, and income potential, when computing final estimation of property value.
6. Reviewal of data regarding tangible personal property.
7. Assist in Homestead Exemptions and other related exemptions.
8. Search public records for transactions such as sales, leases, and assessments.
9. Recommend measures to improve performance according to establishment policies and procedures.
10. Performs related work as requires

**Minimum Qualifications**

**KNOWLEDGE, SKILLS AND ABILITIES**

1. Knowledge of office practices, procedures, and equipment.
2. Knowledge of the construction industry and building materials.
3. Knowledge of business English, spelling and arithmetic.
4. Ability to gain knowledge of appraisal methods and techniques.
5. Ability to gain knowledge of the statutes and ordinances governing appraisal of property.
6. Ability to express oneself clearly and concisely, orally and in writing.
7. Ability to work independently and use good judgment.
8. Ability to read and interpret maps, aerial photographs and other documents related to property appraisal.
9. Ability to communicate effectively and courteously with the public.

**EDUCATION AND EXPERIENCE**

1. High school graduation or possession of an acceptable equivalency diploma
2. Two (2) years' experience in customer service.

**LICENSES, CERTIFICATIONS, OR REGISTRATIONS**

1. Possession of a valid Florida driver's license

**ESSENTIAL PHYSICAL SKILLS**

1. Acceptable eyesight (with or without correction)
2. Acceptable hearing (with or without hearing aid)
3. Ability to access, input and retrieve information from a computer
4. Ability to access file cabinets for filing and retrieval of data.
5. Ability to answer the telephone.

(Reasonable accommodation will be made for otherwise qualified individuals with a disability.)