



## **CUSTOMER CARE SPECIALIST TRAINEE**

**Department: Customer Care**

**FLSA Status: Non-Exempt**

**Classification: Full-Time 37.5 hours per week**

**Position Number: TBD**

**Rate of Pay: \$26,825 annually or \$13.76 per hr. at initial hire.**

**\$27,825 or \$14.27 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 customer care and assistance position providing information and care to a wide array of individuals and businesses seeking information from the Property Appraiser's office. This position provides assistance by telephone, in person and via other correspondence in response to request and inquires on property data, exemptions, and proposed taxes. During seasonal non-peak periods, this position assists other internal departments with a wide variety of administrative and clerical tasks. 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**

- Answer incoming phone calls and forward calls as needed to appropriate staff.
- Provide care to customers obtaining property information such as ownership, addresses, value and millage data, exemptions, proposed taxes, maps or other property-related characteristics or direct customers accordingly to other available resources.
- Provide care to customers filing applications for homestead and other exemptions.
- Provide assistance with other projects related to mail and scanning of documents.
- 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. 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 is desired.
- 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 the 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 a 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.

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