

Exemption & Customer Service Clerk
Leon County Property Appraiser
Internal/External Job Opportunity

Salary Range: \$32,000 - \$45,000

Job Description

This position provides direct support to the Exemptions Department and general customer service support to all areas of the office. 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. Often, the individual in this position may be the only person with whom taxpayers interact. Thus, you must be a positive representative of the office, providing courteous and efficient customer service. This includes handling taxpayer's personal information in a confidential and accurate manner. Performs other related job duties as assigned.

Essential Duties

- Provide general property information and assistance to customers via phone, email, and in-person.
- Review, process and approve property tax exemption applications.
- Make determinations regarding exemption eligibility and issue certified exemption denials.
- Investigate and settle exemption compliance concerns.
- Assist with annual mail outs; process and track returned mail.
- Review and resolve exemption edits and open/pending notes.
- Prepare tax roll corrections and refunds
- Perform other department-related duties and routine clerical work as needed.

Requirements/Experience

- Minimum of a two (2) year degree from an accredited university, college, or community college; or a high school diploma or equivalency and some combination of job-related experience and training.
- Minimum of two (2) years customer service experience.

Knowledge, Skills and Abilities

- Ability to communicate effectively, orally and in writing
- Ability to establish and maintain effective working relationships.
- Ability to maintain confidentiality.
- Ability to use a personal computer with standard office software.

Job Classification and Work Hours

This is a full-time position with regular classification through the Florida Retirement System. The expected work hours are Monday through Friday, 8:00 am to 5:00 pm. Required to work some afterhours during the peak season for the Exemptions Department (Jan-Mar).

Employee Benefits

- Medical, Vision, Dental and Life Insurance
- AFLAC
- Deferred Compensation Plans (457)
- Retirement Plan with the Florida Retirement System (FRS)
- Paid Time Off
- 10 Paid Holidays

Closing Date: Open Until Filled

Applicants must submit a Leon County Property Appraiser's application, [Click here](#) to download the application. If you have any questions, please call Human Resources at 850-606-6216 Monday through Friday, between 8:00 a.m. and 5 p.m. Required to work some afterhours during the peak season for the Exemptions Department (Jan-Mar).