

Title: Property Information Specialist I
PG: 31
Status: Civil Service
Position Reports to: Property Information Supervisor
Department: Community Development

Class Code: 6096
Date: 09/09

GENERAL DESCRIPTION OF CLASS:

This is responsible work involving considerable contact with the public by telephone and in person and includes associated clerical work. This position provides front line assistance to internal and external residential and commercial customers requesting property information for permit, zoning and utility service purposes. Responsibilities include exercising sound judgment in interpreting customer requests. Performance is subject to review through evaluation of daily operations, accuracy, and condition of property and address records, and through conferences.

ESSENTIAL FUNCTIONS:

1. Acts as receptionist in the Permit Center for Property Information, Planning, Historic Preservation and Public Works Engineering.
2. Processes computer-generated address verifications for Lakeland Utilities customer service department.
3. Accurately and efficiently obtains and processes requests for property information.
4. Works in a cooperative arrangement with City officials, the US Postal Service and county officials to assure that the property information program objectives are fulfilled and are coordinated with the E9-1-1 address system.
5. Reads and interprets legal descriptions, plan specifications and engineering drawings for addressing purposes and researches property records.
6. Develops and maintains efficient filing and records system.
7. Assists utility employees in correcting inaccurate location of services.
8. Provides property and address information to various city departments, public agencies and the general public.
9. Coordinates development review process including scheduling of meetings and distribution of plans. Compiles comments into document for applicant.
10. Effectively deals with difficult customers and peers in a positive manner.

ADDITIONAL RESPONSIBILITIES:

1. Works with the Planning Division to provide zoning and conditional use notification maps and mailing lists.
2. Performs related work as required.

KNOWLEDGE, SKILLS & ABILITIES:

1. Knowledge of standard office practices and procedures.
2. Knowledge and ability to apply various computer software programs including word processing and spreadsheets; Microsoft Office Suite preferred.
3. Knowledge of the Polk County Property Appraiser's system.
4. Ability to read and interpret legal descriptions, plans, specifications and engineering drawings.
5. Ability to accurately remember strings of numbers and addresses.
6. Ability to research and resolve complicated matters using manual and computerized information systems.
7. Ability to conduct division activities with competence, initiative and professionalism.
8. Ability to prioritize and organize duties and responsibilities.
9. Ability to communicate effectively, both verbally and in writing.
10. Ability to perform effectively in a fast-paced environment.
11. Ability to listen to and evaluate the needs of customers.
12. Ability to maintain professional courtesy with internal and external customers and co-workers.

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WORKING ENVIRONMENT/CONDITIONS:

Requires active work that involves walking, bending, squatting, and standing some of the time and sedentary work at other times, lifting up to 30 pounds on a recurring basis, and routine keyboard operations.

The job risks exposure to no significant environmental hazards.

The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, depth perception and texture perception.

QUALIFICATIONS (EDUCATION, TRAINING AND EXPERIENCE):

1. High school diploma or its equivalent and five (5) years of experience working in a customer service environment.
2. An equivalent combination of education and experience that is determined to be directly related to the foregoing specific requirements may be substituted.

SPECIAL REQUIREMENTS:

1. Must possess a valid State of Florida driver's license.
2. Must maintain a valid telephone number.
3. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.