

Title: Property Information Specialist II
PG: 38
Status: Civil Service
Position Reports to: Property Information Supervisor
Department: Community Development

Class Code: 6103
Date: 10/09

GENERAL DESCRIPTION OF CLASS:

This is responsible technical work involving the operations of the Municipal Property Information Office. Work involves considerable contact with the public and other governmental agencies by telephone and in person. Work also involves the use of computer terminals, microcomputers, calculators and other technical data processing and data gathering devices. Duties include interpretation of legal descriptions and assignment of addresses, and maintenance of real property records for the land within the City's Electric & Water Utilities service area. Work is performed according to guidelines and instructions from a supervisor with latitude for considerable independent initiative and judgment. Performance is subject to review through evaluation of daily operations, accuracy, and condition of property and address records, and through conferences.

ESSENTIAL FUNCTIONS:

1. Maintains up-to-date, accurate property records of all real property within the City's Utilities service area. Such records include data on legal descriptions, ownership, values and taxes.
2. Maintains an accurate property location addressing system and assigns addresses for all locations within the City's utilities service area for E9-1-1 purposes as well as for the purpose of the Utilities.
3. Maintains a document of all methods, policies and procedures of the Property Information Office.
4. Performs detailed research of property records through the records of the Property Appraiser's Office, Clerk of the Courts official Records and historic City records.
5. Works in a cooperative arrangement with City officials, the US Postal Service and county official to assure that the property information program objectives are fulfilled and are coordinated with the E-9-1-1 address system.
6. Provides property and address information to various city departments, public agencies, realtors and the general public.
7. Plans, assigns and reviews the work of a Property Information Specialist I.

ADDITIONAL RESPONSIBILITIES:

1. Works with the Planning Division to provide zoning and conditional use notification maps and mailing lists.
2. Serves as back-up to Property Information Supervisor.
3. Performs related work as required.

KNOWLEDGE, SKILLS & ABILITIES:

1. Thorough knowledge of the operations of a public property information office or related function.
2. Considerable knowledge of the methods and procedures required to maintain an MSAG database for E9-1-1 purposes.
3. Considerable knowledge of the methods and procedures pertaining to property location addressing and property information.
4. Knowledge of personal computers and PC-based spreadsheet, database, work processing and geographic mapping software including Excel, Access, Work and Arc Map.
5. Ability to carry out responsibilities with a minimum of supervision; and ability to analyze and resolve problems within the framework of established rules, regulations and procedures.

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6. Ability to develop and maintain effective working relationships with City departments, other governmental agencies and the general public.
7. Ability to plan, assign and supervise the work of employees.

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 seven (7) years of experience working in a customer service environment or a minimum of 30 credit hours of college course work 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.