



David A. Williams, CFA

DeSoto County Property Appraiser

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MEMBER
International Association
of Assessing Officers

Property Appraisers
Association of Florida

DESOTO COUNTY PROPERTY APPRAISER OFFICE **JOB DESCRIPTION**

JOB TITLE: Receptionist

Reports To:	Property Appraiser & Chief Deputy
Salary:	Negotiable, based on experience
Classification:	Full-Time 37.50 hours per week
Work Hours:	8:30 a.m. to 5:00 p.m. – Monday through Friday

GENERAL DESCRIPTION OF POSITION:

Employee will be under the general supervision of the Property Appraiser. The Receptionist will be responsible for the front desk and will greet, welcome, direct and announce customers to the appropriate staff. Will also answer the telephone, transfer calls, or take messages. Other duties will include scanning and other clerical duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Greet customers as soon as they arrive and connect them with the appropriate party.
- Answer the telephone in a timely manner and direct calls to the correct office, or transfer a caller.
- Welcomes visitors by greeting them, in person or the telephone; answering or referring inquiries.
- Maintains safe and clean reception area by complying with procedures, rules and regulations.
- Contributes to team effort by accomplishing related results as needed.
- Take and pass on messages for employees in the office.
- Provides caller with information such as office address, directions to the office, office fax number, office website and other related information.
- Assists with other related clerical duties such as photocopying, faxing, filing, collating and scanning of documents.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE:

- Must possess a high school diploma or equivalent.
- Successful work experience in a front office setting or in another clerical position.
- Must be able to operate and use standard office and computer equipment efficiently. Must be proficient in Internet use and Microsoft Office programs such as Word, Excel and Outlook.
- Must have the ability to learn CAMA (Computer Assisted Mass Appraisal) software.
- Must have the ability to understand and carry out moderately complex and written instructions as well as the ability to follow office practices and procedures.
- Must be a detailed oriented, industrious, self-starter requiring little to no supervision.
- Must be well-organized and resourceful.
- Must demonstrate excellent written, organizational, and oral communication skills.
- Must possess exceptional interpersonal skills and the personality and temperament necessary for working under stress in dealing with the public.
- The ability to read property maps and locate property.
- Establish and maintain effective working relationships with staff and the public.
- Exhibit regular attendance, dependability and promptness.
- Must have high level of attention to detail and quality control mindset.
- Professional attitude and appearance.
- Ability to be resourceful and proactive when issues arise.

COMMUNICATION SKILLS:

Ability to read and understand simple instructions, short correspondence, notes, letters and memos; ability to write simple correspondence; ability to read and understand documents such as policy manuals, safety rules, operating and maintenance instructions, and procedure manuals; ability to effectively communicate information and respond to questions in person-to-person and/or small group situations with customers, clients, general public and other employees of the organization; ability to read, analyze, and understand general business/company related articles and professional journals; ability to speak effectively before groups of customers or employees.

LANGUAGE & MATHEMATICAL SKILLS:

- Ability to read and understand simple instructions, short correspondence, notes, letters, memos, policy manuals, safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to effectively communicate information and respond to questions in person-to-person and small groups, situations with customers, clients, general public and other employees of the organization.
- Ability to read, analyze, and understand general business/company related articles and professional journals.
- Ability to speak effectively before groups of customers or employees.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS:

Florida Driver's License

SOFTWARE SKILLS REQUIRED:

Word Processing Typing, Microsoft Office and the ability to learn CAMA (Computer Assisted Mass Appraisal) software.

PHYSICAL ACTIVITIES:

The following physical activities described herein are representative of those that must be met by an employee to successfully perform the essential functions and expectations. While performing the functions of this job, the employee is continuously required to: stand, sit, use hands-to-finger, handles or feels, reach with hand and arms, talk or hear, and frequent walking. An employee must lift and/or move: 50 pounds (occasionally); 25 pounds (regularly); and 10 pounds (continuously). Specific vision abilities required by this job include close vision.

Do not submit résumé in lieu of application.

***Submit application to the Property Appraiser's Office.**

***Copies of Diplomas, Degrees, Licenses, and Certifications should accompany the application.**