



JOB NOTICE

POSITION: Support Analyst

LOCATION: West Pasco Government Center
8731 Citizens Drive, Suite 130
New Port Richey, FL 34654

RESPOND TO: Sarah Etheridge – Human Resources
Please send resume and application by fax to (727) 815-7139 or scan/email to PAHR@pascopa.com

CLOSING DATE: Open until filled

Position Type: Full-Time

Salary: \$16/hr

Reports to: Property Appraiser

Job Summary:

The Support Analyst is responsible for assisting the Fraud Department in detecting and preventing homestead fraud through research and investigation while exercising due diligence to ensure an accurate tax roll. The Support Analyst will focus on data entry, preparing denial letters, tracking detailed information, and generating reports regarding homestead fraud research and investigations in Excel spreadsheets. The ideal candidate should have excellent oral and written communication skills and be able to organize their work using tools (Office 365, MS Excel, MS Suite)

Responsibilities:

- Analyzes research in an unbiased, confidential manner
- Write detailed reports and concise notes based on case findings and interviews
- Scan and log documents by parcel number
- Calculate lien information and fill out corresponding documentation
- Prepare, process and review homestead denial letters to be sent to homeowners
- Track detailed information regarding homestead fraud research and investigations in Excel spreadsheets
- Process Certificates of Correction for tax roll
- Contact other county agencies for supporting information
- Perform other duties as assigned by supervisor
- Ability to learn, comprehend and implement Florida Statute 196.031. Florida Administrative Codes, and Florida Attorney General Opinions involving all aspects of Homestead and residency required exemptions in the State of Florida



Requirements: (The requirements listed below are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related criteria)

- Proficient in Microsoft Word, Excel, Outlook and Adobe Acrobat
- Ability to employ active listening skills while communicating effectively by phone, written correspondence and in-person
- Excellent customer service skills
- Ability to verbally and nonverbally operate as a team within the department along with other departments/offices
- Ability to organize and coordinate tasks accordingly on a business need basis
- Capable of multitasking and prioritizing tasks effectively and efficiently
- Ability to study and comprehend Florida Statutes as they apply to Homestead Fraud
- Ability to navigate the resources provided to conduct research, such as NAL, DAVID, Accurint, etc.
- Ability to think outside of conventional processes to gain more productive results
- Able to identify customer needs and assist them accordingly

Education:

- High School Diploma

*The above is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.