

*Heather R. Pelegrin  
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Jacksonville, FL 32258  
(904) 251-5363*

**EMPLOYMENT:**

**Jacksonville City Council**

***Value Adjustment Board***

**Assistant Chief Legislative Services – VAB**

**November 2012 – Present**

**VAB Operations Manager**

**Legislative Assistant II – VAB Supervisor**

Manages the overall operation for facilitating the Value Adjustment Board (VAB) process including managing work schedules, and assigns, monitors, and reviews the work of subordinates. Manages the receipt and processing of petitions for the appeal of property value(s), exemptions, etc. Manages and reconciles the revenue collected and supervises the preparation of deposits. Reviews, approves, and initiates payment for invoices; maintains records of payments for reports submitted by Special Magistrates to prevent duplicate payments. Coordinates with the Property Appraiser's Office to establish and revise hearing schedules, record petition withdrawals, and other related issues. Responds to inquiries regarding the VAB process and public records including requests from the Department of Revenue (DOR), VAB Board Members, other Florida counties and the public. Schedules hearings for petitions filed; supervises the preparation and mailing of hearing notices to petitioners and Special Magistrates. Reviews all good cause reschedule requests and late filed petitions. Certifies final year end numbers to the DOR using various reports on DOR forms. Keeps VAB Clerk and VAB Chair informed of statistics relating to petitions, hearings, and decisions, as well as other related issues. Advertises public notices as required by law for the VAB; prepares VAB meeting agendas and ensures that seating and equipment is in place for meetings. Provides information relating to budget projections. Establishes and maintains paper and electronic VAB files, reports, and associated records and systems. Develops and prepares reports, charts, etc. to track and organize information. Provides training to support staff.

***Legislative Services Division***

**Legislative Assistant I – VAB**

**September 2005 – January 2007**

Administrative support to the Value Adjustment Board. Responsibilities included entering data from protest applications from property owners challenging their property appraisal(s). Provided both general and specific information to property owners regarding the status of their petition(s), hearing dates, and procedures. Prepared and mailed letters notifying petitioners of hearing dates and requirements. Prepared reports and hearing schedules by exporting data from Microsoft Access to Microsoft Excel. Performed various administrative duties as needed.

**City of Jacksonville**

***Employee Services Department***

**Employee Benefits Aide**

**January 2003 – August 2005**

Assisted employees, retirees, and their families with benefits enrollment and changes in benefits coverage. Entered payroll deductions to Oracle System for insurance premiums. Answered/routed incoming telephone calls, greeted customers, and other general administrative duties such as filing, typing, and distributing mail. Responded to employees' inquiries by providing benefits information. Prepared and maintained employee guest list for Lunch & Learn program. Maintained filing system and assembled benefit information packets for distribution to new employees. Prepared correspondence and spreadsheet data. Assisted other employees with their assignments as needed.

**EDUCATION:**

Florida Community College at Jacksonville, 2002-2003

First Coast Academy, High School Diploma, 2002

Mandarin Senior High School, 1999 – 2002

Academic and Business Courses

**SPECIAL SKILLS & KNOWLEDGE:**

- Microsoft Word, Typing Speed – 54 wpm
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Access
- AXIA (Value Adjustment Board Software)
- Laserfiche
- Oracle (Personnel/Payroll Management System)
- Internet Explorer
- Customer Service