



Career Service Authority

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Assessment Information Technician

GENERAL STATEMENT OF CLASS DUTIES

Performs full performance technical work modifying and maintaining assessment records from instruments of conveyance and other sources, examines and analyzes property exemptions, updates and maintains taxpayer contact information, and provides assistance to the public.

DISTINGUISHING CHARACTERISTICS

This class modifies and maintains Assessment records and resolves discrepancies in property record ownership. This class is distinguished from the Real Property Appraiser Technician that provides paraprofessional level, technical assistance to professional appraisers for real estate valuation, database maintenance and other assessment purposes. The Assessment Information Technician is also distinguished from the Administrative Support Assistant IV that performs specialized and/or technical office support work that requires detailed knowledge of the specialized/technical area.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

No supervisory duties.

ESSENTIAL DUTIES

Examines legal descriptions of transfer documents and compares them to GIS maps and master property records to determine if the parcel deeded is to be transferred in its entirety, divided into more than one parcel, or combined with one or more parcels.

Researches, examines, and identifies property conveyance documents including deeds, death certificates, wills, affidavits, leases, decrees, and condominium declarations from Clerk and Recorder's Office information in order to update the chain of titles.

Provides the public and other agencies with general, specialized, and explanatory information regarding chain of titles, mailing addresses, legal descriptions, transfer information, exemptions, valuations, tax rates, and protest information.

Modifies and maintains automated Assessment files and records and identifies and resolves discrepancies in Assessment records.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Integrity/Honesty – Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

Listening – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Reading – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

Writing – Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas information, and messages in writing.

Conscientiousness – Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Oral Communication – Communicates or explains ideas and/or information clearly. Thoughts are well organized and recognizes potential miscommunications.

Problem Solving – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Decision Making – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Reasoning – Discovers or selects rules, regulations, and relationships between facts and other information.

Technical Competence – Knowledge of how to perform one's job. Refers to specialized knowledge that is acquired through formal training or extensive on-the-job training.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Customer Service – Works and communicates with clients and customers to satisfy their expectations and committed to quality services.

Flexibility – Adapts quickly to changes.

Conflict Management – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Negotiation – Works with others towards an agreement that may involve exchanging specific resources or resolving differences.

Attention of Detail – Is thorough when performing work and conscientious about attending to detail.

Memory – Recalls information that has been presented previously.

Technology Application – Uses machines, tools, instruments, and/or equipment effectively and uses computer applications to analyze and communicate information in the appropriate format.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Information Management – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Physical Demands:

Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Walking: moving about on foot.

Repetitive motions: making frequent movements with a part of the body.

Near acuity: ability to see clearly at 20 inches or less.

Accommodation: ability to adjust vision to bring objects into focus.

Education Requirement:

Graduation from high school or the possession of a GED Certificate.

Experience Requirement:

Three years of clerical experience including one year of experience working with property information in assessment, appraisal, real estate, engineering, title companies, or insurance companies.

Education/Experience Equivalency:

Additionally appropriate education may be substituted for one year of the minimum experience requirement.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 01/18/2009

REVISED DATE:

ESTABLISHED BY: Patricia Anderson

CLASS HISTORY This is a new class.