General Statement of Duties

Supervises Assessment Information Technicians engaged in processing property ownership records, performs deed and title verifications, approving tax exemptions, and providing property assessment assistance to citizens.

Distinguishing Characteristics

The Assessment Information Technician I is an entry-level classification used to train and develop employees to perform routine property records management work involving the transfer of property ownership and assisting citizens with exemption requests.

The Assessment Information Technician II is a full performance level classification engaged in routine to complex property records management, work involving the transfer of property ownership, and assisting citizens with exemption requests.

The Assessment Information Supervisor is responsible for the supervision of Assessment Property Technicians and preparing specialized assessment and tax levy reports.

Guidelines, Difficulty and Decision-Making Level

Guidelines are in the form of stated objectives for the section, unit, function or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs or projects in various stages of completion.

Level of Supervision Received & Quality Review

Under managerial direction, the employee is responsible for achieving the work objectives of an organizational unit(s) within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work.

Work is reviewed for soundness of judgment, feasibility of decisions, and work production based on defined performance standards.

Interpersonal Communication and Purpose

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised

Supervises two or more staff members.
**Essential Duties**

Supervises Assessment Information Technicians engaged in processing property ownership records, performing deed and title verifications, approving tax exemptions, and providing property assessment assistance to citizens.

Subject matter expert on property ownership and associated documentation, which includes legal guidelines regarding property transfers, state and city statutes regarding mill levies and property taxation, senior citizen and veteran property tax exemptions, and ensures accuracy and correctness of property ownership transactions.

Prepares a variety of reports and documents such as the assessment mill levy abstract, certificates of property value, levy revenue tax warrants, and tax increment certifications, which includes calculating tax revenue for each mill levy, determining revenue generated by taxable property, projecting revenue, drafting ordinances for approval of mill levy taxation, and ensuring accuracy of calculations.

Works with stakeholders both internal and external to the city to assist with property assessment documentation and general services, which includes supporting citizens, title and mortgage companies, attorneys and professional accounting services, state officials, and assessment associated city departments.

Supports assessment operations and functions to achieve goals and objectives, implements process improvements, monitors performance, creates reports and spreadsheets, and advises management as a subject matter expert regarding developments and trends.

Reviews, develops or modifies work plans, methods and procedures, determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments; encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems and mediates conflicts encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Ensures quality, effectiveness, and efficiency of unit activities and safety measures.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

By position, participates in planning and managing budget systems; prepares and presents budget recommendations to higher management; operates within budget parameters; adjusts work plans/activities because of budget changes.

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.
### Competencies

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

**Customer Service** – interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

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

**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.

**Reasoning** - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

**Delivering Results** - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

**Influencing** - Collaborates with, persuades and influences others.

**Coaching** - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

### Knowledge & Skills

None

### Education Requirement

Associate degree in real estate, appraisal, general business, or a related field of study.

### Experience Requirement

Three (3) years of experience modifying and maintaining assessment property records, processing property transfers, approving tax exemption requests, and explaining property tax laws and statutes to taxpayers.

### Education and Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

### Licensure and/or Certification

None

### Working Environment

Pressure due to multiple calls and inquiries. Subject to many interruptions.

### Level of Physical Demands

1-Sedentary Work (0 - 10 lbs.)
### Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs).

- **Color vision:** ability to distinguish and identify different colors.
- **Depth Perception:** ability to judge distances and space relationships.
- **Eye/Hand/Foot Coordination:** performing work using two or more.
- **Field of Vision:** ability to adjust vision to bring objects into focus.
- **Field of Vision:** ability to see peripherally.
- **Fingering:** picking, pinching, or otherwise working with fingers.
- **Handling:** seizing, holding, grasping, or otherwise working with fingers.
- **Hearing/Talking:** Hear and determine direction of sound.
- **Hearing:** perceiving the nature of sound by the ear.
- **Lifting:** raising or lowering objects weighing no more than 10 pounds, from one level to another.
- **Sitting:** In sitting position to write a report, vehicle patrol, and the public contact.
- **Sitting:** remaining in the normal seated position.
- **Talking:** Expressing or exchanging ideas by means of spoken words.
- **Vision Far acuity:** ability to see clearly at 20 feet or more.
- **Vision Near acuity:** ability to see clearly at 20 inches or less.
- **Walking:** moving about on foot.
- **Written Comprehension**

### Background Check Requirement

- Criminal Check
- Employment Verification
- Education Check

### Assessment Requirement

- Professional Supervisor

### Probation Period

Six (6) months.

### Class Detail

- **Pay Grade:** V-811
- **FLSA Code:** Y
- **Management Level:** 7
- **Established Date:** 07/01/2019
- **Established By:** John Hoffman
- **Revised Date:**
- **Revised By:**
- **Class History:**