General Statement of 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 Administrative Support Assistant IV which 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 & Quality Review

Under general supervision, the employee receives assignments and is expected to carry then 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 Communication & 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

None

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.

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

Examines Senior Exemption applications to determine if applicant fulfills qualification criteria and applies exemption to parcel if appropriate.

Applies State Exemptions and Disabled Veteran Exemptions to parcels identified by the State Division of Property Taxation as eligible for such exemptions and also removes exemptions when appropriate.

Reflects after-warrant changes to the property tax roll including special notices of value, taxable surveys, and various types of appeals.

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 to 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 or how to gather information; 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; 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.

## Knowledge & Skills

None

## Education Requirement

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

## Experience Requirement

Three (3) 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

Additional appropriate education may be substituted for the minimum experience requirements.
Licensure & Certification
None

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

Level of Physical Demand
1-Sedentary (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.):

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.
Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Background Check Requirement
Criminal Check
Employment Verification

Assessment Requirement
None

Probation Period
Six (6) months.

Class Detail
Pay Grade: V-613
FLSA Code: N
Management Level: 10
Established Date: 9/21/2018
Established By: Lori Schumann
Revised Date:
Revised By:
Class History: