General Statement of Duties

Performs entry-level to routine technical level work modifying and maintaining assessment property records, processing property transfers, verifying deeds and titles, reviewing and approving property tax exemption requests, updating and maintaining taxpayer accounts, and providing general 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 exemptions 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

Procedures, methods and techniques to be used are well established with options to be considered well defined. Tools, work aids and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Detailed oral and/or written instructions are normally given during the training period. Work steps involve a pattern of sequential motions such as push, pull, lift, carry or place which may include making gross discriminations as to size, color or readily observable conditions.

Duties assigned are primarily routine, repetitive and restricted in intricacy with little or no discretion in how they are carried out.

Level of Supervision Received & Quality Review

Under close supervision, the employee receives training to develop skills and abilities in a specific line of work or general occupational area. Work product is subject to close, continuous inspection.

Interpersonal Communication & Purpose

Contacts with the public or employees where information relative to the organization or its functions are received, relayed, or a service rendered according to established procedures or instructions.

Level of Supervision Exercised

None
Essential Duties

Performs entry-level work while training to independently perform routine level work in support of customers on a front desk, taking high volumes of phone calls, and processing mail, which includes answering general assessment related questions, mailing property tax statements, explaining policies and procedures, explaining tax calculations, helping customers identify property ownership and values, answering questions on deeds and exemptions, and assisting customers with protests and appeal procedures.

Maintains taxpayer accounts, which includes updating addresses from return mail, researching and confirming contact information, processing address changes requests, and modifying and maintaining documents.

Learns to perform routine level work reviewing and processing senior and veteran exemption application requests, which includes ensuring supporting documents are correct and complete, reviewing deeds for ownership, verifying tax computations, contacts applicants for supporting or missing documents, explains program requirements, updates system records with approved tax exemption status, and reviews quarterly reports to verify exemptions for removal.

Scans and files a variety of assessment documents such as property declarations, protest appeals, sales verifications, senior and veteran exemption documents, transfer declarations, address changes, and general correspondences.

Learns to perform routine level work processing ownership conveyance documents for affordable housing, mobile homes, and condominium parking and storage, which includes reviewing deeds, ensuring accuracy of documents, adjusting percentages of ownership, verifying foreclosures, sale prices, dates, researching restrictions, and amending systems records.

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.

Learns to perform routine level work processing property records requests, which includes transferring ownership of property titles, splitting or combining parcels, and amending percentages of property ownership, which includes ensuring legal descriptions, deeds, and other documents match, and researching records on file to ensure accuracy and verify completeness of documents.

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.

Knowledge & Skills
None

Education Requirement
Graduate from high school or possession of a GED, HiSET or TASC Certificate.

Experience Requirement
Two (2) years of clerical level experience performing basic accounting, customer service, explaining rules and regulations, or previous experience in real estate working with deeds and titles.

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 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 hand(s).
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
<table>
<thead>
<tr>
<th><strong>Background Check Requirement</strong></th>
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<tbody>
<tr>
<td>Criminal Check</td>
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<tr>
<td>Employment Verification</td>
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<thead>
<tr>
<th><strong>Assessment Requirement</strong></th>
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</thead>
<tbody>
<tr>
<td>None</td>
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<table>
<thead>
<tr>
<th><strong>Probation Period</strong></th>
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<tbody>
<tr>
<td>Six (6) months.</td>
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<table>
<thead>
<tr>
<th><strong>Class Detail</strong></th>
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<tbody>
<tr>
<td>Pay Grade: V-613</td>
</tr>
<tr>
<td>FLSA Code: N</td>
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<tr>
<td>Management Level: 10</td>
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<tr>
<td>Established Date: 9/22/2019</td>
</tr>
<tr>
<td>Established By: John Hoffman</td>
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<tr>
<td>Revised Date:</td>
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<tr>
<td>Revised By:</td>
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<td>Class History:</td>
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