



Office of Human Resources
Assessment Information Technician I - CV3167
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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.

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, contacting 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 the 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

Background Check Requirement

Criminal Check

Employment Verification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: V-613

FLSA Code: N

Established Date: 9/22/2019

Established By: JH

Revised Date:

Revised By:

Class History: