

# **BANNOCK COUNTY** **CLASS SPECIFICATION**

## **CIRCUIT BREAKER COORDINATOR**

Department: Assessors  
FLSA Designation: Non-Exempt

Pay Grade: 7  
Effective Date: 10/04, 08/09

### **Purpose of Class**

Administers and coordinates the Circuit Breaker program for the Assessor's office; assists the Assessor with homeowners' exemption and property assessment work as required.

### **Primary Function**

The principal function of an employee in this class is to provide effective customer service, property assessment information, records documentation, application assistance, and Assessor Technician program specific training. The Circuit Breaker Coordinator possesses strong clerical and customer service skills. The work is performed under the supervision of the County Assessor, but considerable latitude is granted for the exercise of independent judgment and initiative. The principal duties of this class are performed in a general office environment.

### **Essential Duties and Responsibilities (will vary by assignment)**

- Answers incoming phone calls and greets walk-in customers, provides general information to the public, answers questions and inquiries, provides specific information about the circuit breaker program, assists with application forms, processes application and change forms, and provides referrals to other departments or staff as needed;
- Maintains records for claims and time sheets, balances budget, orders supplies;
- Provides all training regarding the circuit breaker program to Assessor office technicians and volunteers;
- Processes, monitors, audits and maintains program applications and documents throughout the year;
- Prepares program reports as necessary for Tax Commission, Commissioners and Assessor;
- Prepares and distributes program advertising;
- Sets up circuit breaker program center per program requirements;
- Performs data entry and audits per program procedures;
- Tracks sales information on homeowners exemption applications for ratio study and files applications accordingly;
- Receives, opens, and processes mail, including preparing outgoing mailings;
- Works with appropriate agencies and departments to ensure proper maintenance of circuit breaker accounts;
- Receives, records, copies, verifies, proofs, and maintains a variety of documents;

- Files documents into appropriate folders; reorganizes files as needed;
- Performs all work duties and activities in accordance with County policies, procedures and safety practices.

### **Other Duties and Responsibilities**

- Performs other related duties as required.

### **Competency Requirements**

Knowledge of:

- Current state codes and County ordinances governing property tax assessment, valuation, ownership, exemptions, and reductions;
- Legal documents and terminology, deeds, property descriptions, metes and bounds descriptions, and other specific and technical terminology;
- Practices, techniques, terminology, and objectives of property appraisal;
- Operation of standard office equipment, including a 10-key calculator, personal computer and job-related software applications;
- Customer service procedures, techniques, and objectives;
- English grammar, spelling, and punctuation;
- Current office practices and procedures;
- Accounting, bookkeeping, filing, and record keeping practices and procedures.

Ability to:

- Evaluate and analyze customer needs to provide exceptional customer service;
- Implement circuit breaker program functions thoroughly to provide information and training and explain detailed program processes and procedures;
- Apply, implement, and train employees in program requirements related to the Department's function;
- Maintain records efficiently and accurately;
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;
- Follow written and oral instructions;
- Perform duties accurately and efficiently under time sensitive deadlines;
- Perform time management and scheduling functions, meet deadlines, and set project priorities;
- Respond courteously to customer inquiries, including under stressful or adversarial circumstances;
- Work well under pressure;
- Operate standard office equipment, a 10-key calculator, and a personal computer including program applications appropriate to assigned duties;
- Establish and maintain effective working relationships with other County employees, subordinate and supervisory personnel, local appointed and elected officials, and the public;
- Communicate effectively both orally and in writing.

### **Acceptable Experience and Training**

- High school diploma or GED equivalency is required; and

- Two (2) years office experience, preferably in the County Assessor's office, is required; or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

**Special Qualifications**

- Idaho drivers license is required.

**Essential Physical Abilities**

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to discern verbal instructions and to communicate effectively on the telephone and in person;
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions, prepare and review documents and process them in a prescribed order, and organize documents and materials;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a 10-key calculator, personal computer and standard office equipment, and operate a motor vehicle;
- Sufficient personal mobility, flexibility, agility, and balance, ability to sit or stand for long periods of time, with or without reasonable accommodation, which permits the employee to work in an office environment.