

BANNOCK COUNTY **CLASS SPECIFICATION**

DATA PROCESSING ANALYST

Department: Assessor
FLSA Designation: Non-Exempt

Pay Grade: 8
Effective Date: 10/09

Purpose of Class

Performs data processing tasks to enter assessed values and ensure that reports are accurate and balanced; performs related work as required.

Primary Function

This position manages the data processing requirements of the County Assessor's office including daily analysis and distribution of data processing job printouts and special forms, preparation and balancing of reports, troubleshooting system problems, user assistance and running batch jobs to print forms, reports and various other documents. The work is performed under the direction of the Chief Deputy 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)

- Coordinates department system needs with County IT staff;
- Performs daily analysis and distribution of data processing job printouts, special forms, and reports;
- Reviews reports to verify completeness and accuracy;
- Notifies program users when incorrect or unusual conditions occur;
- Sets up computer programs to produce job print-outs and updates;
- Prepares, schedules, submits and runs batch jobs to print forms, reports, notices and other documents;
- Coordinates Assessors office data processing with all County offices;
- Streams tax abstracts and related jobs for the Treasurer's Office and Assessor's Office;
- Processes, audits and assists in balancing the annual Assessor's abstract before submission to the Idaho State Tax Commission;
- Coordinates and implements programs and procedures for data processing upgrades and problem resolutions of office systems;
- Answers incoming phone calls and greets walk-in customers, provides general information to the public, answers questions and inquiries, provides specific information about property appraisals, homeowners exemptions, assessments, assists with application forms, processes application and change forms, and provides referrals to other departments or staff as needed;

- Troubleshoots document processing and equipment failures in Assessor's office;
- Performs all work duties and activities in accordance 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;
- Processes, procedures, and current state codes and County ordinances governing ad valorem taxes;
- County computer programs and applications specific to property assessment and valuation;
- Computer data entry procedures;
- Operation of standard office equipment, including a personal computer and job-related software applications;
- Customer service procedures and techniques;
- English grammar, spelling, and punctuation;
- Current office practices and procedures.

Ability to:

- Ability to convey computer design ideas to programmers;
- Evaluate and analyze customer needs to provide exceptional customer service;
- Learn and explain Department functions thoroughly to provide information and training and explain detailed Department processes and procedures;
- Explain regulatory compliance issues related to the Department's function;
- Maintain records efficiently and accurately;
- Follow written and oral instructions;
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;
- 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 and a personal computer including program applications appropriate to assigned duties;
- Establish and maintain effective working relationships with other County employees, supervisory and subordinate 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 with supplemental training in Word Perfect, data entry, query, report preparation and data base knowledge and programming preferred; and
- One (1) year office or data entry experience, preferably in an assessor's or real estate office working with a variety of computer software programs is preferred; or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

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 personal computer and standard office equipment;
- Sufficient personal mobility, flexibility, strength, agility, and balance, with or without reasonable accommodation, which permits the employee to lift 25 pounds occasionally and to work in an office environment.