

BANNOCK COUNTY **CLASS SPECIFICATION**

MANUFACTURED HOME TECHNICIAN

Department: Assessor
FLSA Designation: Non-Exempt

Pay Grade: 5
Effective Date: 10/04, 08/09

Purpose of Class

Assists the public with the manufactured homes process, applications, payments, and records updates; performs related work as required.

Primary Function

The principal function of an employee in this class is to provide effective customer service, property value information, records documentation, application assistance, and research. A Manufactured Home Technician must possess strong clerical and customer service skills; he/she demonstrates knowledge of Department functions through on-the-job supervision and training and is a department-related specialist with a good working knowledge of Department policies and procedures. The work is performed under the supervision of the Chief Deputy Assessor, although some 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 property appraisals, mobile home title transfers, property tax pre-payments, assessments, and homeowners exemptions, assists with application forms, processes application and change forms, and provides referrals to other departments or staff as needed;
- Assists customers with property appraisal inquiries, appeals, and processing and tracking mobile home title transfers and changes, including from personal property to real property, as defined in state code;
- Receives, opens, and processes mail, including preparing outgoing mailings;
- Updates, verifies, and maintains address, assessment, valuation, occupancy, reduction application, exemption, ownership, legal description, and related computer files;
- Processes prepaid tax forms and statement of intents ensuring proper logging and recording; prepares new files;
- Works with appropriate agencies and departments to ensure proper maintenance of manufactured home files;
- Updates and researches titled ownership;
- Receives, records, copies, verifies, proofs, and maintains a variety of documents;
- Conducts research of documents for customers;
- 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;
- Principles, 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;
- 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;
- 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, preferably supplemented with course work in clerical, secretarial, or other business applications; and

- One (1) year office experience, preferably in a county assessor's office, real estate or other appraisal office 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 10-key calculator, personal computer and standard office equipment;
- 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.