

BANNOCK COUNTY **CLASS SPECIFICATION**

OFFICE MANAGER – ASSESSORS

Department: Assessors
FLSA Designation: Non-Exempt

Pay Grade: 12
Effective Date: 10/04, 08/09

Purpose of Class

Serves as Office Manager to assist the public with property assessment information, applications, and records updates; performs related work as required.

Primary Function

The principal function of an employee in this class is to supervise the daily operations of the Assessor's Office to provide effective customer service, property valuation and assessment information. Work includes record documentation, application assistance, and research, as well as training and coordinating staff, performing general clerical and accounting support duties and records management. The Office Manager in the Assessor's office may also be assigned a specialty area such as land valuation. The work is performed under the general supervision of the Chief Deputy Assessor, although some latitude is granted for independent judgment using standard practices to resolve customer issues or correct procedures. The principal duties of this class are performed in a general office environment but may include some field inspections.

Essential Duties and Responsibilities (will vary by assignment)

- Supervises clerical and administrative office staff;
- Maintains employee schedules and makes assignments;
- Assists staff in resolving difficult issues and situations;
- Provides supervision and training to subordinate employees and may take over complex or difficult inquiries and cases;
- Ensures workload is properly distributed, assists in tasks to cover absent employees;
- Assists Chief Deputy with Urban Renewal maintenance and balancing and other tasks;
- Processes year end reports to enable the generation of assessment notices for all assessable property;
- Balances abstracts and finalizes jobs for completion of reports to the State Tax Commission;
- Maintains current schedules, site values, rates, and related information related to all land in Bannock County;
- Prepares, processes, and audits all land value changes for residential, agricultural and commercial land;
- Receives and processes new segregations according to County policies and procedures;
- Processes, audits, and ensures accuracy of transfers;

- Updates agricultural rate tables and land schedules and processes accordingly;
- Calculates unplatted land values and maintains new construction entry log;
- Audits and updates subdivision, alpha and code area books;
- Updates, verifies, and maintains address, assessment, valuation, occupancy, reduction application, exemption, ownership, legal description, and related computer files;
- Receives, records, copies, verifies, proofs, and maintains a variety of documents, including real estate trust documents and related documents;
- Conducts research of documents for customers;
- 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;
- 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;
- Processes, procedures, and current state codes and County ordinances governing ad valorem taxes;
- Legal documents and terminology, deeds, property descriptions, metes and bounds descriptions, and other specific and technical terminology;
- Operation of standard office equipment, including a personal computer and job-related software applications;
- Customer service procedures and techniques;
- English grammar, spelling, and punctuation;
- Telephone etiquette;
- Current office practices and procedures;
- Bookkeeping, filing, and record keeping practices and procedures.
- Supervisory techniques.

Ability to:

- Train employees, delegate work and oversee the work of the others;
- 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;
- 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, 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, accounting, or other business applications; and
- Four (4) years office experience, preferably in a county assessor's office, real estate or other appraisal office is preferred, and
- Two (2) years accounting experience; and
- Previous supervisory experience 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, agility, and balance, ability to lift 25 pounds occasionally, with or without reasonable accommodation, which permits the employee to work in an office environment and perform field inspections as needed.