

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

## **PERSONAL PROPERTY TECHNICIAN**

Department: Assessor  
FLSA Designation: Non-Exempt

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

### **Purpose of Class**

Assists the public with property assessment information, applications, record updates; performs related work as required.

### **Primary Function**

The principal function of an employee in this class is to provide effective customer service, property assessment information, documentation preparation, application assistance, and research. A Personal Property 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 wide 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.

### **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 values and assessments, assists with application forms, processes application and change forms, and provides referrals to other departments or staff as needed;
- Receives, opens, and processes mail, including preparing outgoing mailings;
- Identifies, sets up, tracks, maintains, and updates files for new businesses per legally required functions and schedules;
- Updates and maintains parcel number book and assigns new numbers to businesses according to their code area;
- Performs data entry;
- 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;
- Conducts research of documents for customers;
- Takes applications and verifies income for circuit breaker program;
- 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**

- Assists other assessor staff as needed;
- 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;
- 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;
- Bookkeeping, filing, and record keeping practices and procedures;
- Employee supervision and management principles and practices.

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;
- Perform duties accurately and efficiently under time sensitive deadlines;
- Perform time management and scheduling functions, meet deadlines, and set project priorities;
- Follow written and oral instructions;
- 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; and
- One (1) year clerical and customer service experience is required, preferably in an assessor's office; 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.