

BANNOCK COUNTY
CLASS SPECIFICATION

REAL PROPERTY TECHNICIAN

Department: Assessor
FLSA Designation: Non-exempt

Pay Grade: 5
Effective Date: 7/31/06, 08/09

Purpose of Class

Performs a variety of technical clerical duties related to the updating and monitoring of market values in the County; provides customer service to the public; performs related work as required.

Primary Function

The principal function of an employee in this class is to review and enter updated market value data for all real property appraisers and provide customer service by promptly responding to requests for a wide variety of information from multiple sources. The work requires careful attention to detail. The work is performed under the general supervision of the Officer Manager – Assessor’s Office. 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 market values to the general public, title companies, fee appraisers and financial institutions; appraisals, mobile home title transfers, property tax pre-payments, and assessments, provides referrals to other departments or staff as needed;
- Performs data entry of appraisal documents in an accurate and timely manner;
- Audits data input to assure accuracy per Appraiser documents and instruction;
- Operates personal computer to enter, delete and retrieve data related to property descriptions, appraisals and valuations;
- Greets and serves the public over-the-county and takes applications for all exemptions available to taxpayers;
- Prepares packets for new parcels as directed by the Officer Manager;
- Performs all work duties and activities in accordance with County policies, procedures and safety practices.

Other Duties and Responsibilities

- Audits parcel master changes in plat room roll books for accuracy as backup to other technicians;
- Distributes daily deeds to each appraiser for sales letters;
- Performs other related duties as required.

Competency Requirements

Knowledge of:

- Current state code (specifically Section 63-314 relating to the Assessor's responsibility to conduct a continuing program of valuation of all taxable properties to the end that all parcels of property under the assessor's jurisdiction are assessed at current market value; taxable property shall be appraised or indexed annually to reflect current market values) and County ordinances governing property valuation;
- 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, techniques, and objectives;
- English grammar, spelling, and punctuation;
- Research methods to respond to customer inquiries.

Ability to:

- Perform accurate data entry related to updating market values for all real property;
- 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;
- Respond courteously to customer inquiries, including under stressful or adversarial circumstances;
- Work well under pressure;
- Operate standard office equipment, a cash register, 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 years progressive experience, preferably in a 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.

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 enter data into appropriate databanks and record fields, 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 sit or stand for long periods of time, with or without reasonable accommodation, which permits the employee to work in an office environment.