ASSESSOR'S CLERK

Position Purpose:
The purpose of this position is to perform responsible clerical and administrative work of moderate difficulty and responsibility in supporting the operations of the Board of Assessors, to discharge the duties of the office; performs all other related work as required.

Supervision:
Supervision Scope: Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of some judgment and initiative to perform duties, complete assigned tasks, and analyze the facts or circumstances surrounding individual problems.

Supervision Received: Reports to the Chair of the Board of Assessors and Town Administrator.

Supervision Given: A Senior Worker

Job Environment:
Work is performed under typical office conditions; duties are performed with frequent interruptions throughout the day. Work environment is moderately noisy.

Operates computer, calculator, copier, facsimile machine, telephone and other standard office equipment.

Makes frequent contacts with the general public, town officials, town departments, outside agencies, taxpayers, attorneys, real estate professionals and the Registry of Motor Vehicles Contacts involved are made by telephone, in person, or by email, fax and mail. Requires courtesy and discretion. Work involves handling a variety of problems, questions and situations with established criteria and techniques.

Has access to limited department-related confidential information including personal information about citizens (e.g., abatements, elderly financial statements, veteran's financial statements, etc.).

Errors could result in considerable delay and confusion and have significant legal repercussions.

Essential Functions:
(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Answers phone and responds to public counter, providing assistance to those seeking information or copies of assessment records and/or seeking information or guidance to apply for abatement or exemption of real estate, personal property, motor vehicle or boat excise taxes.

Performs various clerical duties, including word processing and filing in response to daily mail and fax requests for copies, address changes, information, etc.

Attends the Board of Assessors meetings and takes notes.

Types a variety of documents including correspondence, warrants, vouchers, purchase orders, bills, specifications, legal notices, and numerous reports.

Performs data entry of information into the Department's assessing software program. Enters information on deeds, permits, growth, sketching, real estate sales, and property tax information.

Assists taxpayers at the counter and on the telephone to apply for Real Estate Personal Exemptions and Motor Vehicle abatement applications. Ensures all proper paperwork is completed and submitted to Board members, tax office, and filed electronically and in hard copy.

Makes copies of tax maps for property owners and appraisers. Prints property record cards for same. Answers questions.

Generate reports and email files to the Tax collector's software vendor once the tax rate is approved. Includes reports for betterments and liens and exemptions.

Processes the department's mail.

Maintains and updates property ownership, valuation and a variety of information systems, files, and records.

Purchases needed supplies for Assessor's department.

Performs similar or related work as required.

Recommended Minimum Qualifications:

Education, Training and Experience:
High school education; course work and specialized training in property appraisal and/or assessment administration desirable; two years of related experience, preferably in the real estate industry; or any equivalent combination of education and experience.

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of office practices and procedures. Working knowledge of computers with the ability to work with a variety of software packages such as word processing, spreadsheet, and database programs. General knowledge of Massachusetts laws relating to property assessment for tax purposes preferred.

Ability: Ability to prepare, type, and proofread correspondence and reports as to form and logic flow. Ability to deal with the public in a courteous and tactful manner. Ability to work with little supervision. Aptitude and attention for details and accuracy.

Skill: Excellent customer service skills. Very good computer skills, including word processing, typing, and data management. Skill and ability in operating standard office equipment. Good communication skills. Good organizational skills.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, frequently required working at desk; regularly conveys information to employees and the public; regularly moves about inside the office to access file cabinets and office machinery. Ability to operate a keyboard and calculator at efficient speed and to view computer screens for extended periods of time.

(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)