



<b>WORKING TITLE:</b> ASSESSMENT SPECIALIST II	<b>CLASSIFICATION:</b> OFFICE SPECIALIST TECHNICIAN
<b>DEPARTMENT:</b> ASSESSOR	<b>DIVISION:</b> ASSESSMENT & TAXATION
<b>PAY RANGE:</b> OPEU 12	<b>FLSA CATEGORY:</b> NON-EXEMPT
<b>PHYSICAL REQUIREMENTS:</b> ATTACHED	<b>WORKERS COMP CODE:</b> 8810
<b>PPE:</b> PER WORK LOCATION	<b>REVISION DATE:</b> APRIL 2017

**JOB DESCRIPTION**

***GENERAL STATEMENT OF DUTIES:***

Performs a wide variety of advanced clerical, technical, accounting and customer service duties in support of the Assessment and Taxation office, under the general supervision of the Deputy Tax Collector. Performs complex, highly responsible, varied or specialized office support. Exercises considerable independent judgment and discretion involving technical considerations and interpretation of statutes. A greater involvement in subject matter distinguishes this classification from other Office Specialist classifications.

***SUPERVISION RECEIVED:***

Work is performed under the general supervision of the Office Administrator or Deputy Tax Collector who assigns work and reviews performance for compliance with Oregon Revised Statutes as well as A&T departmental policies and procedures.

***SUPERVISION EXERCISED:***

Supervision of other employees is not a responsibility of this class however, an experienced employee in this class may assist with on-the-job training and orientation to a new employee in this or a lower level class.

**DUTIES AND RESPONSIBILITIES INCLUDE ESSENTIAL FUNCTIONS OF POSITIONS ASSIGNED TO THIS CLASSIFICATION. DEPENDING ON ASSIGNMENT, THE EMPLOYEE MAY PERFORM A COMBINATION OF SOME OR ALL OF THE FOLLOWING DUTIES:**

- Communicates with the public, other governmental jurisdictions, and related business agencies via telephone, e-mail, internet, or in person advising on Assessment and Taxation issues.
- Provides advanced technical assistance to members of the public and staff such as processing applications for Veterans exemptions and Senior Deferral; verifying filing requirements and determining if legal qualifications for property tax exemption are met.
- Identifies and enters personal property data from personal property returns into a computerized data base; verifying accuracy of information; performing audits as required.

## Assessment Specialist II – Office Specialist Technician

- Processes applications for Oregon Property Tax Special Assessments; verifying completeness and eligibility.
- Processes Oregon Property Tax Special Assessment disqualifications; including calculation of additional taxes and property owner correspondence, as required.
- Updates the tax roll; maintaining ownership and property records and other property data.
- Reviews and distributes personal and real property returns.
- Processes, verifies and corrects data from various assessment and taxation records and documents.
- Assists with the collection of delinquent accounts, real property foreclosures, and overpayment/duplicate payment research with taxpayer notification.
- Issues and releases personal property warrants.
- Assists the public, title companies and manufactured home dealers with routine questions regarding title transfers, change status and obtaining permits relating to manufactured home.
- Operates office equipment and computers with multiple software systems and platforms.

### **JOB SPECIFICATIONS**

#### **KNOWLEDGE OF:**

- Oregon Revised Statutes and Administrative Rules, including but not limited to Measure 50 and Measure 5, as they pertain to the taxation and assessment of real and personal property in the State of Oregon.
- Oregon Property Tax Special Assessment programs for EFU and Non-EFU Farm; Designated Forest Special Assessments; Conservation Easements; and Wildlife Habitat.
- Microsoft Office suite products including Microsoft Word, Excel, Access and Outlook. (emphasis on using Excel and Access)

#### **SKILL IN:**

- Interpreting and applying Oregon Revised Statutes, Oregon Administrative Rules and office policies and procedures.
- Workflow and time management.
- Multi-tasking.
- Effective communication orally and in writing.
- Interacting professionally and courteously with members of the general public, co-workers, supervisors and department heads.
- Developing and maintaining professional relationships, effectively bringing together individuals to problem solve or seek solutions across multiple intra-governmental departments.
- Processing payments and daily cash reconciliation.
- Performing moderately complex mathematical calculations, compilations, and data analysis.

#### **ABILITY TO:**

- Communicate and explain property tax exemption programs, eligibility requirements, application deadlines, and other program information as requested.

## Assessment Specialist II – Office Specialist Technician

- Exercise sound independent judgment focused on fair and equitable implementation of the property tax system.
- Follow security procedures and maintain data confidentiality when processing confidential documents.
- Operate in the Microsoft Office Suite environment, database management and record keeping programs.
- Attend work as scheduled and/or required.

### **MINIMUM EXPERIENCE AND TRAINING:**

High school diploma or equivalent and two year's work experience at a level equivalent to Senior Office Specialist; or three years of office experience consisting of customer service, problem solving responsibilities, and specialized experience that has included the application of laws, policies and procedures; or any combination of experience and training that would provide the required knowledge and abilities as outlined.

### **OTHER REQUIREMENTS:**

Ability to work Monday through Friday 8 am to 5 pm. Ability to secure and maintain a driver's license valid in the state of Oregon, or an acceptable alternative means of transportation. Successful completion of criminal background and a driving record check.

### **WORK ENVIRONMENT/PHYSICAL DEMANDS SUMMARY:**

The employee in this position typically works in an office environment and uses a computer, multi-line telephone, copier and other office equipment as needed to perform duties. The noise level in the work environment is typical of that found in an office setting. During on-site inspections, moderately loud noises and bright or dim lighting may be encountered. The employee will encounter frequent interruptions throughout the workday.

The employee in this position is regularly required to walk, stand, or sit. Employees are frequently required to use repetitive hand motions to handle, feel, and type, and to reach, bend and stoop. During on-site inspections, an employee in this classification may be required to walk or stand on uneven pieces of ground or improvements. May be required to lift up to 20-30 pounds.

Contact with the public in home or office environments may risk exposure to irrational/hostile behavior, contagious diseases, or contact with domestic animals.

*The physical demands 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.*

*This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.*

## Assessment Specialist II – Office Specialist Technician

*The job specification requirements stated are representative of minimum levels of knowledge, skills, and abilities to perform this job successfully. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently.*