

Job Description – Office Clerk, Mahaska County Assessor’s Office

This is a full-time, salaried position (2080 hours annually) with benefits. Salary is commensurate with experience.

Salaries of the Assessor’s Office personnel are set by the Conference Board each fiscal year and are determined at the Board’s discretion.

Office hours are Monday-Friday 8:00 a.m.-4:30 p.m.

Summary of the position:

The Clerk is primarily responsible for entering sales information, credits and exemptions, appraisal information, and other records into assessment programs; updating and maintaining the accuracy of the Assessor’s plat maps; and waiting on the counter and performing customer service in person, on the phone, and by email. The Clerk will also perform other assessment duties as assigned in order to ensure the efficiency of the Assessor’s Office. The Clerk is under the supervision of the Assessor and must adhere to the rules and laws set forth in the Iowa Code, Iowa Administrative Rules, Mahaska County Employee Handbook, departmental policies and the Iowa Real Property Appraisal Manual. The Clerk will at times be the first person from the office to have contact with customers; therefore, it is imperative that the Clerk convey a courteous and helpful attitude with the public and present himself/herself in a manner of professional dress and appearance, as well as keep his/her workspace orderly and organized. The Clerk will be required to attend continuing education workshops and meetings as deemed necessary and appropriate by the Assessor. Applicants are advised that any absence from work during the months of January, February, March and April is strongly discouraged and will be limited at the Assessor’s discretion.

Applicant Prerequisites:

Applicants will be required to have a high school diploma or GED and at least 2 years’ experience in a professional office environment. Applicants must have a working knowledge of Microsoft Office Suite programs. Applicants must show extreme attention to detail and have strong math and computer skills. Applicants must have customer service experience and knowledge of clerical duties in an office environment. Applicants must be able to handle confrontational situations in a professional manner. Experience with CAMA software, AS400 programs, and appraisal theory and assessment procedure is beneficial to this position.

Employees should expect to have their performance periodically reviewed by the Assessor and should follow any directives to improve performance given by the Assessor at that time. Evaluations will be documented and disciplinary action will be taken if the employee fails to show improvement in the documented areas, up to and including termination of employment at the Assessor’s discretion.

Essential duties to be performed (other duties as assigned):

Daily entry of new parcel information into CAMAvision, AS400, and other assessment programs; maintenance of plat maps and other records corresponding to said parcels.

Enter sales information as needed or instructed into CAMAvision.

Assist customers who are applying for exemptions or credits as allowed by law, in person, by telephone, or by email.

Review for accuracy the property record card changes submitted by other office staff or contracted staff.

Compute property assessment changes and maintain an accurate reconciliation record of such changes within the tax software.

Review legal descriptions, surveys, and plats of subdivision as required and locate the corresponding parcels on plat maps.

Assist in preparing assessment notices to taxpayers.

Assist in the property appraisal process, both in the field and the office, as deemed necessary by the Assessor.

Flag properties for changes as reported by the taxpayer or assigned by the Assessor.

Assist in the maintenance of records of ownership of mobile homes within the County.

Update mailing and physical addresses within the tax software.

Generate computer reports as needed; maintain in-office and website sales reports for public use in spreadsheet and query results format.

Analyze customer requests and direct them to the proper employee, office, department, or building as needed, in person, by telephone, or by email.

Assist customers with requests for information or office material as allowed by law, in person, by telephone, or by email

Field questions from taxpayers regarding assessments and provide accurate explanations of such as provided by law, in person, by telephone, or by email. It is imperative that the correct information be given to a customer and the employee will be expected to provide answers that are accurate according to law and office procedure.

Collect fees for office material when necessary and make proper change; make deposits to the County Treasurer and balance a receipt book.

Perform clerical duties such as answering phones, conveying messages, running office errands, preparing outgoing mail, collecting and distributing incoming mail, using a fax machine, using a calculator, copying, collating, typing and filing.

Attend schools, conferences, and meetings as required by the Assessor to stay informed of the current issues of the profession. This will be required both for assessment and GIS education.

Maintain a valid driver's license and have at your disposal a reliable vehicle with proper insurance coverage, as county vehicles may not always be available to use. Mileage is reimbursed in qualifying situations.

Follow the directions of the Assessor and other officials as assigned.

Complete assigned work in a timely and efficient manner.

Arrive on time for work and off-site training or education.

Cooperate with other staff members and deal with other offices in a congenial and professional manner, understanding that it is in the best interest of this office to cooperate at all times with said offices and their personnel.

Handle confrontational situations professionally and calmly.

Refrain from any activity inside or outside of the office that may have an adverse effect on the public opinion or general effectiveness of the office.

Respect the property of the County and use supplies in an efficient manner. Property of the County or this office is not to be taken home with an employee.

Performance Requirements:

To perform the Clerk job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge and skill that will be required to be shown by an individual who is successfully performing the job. Performance evaluation is based on, but not limited to, the proper execution of these tasks. **The Clerk's performance will be reviewed by the Assessor at certain intervals and an inability to perform these requirements may result in termination of employment at the discretion of the Assessor.** Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential duties.

The Clerk must show himself/herself to be able to:

Interpret directions north, south, east, west, northeast, northwest, southeast, and southwest; interpret the United States Public Land Survey on plat maps and identify townships and sections within the townships; read and interpret metes and bounds legal descriptions and locate them on plat maps.

Demonstrate an understanding of assessment procedures, appraisal theory, jurisdictional market trends, Iowa tax structure, individual and departmental responsibilities, and credits and exemptions maintained by the Assessor's Office.

Demonstrate the ability to use the office's software programs correctly in order to look up information such as parcel numbers, owner names, addresses, DBA's, and other pertinent information.

Demonstrate a cooperative attitude and a willingness to learn the information needed to perform the job.

Demonstrate knowledge of the County's geography and locate property using legal descriptions, addresses, and property owner names.

Read and comprehend all types of maps.

Read and comprehend business periodicals, professional journals, office policy manuals, county rules and regulations, state rules and regulations, emails, memorandums, and any other literature required to perform the job.

Recognize and understand the different types of legal documents used to record sales information (Warranty Deeds, Quit Claim Deeds, Affidavits, etc.); interpret chains of title and legal descriptions.

Speak to individuals or groups of people with excellent communication skills, professionalism, and confidence.

Read, speak, and understand English fluently.

Perform mathematical calculations including adding or subtracting, some geometry, and calculating tax estimates upon request. Demonstrate an ability to calculate acres as divided into sections, quarter-sections, and so on.

Answer questions from the public and co-workers accurately, with answers as prescribed by law and as directed by the Assessor. This should be done in a timely and efficient manner.

Complete assigned work on time and with accuracy, with the understanding that there are deadlines this office is required to adhere to by law.

Be punctual and dependable with attendance and be a reliable employee; keep workspace orderly in appearance and keep careful track of all work assigned. An orderly workspace is required because it is the first impression a customer gets when they walk into the Assessor's Office.

Attend continuing education courses, meetings, and lectures in order to further his or her knowledge of the profession as assigned by the Assessor.

Follow directions given by the Assessor and report work and assignments to the Assessor for inspection as required. Convey a cooperative attitude when given directions and be willing to continue learning, as the Assessment field is constantly changing.

Work under stressful conditions with potentially irate customers. The inability to handle irate customers in a professional manner may result in termination of employment at the Assessor's discretion.

Perform the clerical duties necessary to facilitate the efficient operation of the office, including the use of all office machinery and equipment.

Prioritize workloads, especially under deadlines; use time wisely.

Work well with other county offices and their employees, as well as private businesses that have any dealings with the County. Cooperate and work well with co-workers in the Assessor's Office.

Work Environment:

These work environment characteristics are representative of a typical environment encountered by employees of the Assessor's Office:

Work performed inside of the office will be subject to a moderate noise level in a temperature-controlled environment; employees may sit for long periods of time; employees may have to deal with potentially irate or upset customers. The Clerk should expect to perform the majority of their duties inside of the office.

Work performed outside of the office will be subject to all weather conditions and types of terrain, pets and animals, and potentially irate citizens.

Physical Demands:

These physical demands are representative of those that must be met by an employee to successfully perform the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the demands.

Employee must be able to sit, stand, lift, reach, grab, climb, balance and stoop.

Employee must be able to carry loads of up to 25 pounds.

Employee must be able to see a computer screen clearly and be able to see up close, from a distance, and peripherally; must also be able to read very small print.

Employee must be able to drive a motor vehicle with a valid driver's license.

Employee must be able to hold a tape measure and accurately read its measurements.

Employee must be able to speak clearly and hear well.