



CLASS SPECIFICATION

Class Code: 18302
Date Est: 01/2017
Last Rev:
Last Title Chg:
FLSA: Exempt
Probation: 12 months

ASSESSMENT SERVICES COORDINATOR

DEFINITION

Under general direction, plans, organizes and coordinates assessment related services such as property tax exemptions, partial abatements, new parcel creation, parcel maintenance, ownership transfers, public service and mapping/GIS within the Assessment Services Division of the Assessor's Office; and performs other related duties as assigned.

EXPERIENCE AND TRAINING REQUIREMENTS

A bachelor's degree from an accredited college or university in business administration, public administration, computer science, geographic information systems or a closely related field, AND three years of full-time experience in a property tax or assessment environment to include the use of standard Microsoft Office Suite applications (Excel, Word and Outlook at a minimum), and one year of experience in a lead or supervisory capacity; OR an equivalent combination of education and experience.

LICENSE OR CERTIFICATE

A valid driver's license is required at the time of appointment.

SUPERVISION EXERCISED

Exercises direct supervision over assigned staff.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Supervise assigned staff including training, scheduling, work assignments, work review, performance appraisal, discipline, coaching and development.

Analyze workflow, timing, records maintenance, reporting requirements, business rules and associated legal obligations; develop and implement strategic plans to ensure operational effectiveness.

Oversee data management, reporting and processes related to new parcels and subdivisions, parcel maintenance, tax districts, property transfers, partial abatement of taxes including remainder values and values new to the roll, exemptions, roll change requests, mandated value notices and receiving and noticing valuation appeals.

Conduct ongoing quality control of computerized data including GIS/Mapping for accuracy, security and timing to ensure state, county and local government agencies reporting requirements are met, including mandated formats and timelines; analyze the movement of information and data between divisions; evaluate options and develop alternatives to resolve problems; plan and schedule timely mass updates of database to avoid interference with workflow in the office.

Coordinate with department programmers and/or technology services personnel on developing and implementing new processes and programs.

Coordinate work with division heads to promote cooperation ensuring timely processing of work; participate in problem resolution as necessary to accomplish goals and objectives.

Create, prepare, or review multiple analytical mandated reports for state, county and local government agencies; make presentations to department management, internal committees and external agencies.

Conduct analytical studies and research in response to requests for information from the state, County Commissioners, management, Budget Office, staff and other governmental agencies; evaluate and project the impact of changes in the laws and regulations on department reporting requirements.

Monitor databases to ensure the correct methodology is utilized to create defined records and reports; develop standards for encoding, and processing data to ensure the overall effectiveness and accuracy of records and reports.

Organize, plan and conduct administrative studies with internal operations or funding impact; participate in various committees; research issues, define problems and make corrective action recommendations.

Provide advice and recommendations to management concerning goals, objectives, policies, procedures and work standards; make recommendations regarding quality control, organization structure, equipment and/or software purchases and staffing; develop and submit budget recommendations for staffing, projects, training programs and equipment.

Represent the department with state agencies, other government agencies and the public on department specific issues; provide information as required for use in internal and external hearings and meetings; provide customized data sets and reports upon request.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Department and division principles, policies and procedures, and the inter-relationship between divisions.

Data acquisition, quality assessment and business processes within the department and area(s) of assignment.

Department and/or division specific factors that influence various cost projections and fiscal impacts.

Work and data flow through department and division information system(s), how databases are used, and related legal requirements.

County policies, procedures, ordinances and codes as related to the area(s) of assignment.

ESRI's ArcGIS software and Geographic Information Systems (GIS) and their capabilities

Computer systems, programs, software and equipment unique to the Assessor's Office.

Ability to:

Select, evaluate and effectively manage assigned staff.

Plan, coordinate and direct the acquisition, development and maintenance of department and/or division workflow, databases, records and reporting requirements.

Analyze office functions and work methods, developing recommendations to optimize efficiency through automation.

Assess resource needs and costs for department/division database management.

Prepare and submit fiscal analysis and funding requests for department Capital Improvement Projects.

Entry Level (*Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.*)

Knowledge of:

Basic principles, terminology, and regulations related to property assessment and related services.

Data management and report writing.

Basic principles and practices of supervision.

Statistical, trend and system analysis.

Microsoft Office Suite applications including advanced Excel skills.

Crystal Reports and SQL.

Ability to:

Correctly evaluate and audit property assessment related services, data, records and reporting.

Assemble and analyze the statistical characteristics of data, and analyze factors that influence the validity of conclusions drawn from data.

Assess the accuracy and integrity of data and assist in the resolution of data discrepancies; participate in resolving database security issues.

Analyze methods and procedures used in statistical and database management.

Meet deadlines and manage multiple projects simultaneously.

Operate a computer and related software.

Evaluate work priorities, procedures and processes to determine their effectiveness and efficiency.

Analyze data, evaluate costs and efficiency, and prepare computer hardware and software procurement recommendations.

Develop and make effective presentations using visual aids and other communications tools.

Interpret and apply regulations, policies, and procedures.

Communicate effectively, both verbally and in writing.

Establish, foster and maintain effective working relationships with outside vendors, division staff and representatives of other departments.

SPECIAL REQUIREMENTS (*Essential duties require the following physical skills and work environment.*)

Ability to work in a standard office environment. Ability to lift and move objects weighing up to 25 lbs. Ability to use computer, printers, plotters, electronic storage devices, copiers and other office equipment.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.