

Class Title: Assessment Support Technician

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Processes changes in the ownership of real estate. Analyzes legal descriptions to properly identify the property involved in the transaction; determine if an existing parcel is to be split or merged; if the deed description includes multiple parcels; or if the deed corrects a previous error. Enter ownership changes into the assessment software system. Performs research in response to requests for assistance in title issues, prior land use and assessment history. Provides office support by greeting visitors, scheduling appointments and meetings, maintaining and retrieving files, distributing calendars and work schedules, maintaining and ordering office supplies, notifying other agencies of information, answering and directing phone calls and resolving issues, researching contracts and work orders, keeping various logs of information, preparing various reports, maintaining databases, and entering appraisal data into the assessment software system.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Processes changes in the ownership of real estate. Deeds are selected and printed from the Circuit Court website and must be processed in ascending date order. Review the Grantor and Grantee names and addresses for accuracy and consistency. Analyze the deed to determine if the legal description is sufficient to properly identify the specific property involved in the transaction. Communicate regularly with attorneys and/or title searchers. Review the legal description contained in the deed to determine if the ownership of a single property is to be conveyed or if an existing parcel is to be split or merged; if the deed description includes multiple parcels; or if the deed simply corrects a previous error. Enter ownership changes into the assessment software system.
2	S	Performs research in response to requests from property owners, appraisers, attorneys, other City departments, mortgage lenders, for assistance in title issues, prior land use, and assessment history.
3	S	Obtains and scans building permits daily in ascending chronological order for assignment to appropriate appraisers. Affected parcels are identified, the permit data is entered into the assessment software system, and then the permit data is distributed to the appropriate appraiser for processing.
4	S	Answers and directs telephone inquiries, enters data into various software systems, maintains logs of information, assist in the scheduling of appeals and meetings, and maintain and retrieve assessment files.
5	S	Maintains and coordinates mailing addresses and parcel addresses (physical location) between the Surveyor's and Treasurer's Offices.
6	S	Processes mail in a timely manner, will send over 70,000 assessment notices annually, income and expense questionnaires, exemption reconfirmations, and appeals notifications. Mail responses must be sorted appropriately to avoid any legal ramifications.

CLASS REQUIREMENTS:

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Formal Education / Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two-year Associate Degree, diploma or equivalent from a college, technical, business, vocational, or correspondent school in real estate assessment, real estate law, paralegal, legal research, or related field.
Experience	Two years' experience in paralegal or real estate, or related field.
Certifications and Other Requirements	N/A
Reading	Work requires the ability to read and interpret deeds, surveys, plats, assessment records, reports, correspondence, and instructions.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication, and division; ability to perform basic algebraic calculations desired.
Writing	Work requires the ability to write correspondence in Microsoft Word and emails.
Managerial	N/A
Budget Responsibility	N/A
Supervisory / Organizational Control	Job has no responsibility for the direction or supervision of others. Work requires team involvement and development.
Complexity	Work involves research to utilizes metes and bounds parcel descriptions which could involve records over 100 years old, quite complex, and time consuming. Professional judgement and interpretation are required.
Interpersonal / Human Relations Skills	Works with individuals inside/outside the City. These contacts may involve property owners, attorneys, title searchers, staff members, and employees from other departments. Work requires the ability to communicate effectively.

CSC Adopted: December 2018

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time		L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	O	Office equipment, files
Sitting	C	Computer, desk work
Walking	F	To/from office equipment, appraiser/supervisor offices
Lifting	O	Materials, chairs, mail, files
Carrying	O	Materials, chairs, mail, files
Pushing/Pulling	O	Chairs, file cabinet drawers, boxes
Reaching	F	Retrieving files, mail, manuals
Handling	F	Mail, materials, chairs, boxes
Fine Dexterity	C	Computer keyboard, telephone keypad, office machines
Kneeling	O	Retrieving files
Crouching	O	Retrieving files
Crawling	N	
Bending	O	Retrieving files
Twisting	N	
Climbing	N	
Balancing	N	
Vision	C	Computer monitor, desk work, files, reading
Hearing	C	Public, telephone, staff, supervisor
Talking	F	Public, telephone, staff, supervisor
Foot Controls	O	Driving
Other (specify)	N	

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Computer, calculator, fax machine, copy machine, printer, telephone, Office software, and bulletin boards.

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	S	Dirt and Dust	D
Chemical Hazards	N	Extreme Temperatures	S
Electrical Hazards	S	Noise and Vibration	M
Fire Hazards	N	Fumes and Odors	M
Explosives	N	Wetness/Humidity	N
Communicable Diseases	S	Darkness or Poor Lighting	N
Physical Danger or Abuse	S		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

- (1)
- (2)

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

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NON-PHYSICAL DEMANDS	
Time Pressures	C
Emergency Situations	R
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	C
Tedious or Exacting Work	F
Noisy/Distracting Environment	R
Other (see 3 below)	N

- (3)