

PROPERTY ASSESSMENT DIVISION OFFICE SPECIALIST ROLE

Role Summary

The Property Assessment Division (PAD) Office Specialist Role consists of two grade levels (grade 8 and 9). Incumbents answer phone inquiries, route telephone calls, receive visitors, research inquiries as necessary to provide information, maintain and track database systems for assigned area and are responsible for office maintenance functions, i.e., equipment and office supplies. Work ranges from typing letters, forms, and memos, proofreading and editing documents. Primary contacts are with the management officer, division administrators, regional managers, area managers, management analysts, appraisers, property valuation specialists, other department staff, taxpayers, and internal/external customers.

Working Conditions

Periods of mental stress; working under pressure of workload, time constraints, and deadlines. Ability to work in an office setting with noise distractions. Extensive computer and keyboard use.

Education and Experience

- Grade 08: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to graduation from high school and one year general office experience including word processing experience. Other combinations of education and experience will be evaluated on an individual basis.
- Grade 09: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to graduation from high school and two years of office/clerical experience including use of word processing spreadsheet, database, and software applications/programs. Other combinations of education and experience will be evaluated on an individual basis.

Department Core Competencies

In addition to the role specific competencies, there are four, department core competencies that all employees are expected to successfully achieve. These are:

- *Interpersonal Skills:* Builds constructive and effective relationships with internal and external customers and is committed to meeting customer needs in a timely and accurate manner. Listens actively and attentively and demonstrates an appreciation of other perspectives. Builds the appropriate rapport required to do business. Openly demonstrates an understanding of and respect for the value of co-workers' contributions to the department mission.
- *Decision-Making and Accountability:* Considers the department's vision, mission, and values in making decisions and taking actions. Identifies and considers possible alternatives before making decisions. Bases decisions on achieving desired outcomes pursuant to the departmental business plan or management direction. Uses a combination of analysis, experience, and sound judgment that results in fairness and consistency, while being accountable for actions. When serious ethical issues are at stake, takes all necessary actions.

- *Commitment to Continuous Improvement:* Ability and willingness to continually seek greater efficiency in agency programs, is results driven, and meets changing requirements in work or direction. Adapts to changing conditions and work responsibilities. Accepts constructive criticism and suggestions and uses them to improve performance.
- *Personal and Work Ethics:* Creates own measures of excellence, and practices what he/she promotes. Sets goals that provide challenges and measures goal attainment regularly. Displays a contagious optimism about the work to be done. Goes beyond traditional ways to address issues despite obstacles or resistance. Is able to generate ideas, fresh perspectives, and original approaches and engages in open-minded thinking. Employs strategies to promote ideas and proposals to increase probability of acceptance. Mentors others to improve the performance necessary to achieve success. Reflects a belief that the results achieved are a direct result of his/her personal decisions and actions.

Grade Levels

Each grade level lists the essential duties that describe work performed 50 percent or more of the time (predominant work). Established work plans identify day-to-day tasks.

Grade 8

Predominant / Essential Duties

- Serve as a contact for taxpayer inquiries. Assist internal and external customers with division-related questions; follow-up to ensure timely closure.
- Answer telephone and route calls.
- Open, sort, and distribute mail to the appropriate parties.
- Assist with comprehensive tax mailings
- Input information into spreadsheets for management analysts, including typing and mailing letters.
- Update tables for management analysts.
- Make travel arrangements.
- Responsible for the proper filing of various documents.
- Maintain, track, and research information using a variety of database systems.
- Responsible for office maintenance functions, i.e., equipment and office supplies.
- Point of contact for technical and office equipment problems.
- Type letters, forms, and memos. Compose correspondence. Proofread, edit, and finalize documents using established process guidelines.
- Responsible for legislative support.

Grade 9

Predominant/Essential Duties

- Prepare statistical and narrative status reports.
- Research routine tax inquiries to provide information and/or direct more complicated inquiries to appropriate personnel. These issues are primarily related to tax liabilities (external and internal), document scheduling (internal) and providing quality control for batch print documents (to ensure accuracy of assessments, penalty and interest, etc.).
- Provide consistent information on existing policies, procedures, rules, and statutes.
- Proofread and edit documents using established process guidelines.
- Design, format, and type various documents in draft and final form, such as complex agreements, contracts, legislation, administrative rules, and less complex documents such

as letters, memos, and manuals. Use various advanced word processing functions such as tables, columns, graphics, line draw, etc., to accomplish these tasks.

- Determine methods and procedures to properly design, prepare, and produce spreadsheets.
- Coordinate meeting activities for internal and external customers.
- Responsible for special projects as assigned.
- Transcribe and process meeting minutes.
- Act as a liaison between the staff and related divisions in assigned area.
- Coordinate monthly work plan roll ups from all county offices.

Competencies and Degrees of Proficiency

The Competency/Proficiency Chart identifies the role specific competencies, degrees of proficiency, and guidance required for each grade level. Role specific competencies describe the knowledge, skills, and abilities required to perform the essential duties. The degrees of proficiency indicate the difficulty and/or complexity level of the tasks and assignments.

Competency/Proficiency Chart – Property Assessment Division Office Specialist Role

Competencies	Grade 8 Under Guidance	Grade 9 Minimal Guidance
Demonstrated skill and ability to maintain office equipment and resources.	A	B
Demonstrated skill and ability to work on multiple tasks.	A	B
Demonstrated knowledge and skill of word processing, spreadsheet, database, and software applications/programs relative to the role.	A	B
Demonstrated ability to provide timely and effective written, oral, and interpersonal communication.	B	B
Demonstrated knowledge and ability in conflict resolution techniques relative to the role.	A	A
Demonstrated knowledge of property tax types and their relationships within the organization.	N/A	A
Demonstrated knowledge and effective application of federal/state statutes, administrative rules, and state policies and procedures relative to the role.	N/A	A
Demonstrated analytical skills relative to the role.	N/A	A
Demonstrated research skill relative to the role.	A	B
Demonstrated knowledge of department business processes and ability to apply that knowledge effectively.	N/A	A
Demonstrated skill, ability, and knowledge of legal guidelines, rules, practices, and procedures.	N/A	A
Demonstrated ability to think creatively and recommend innovative solutions.	N/A	A
Proactively focus efforts and energy on successfully attaining goals and objectives, assuming accountability for decisions, actions, and results. Follow issues through to completion.	B	B

Degree of Proficiency

A: A degree of knowledge, skill, or ability commensurate with elementary-level tasks and assignments.

B: A degree of knowledge, skill, or ability commensurate with intermediate-level tasks and assignments.

C: A degree of knowledge, skill, or ability commensurate with advanced-level tasks and assignments.

D: An advanced degree of knowledge, skill, or ability commensurate with considerable experience and the application of the competency to non-standard tasks and assignments.

E: The most advanced degree of knowledge, skill, or ability, evidencing complete mastery and understanding of the subject.