

ASSESSOR'S CLERK

Position Purpose:

The purpose of this position is to perform a variety of routine clerical, bookkeeping, computational and customer service work in assisting the Principal Assessor relating to the valuation of properties and vehicle excise taxation in the Assessor's Office. Performs all other related work as required.

Supervision:

Supervision Scope: Performs a variety of responsible duties of an administrative and clerical nature requiring the exercise of judgment to interpret guidelines and carry out assignments independently.

Supervision Received: Works under the general supervision of the Principal Assessor. Employee generally establishes own work plan and completes work in accordance with established departmental policies and standards; only unusual cases are referred to supervisor.

Supervision Given: None.

Job Environment:

A majority of work is performed under typical municipal office conditions, with frequent interruptions to provide assistance and information to the public; noise level is moderate.

Regularly operates a computer, telephone, copier, facsimile machine and other standard office equipment.

Makes frequent contacts with the general public, attorneys, realtors, appraisers, surveyors and mortgage companies. Contacts are in person, in writing, and by telephone and usually involves the provision of information of a technical or factual nature to the public or interested parties.

Has no access to limited confidential information.

Errors could result in possible monetary loss and loss of department services.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Collects, opens, and distributes the office mail in a timely fashion.

Runs outgoing mail through postage meter in a timely fashion.

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Northbridge, MA
Assessors Clerk

Assists Treasurer/Collector's Office staff in collecting all town taxes during busy periods. Gives all monies collected to Treasurer/Collector's Office for sorting and processing.

Maintains current new owner files to ensure proper and timely mailing of tax bills to former and new property owners. Researches returned mail to find correct addresses.

Responds to a variety of inquiries from taxpayers, mortgage companies and tax services; refers unresolved matters to Principal Assessor or Treasurer/Collector.

Reviews plans for mapping changes and records changes in the Vision Assessing system.

Compiles abutters lists for various boards.

Answers questions, resolves problems, and explains various tax and/or assessment questions.

Assists in preparing and maintaining the department budget, processes office payroll and processes bills for payment.

Performs similar or related work as required.

Recommended Minimum Qualifications:

Education, Training and Experience:

High School education; and accounting and/or real estate background plus some experience in an office setting; or any equivalent combination of education, training and experience. Willingness to attend Worcester County Assessor's Association [WCAA] classes.

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of office procedures, practices and terminology. Working knowledge of town operations. Knowledge of office equipment and the operation of contemporary computer software applications.

Ability: Ability to communicate effectively verbally and in writing to provide information from files and records. Ability to calculate, evaluate, organize, document and coordinate. Ability to maintain records and prioritize tasks. Ability to respond with tact and courtesy when dealing with the public. Ability to deal with continuous interruptions and various levels of stress. Ability to be accurate and to meet deadlines. Ability to read maps and assessor field cards and explain card details to customers.

Skill: Excellent customer service and interpersonal skills. Skill in operating computers and utilizing appropriate software applications. Excellent organizational skills. Skill in all of the above listed tools and equipment.

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Physical Requirements:

The physical demands described here 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.

Regularly required to walk, stand, sit, talk, and hear; operate objects, tools, or controls; pick up paper, files, and other common office objects. Ability to view computer screens and work with details for extended periods of time. Ability to operate a keyboard and calculator at an efficient speed. Requires some coordination/dexterity for full keyboard use.

(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)

January 4, 2012

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