

## **ASSESSMENT OFFICE MANAGER**

### **DEFINITION**

To plan, organize and supervise clerical operations and staff involved in recording and maintaining legal documents, including vital statistics, and the preparation of assessment rolls, master property records and personal property records; to perform responsible duties involved in the preparation and maintenance of the assessment roll and the recording of legal documents; to assist with budget development and tracking; and to perform related duties and responsibilities as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the County Assessor-Recorder or Assistant Assessor-Recorder.

Exercises general supervision over Assessor-Recorder clerical classifications.

### **EXAMPLES OF ESSENTIAL FUNCTIONS**

Plans, organizes, assigns and reviews the work of clerical support staff.

Interviews, recommends the selection of and provides for the training and development of assigned staff; reviews and evaluates employee performance; counsels employees regarding work issues; recommends disciplinary action as appropriate.

Reviews worksheets, records, reports and data entry completed by subordinates to ensure accuracy.

Plans, develops and implements office procedures and processes in conjunction with professional and managerial staff.

Interprets and applies legislative and administrative laws, codes and regulations to daily operations.

Develops, implements and monitors systems and procedures to ensure they meet departmental needs and to assist in maintaining effectiveness of staff operations.

Assists in the preparation of department budgets; monitors and evaluates expenditures; processes accounts receivable and payable; maintains related records and reports.

Supervises the development and maintenance of department files and record-keeping systems.

Communicates with other County administrators, department heads, officials, staff of other agencies, and the general public as appropriate to obtain and relay information and coordinate activities.

Participates in the recording, indexing and maintenance of legal documents, including vital statistics.

Participates in the preparation and maintenance of assessment rolls, master property records and personal property records, performing such duties as calculating property values, processing exemptions, processing deeds and combining / splitting properties for valuation purposes, preparing and sending various notices to tax payers, etc.

Provides technical guidance to staff in the use of software systems and related programs.

Prepares analytical, statistical and narrative reports and correspondence as required.

Performs general administrative, clerical and bookkeeping work as required, including but not limited to preparing reports and correspondence, copying and filing documents, entering and retrieving computer data, reviewing and processing mail, sending and receiving faxes, answering the telephone, scheduling meetings and appointments, ordering supplies, etc.

### **EMPLOYMENT STANDARDS**

#### **Knowledge of:**

All pertinent federal, state and county laws, codes, regulations and standards.

County and department policies and procedures.

Basic principles and methods of administration, personnel management, fiscal and data processing management.

Principles and practices of employee training, supervision and performance evaluation.

Standard office administration and clerical practices and procedures.

Modern office procedures, practices and technology, including the use of computers for word and data processing and other applications related to appraising and recording.

Basic budget preparation and financial record-keeping.

Business arithmetic and bookkeeping.

Assessment recording / reporting requirements and procedures.

Legal terminology and requirements for the recording of legal documents.

English usage, spelling, grammar and punctuation.

Safe work practices.

**Ability to:**

Understand, interpret, apply and enforce pertinent federal, state and local laws, codes, rules and regulations, and County and department policies and procedures.

Plan, organize, train and supervise the work of others.

Develop and implement policies, procedures and work standards for assigned areas of responsibility.

Analyze office operations and technical problems, evaluate alternatives and recommend solutions.

Perform difficult and complex statistical and functional work involving the use of considerable judgment, speed and accuracy.

Effectively coordinate and perform work to meet established deadlines.

Understand and execute complex oral and written instructions.

Exercise sound, independent judgment within general policy guidelines.

Type or word process accurately at speeds necessary for successful job performance.

Use computers effectively for word and data processing.

Gather and compile department-specific information from a variety of sources.

Prepare accurate document, records and reports in a timely manner.

Develop and maintain effective record-keeping systems.

Establish and maintain effective working relationships with those contacted in the course of work.

Provide professional, courteous customer service at all times.

Communicate effectively both orally and in writing.

Perform required arithmetical calculations with accuracy.

**TYPICAL WORKING CONDITIONS**

Work is performed in a normal office environment.

### **TYPICAL PHYSICAL REQUIREMENTS**

Requires the mobility to work in an office environment. Requires the ability to sit at desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; use hands to finger, handle or feel objects, tools or controls; lift and/or move objects and materials of up to 25 pounds in weight. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

### **MINIMUM QUALIFICATIONS**

#### **Experience:**

Five years of increasingly responsible clerical and/or technical experience equivalent to working with appraisal, assessment, property, and/or legal records, including assignments requiring a working proficiency in the use of a computer using spreadsheet and data based software, extensive public contact, and preferably including some lead or supervisory responsibilities.

#### **Education:**

High school diploma or GED equivalent; college-level coursework in administration, supervision and/or technical subjects related to assessment and appraising is desirable.

#### **Additional Requirements:**

Possession of a valid California driver's license. Under certain circumstances, the Personnel Director may accept a valid driver's license if applicant acknowledges his/her intent to acquire a California driver's license within three months by signing an acknowledgement form.

**This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.**