

## **TOWN OF WAYLAND POSITION DESCRIPTION**

<b>Title:</b>	Administrative Assessor
<b>Department:</b>	Assessors' Office
<b>Appointing Authority:</b>	Board of Assessors
<b>Affiliation:</b>	AFSCME
<b>Grade:</b>	G-3
<b>Personnel Board Approved:</b>	4/27/99
<b>Personnel Board Revised:</b>	1/11/10

### **Summary of Duties**

Skilled routine to complex administrative, support, clerical, and record keeping work relating to the operations of the Assessing Department in accordance with State and local statutes and regulations and the policies of the Board of Assessors; all other related work, as required.

### **Supervision Received**

Works under the general direction of the Assessing Director. Follows department rules, regulations and policies; works independently to complete assigned tasks according to a prescribed time schedule.

Performs varied and responsible functions requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative, particularly in situations not clearly defined by precedent or established procedures. Refers more difficult technical questions to supervisor.

### **Supervision Exercised**

None

### **Job Environment**

Office work is performed under typical office conditions with normal interruptions during the day from the general public; work environment is moderately quiet. Outside field work is conducted under varying conditions with exposure to some occupational

risks. May be required to work outside of normal hours to accommodate seasonal fluctuations; may attend night meetings in the absence of Assessing Director, the Assistant Assessor or when the subject of the night meeting calls for the positions specific knowledge or work product.

Operates computers, typewriters, copier, facsimile machine, telephone and all other office equipment; operates an automobile.

Makes frequent contacts with the general public, other Town departments and officials, property owners, banks, independent appraisers, real estate agents, outside agencies and other governmental organizations; most communication is by means of written, telephone and/or personal discussion which involves discussing or furnishing routine to complex technical information.

Has access to department-oriented confidential information, including personnel matters and lawsuits.

Errors could result in loss of revenues due to late tax billing, significant delay or loss of services, poor public relations and legal repercussions.

### **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.*

Performs administrative work related to personal property; lists, maintains, values and updates personal property records; maintains records of field inspections.

While not a primary function, may assist with list and measure, sales and permits; conducts inspections as directed by the Assessing Director.

Reviews sales data from buyers, sellers and brokers; generates sales reports from deeds.

Processes all exemption applications and makes recommendations to the Assessing Director.

Processes all Chapter Land and Charitable Applications; makes recommendations to the Assessing Director.

Assists in maintaining all department files and records.

Works with subdivision plans; assigns lot numbers.

Responds to customer requests for information in person or by telephone; provides written reports, letters, explanations, etc., refers individuals to appropriate resource as required.

Processes various types of forms, applications, reports and other types of information; organizes paperwork, makes copies, and distributes various reports and materials; may prepare materials for meetings.

Assumes responsibility for the office in the absence of the *Assessing Director*.

Attends professional meetings and training programs.

Works on special projects; performs similar or related work as directed, required, or as the situation dictates.

### **Recommended Minimum Qualifications**

#### **Education:**

Associate's Degree in a related field of endeavor.

Completion of assessing courses offered by the Massachusetts Association of Assessors preferred.

#### **Experience:**

Over two (2) years of progressively responsible administrative experience in a real estate or assessing environment; experience in a municipal setting and working with the public is strongly preferred.

#### **Substitution:**

An additional two (2) years of experience may be substituted for the degree requirement.

#### **License/Certificate:**

Must possess a valid driver's license.

Must obtain a Massachusetts Association of Assessors (MAA) certification within 24 months of appointment; certification must be maintained throughout appointment.

#### **Knowledge, Abilities and Skills:**

Knowledge of applicable Massachusetts General Laws, real estate terms, appraisal theory, etc. or the ability to acquire the knowledge in a reasonable period of time.

User knowledge of personal computers and Windows-based software programs; skill and ability to operate a personal computer and a variety of office equipment.

Familiarity with mass appraisal computer techniques.

Excellent communication skills; ability to communicate effectively, both orally and in writing.

Ability to interact tactfully and effectively with Town employees, supervisors, officials and the general public

Ability to maintain the confidentiality of information.

Ability to organize clerical and statistical records.

Ability to maintain detailed and extensive records and to prepare reports from same.

Ability to work effectively under time constraints to meet deadlines.

Ability to enforce and interpret rules and regulations tactfully and impartially.

Ability to convey technical information to citizens.

Ability to operate a motor vehicle.

Skill in typing.

Excellent customer service skills.

Experience and skill in maintaining complete and accurate records.

Strong organizational skills.

Strong interpersonal skills.

### **Physical Requirements**

Minimal physical effort required in performing duties under typical office conditions; moderate physical effort required when conducting field inspections. Frequently required to stand and walk over various surfaces. Ability to operate a keyboard at efficient speed. Vision and hearing at or correctable to normal ranges. Ability to sit, stand, walk and hear. May be required to carry or lift books weighing up to 30 pounds.

*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.*