ASSESSING OFFICE ASSISTANT

POSITION SUMMARY

This position performs administrative and routine clerical tasks. Responsibilities include organizing and managing files, acting as receptionist, scheduling meetings and appointments, and supporting other staff with organizational tasks.

RESPONSIBILITIES

Essential Duties:

- Provides detailed accurate property information and specifications. Provides information regarding legal descriptions, lot sizes, property values, estimated taxes, and improvements. Responds to citizen inquiries and complaints referring citizens to City Assessor as necessary.
- Performs in-office procedures, data entry, filing, indexing and coordinating records.
- Processes property tax credit applications.
- Provides administrative support to designated staff members.
- Assist with presentation, preparation of materials and public notices for meetings.
- Attendance at night meetings may be required.
- Prepares agendas, takes and prepares minutes and provides administrative support for Boards, committees and City staff.
- Prepares and assists with general correspondence, memos, reports, spreadsheets, etc.
- Maintains and provides safekeeping of documents, files, data imaging and databases for various committees and departments.
- Performs other duties of a similar nature as required.

Knowledge, Skills and Abilities:

- Skilled in customer service techniques and phone etiquette;
- Excellent verbal and written communication skills and phone etiquette.
- Knowledge of City geography and street locations.
- Ability to use a variety of office equipment and related applications;
- Ability to write clear and concise reports and memos;
- Ability to resolve problems;
- Ability to maintain accurate files and records;
- Ability to interact with government regulatory agencies;
- Ability to perform basic mathematical calculations.
- Ability to provide at a high level of confidentiality.
- Ability to gather and compile data.

Judgment/Decision Making:

- Performs tasks and duties under general supervision, using established policies and procedures and some innovation.
- Chooses from limited alternatives to resolve problems. Refers unusual problems to supervisor.
- Independent judgment is required to plan, prioritize and organize complete work assignments.
- Makes recommendations to procedures, policies, and practices.
- Refers unusual problems to supervisor.

ASSESSING OFFICE ASSISTANT

RELATIONSHIPS

Leadership:

- No supervisory responsibility.

Relations to Others:

- Position requires regular contact with employees and the public.
- Requires moderate communication skills to ensure employee or public requests are understood, documented, and addressed as necessary.
- Communications are generally one-on-one, but may occasionally involve small groups of people.
- Assesses and diffuses problem situations which requires influencing others to reach consensus. Explores alternative and creative solutions to meet the needs of customers.

SKILLS

Education and Experience:

- High School Diploma or General Equivalency Diploma (G.E.D.)
- Six months of clerical, administrative support, research, or related experience;
- Or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

Special Requirements (position requirements at entry):

- Valid Drivers License

Working Environment:

- Work is performed within routine office environment with minimal exposure to hazardous or unpleasant conditions.
- Physical demands are usually limited to sitting or standing in one location much of the time. Use of hands and fingers to handle or feel and to manipulate keys on a keyboard.
- Occasionally required to stand, walk, reach with arms and hands, climb or balance, stoop, kneel, crouch or crawl, lifting of objects of 50 lbs occasionally may be required. Vision abilities required by this job include close vision.
- Work related travel is minimal.

Classification: Grade 10 (G-10)
FLSA: Non-Exempt
Approved by City Commission: 12/20/2022
Updated: 11/9/22 by Assessor Hirschfeld, HR Nameniuk. Classification updated by HR Torgerson to align with the new pay scale, effective June 23, 2025.