

TOWN OF ROWE

Job Description

Position Title:	Assessors' Administrative Assistant	Type: Part-Time, Hourly
Appointed by and reports to:	Board of Assessors	Schedule: Up to 10 hours per week. Available to public on a regular posted weekly basis for at least a portion of the 10 hours. Additional hours (with approval) as workload or DLS municipal calendar dictates.

GENERAL PURPOSE

Part-time, appointed by the Board of Assessors, to function in the role of Administrative Assistant to the Assessors to record and keep public records and to support the daily operations of the Assessors' office and all other related work as required. This position also serves the public on behalf of the Board of Assessors.

SUPERVISION RECEIVED

Works independently under the supervision of the Board of Assessors, and in accordance with the applicable provisions of the Massachusetts General Laws, and regulations of the Department of Revenue. Position is subject to Town Personnel Policies.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Perform varied routine-to-complex technical information processing and recordkeeping concerning the classification and assessment of taxable properties in the Town of Rowe, and in accordance with the Commonwealth of Massachusetts general laws, regulations and timetables. Follow clearly prescribed practices involving straightforward application of rules and procedures. Errors could be significant resulting in loss of funds, legal repercussions, delay, administrative problems and adverse public relations. [See Exhibit A for broader list of duties/responsibilities.]

EDUCATION, EXPERIENCE, AND ADDITIONAL REQUIREMENTS

- Minimum of two years of experience in administrative support setting, preferably municipal.
- Certificate of completion of DLS Course 101. If not certified, completion of Course 101 within three (3) months of hire date.
- Associates Degree, or higher, in administrative field is beneficial.

HELPFUL QUALIFICATIONS

- General knowledge of modern assessment practices and procedures.
- General knowledge of municipal laws relating to the assessment of property valuation and levying of taxes.
- General knowledge of mapping, surveying, zoning, plans and deeds.

MINIMUM QUALIFICATIONS

- Ability to manage budget.
- Strong mathematical skills.
- Computer proficiency; working knowledge of the *Patriot Properties' AssessPro* appraisal software

program, Windows, Word, Excel, GIS mapping, and the DLS Gateway system.

- Ability to establish and maintain cooperative working relationships with other town departments as well as the public.
- Strong ability to communicate effectively—both verbally and in writing.
- Excellent customer service skills.
- Valid Massachusetts driver's license.
- CORI background check

TOOLS AND EQUIPMENT USED

Desktop computer, including word processing, spreadsheet and data base software; printers; 10-key calculator; typewriter; phone; photocopy machine; fax machine.

PHYSICAL DEMANDS

- 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.
- While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk.
- The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus, ability to view computer monitor for extended periods of time.

WORK ENVIRONMENT

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is usually quiet to moderate.
- Most work is performed under typical office conditions. The workload is subject to seasonal fluctuations. Regular schedule includes daytime hours. Occasional evenings may be required.
- Performance of duties requires ongoing contact with citizens, town departments, lawyers, appraisers, realtors, contractors, developers, vendors, financial institutions and state agencies via telephone, computer, email, fax, in person, and in writing.
- The employee has access to confidential information, including legal proceedings and taxpayers' personal information, and must maintain confidentiality concerning these items at all times.
- During the 5-Year Cyclical Certification process and the 10-Year Full & Measure List Certification process workload and office hours may require appreciable increase.

SELECTION GUIDELINES

- Formal application, rating of education and experience, oral interview and reference check.
- The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific duties does not exclude them from the position if the work is similar, related to or a logical assignment to the position.
- The 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.

APPROVED BY THE ROWE BOARD OF ASSESSORS January 7, 2021
EFFECTIVE DATE: February 1, 2021

ESSENTIAL DUTIES AND RESPONSIBILITIES

Confidentiality:

With access to department related confidential information and sensitive material involving personal property, tax exemption requests, and business and commercial activities the incumbent must maintain confidentiality of such information at all times.

Public Interactions:

- Use courtesy and tact when dealing with taxpayers, appraisers, realtors, public officials, and others.
- Assist the general public, property owners, realtors, bank officials, loan companies, and government agencies regarding property valuations, regulations and procedures.
- Assist taxpayers in completing forms for tax exemptions, tax abatements, chapter lands, etc.
- Prepare abutters lists for the general public upon request.
- Collect any applicable fees for hardcopies of documents.
- Maintain up-to-date information and forms on Assessors' page of town website; ensure link to the *AxisGIS* Rowe Tax Maps is available and operational.

Departmental Interactions:

- Process reports and information as needed for the Collector and maintain file copies.
- Turn over any fees collected to the Treasurer on regular basis.
- Assist town departments, boards, committees and the public with research of deeds, plans, ownership information, etc.
- Balance Assessors Overlay account with Accountant on quarterly basis, or as needed.
- Review Accountant's Budget vs. Actual expenditure reports on a monthly basis to ensure accuracy.
- Prepare abutters lists for town departments, boards and committees as requested.

Responsibilities to the Board:

- Assist the Board in maintaining and updating the town-wide property appraisal system and property card database with:
 - deed and plan information supplied by the Registry of Deeds (maintaining the deed book and filing copies of deeds),
 - building permit information supplied by Franklin County Cooperative Inspection Program (FCCIP) (filing copies of monthly permit reports),
 - annual building permit inspection updates,
 - building and structure photos, sketches, etc., as available.
- Prepare and submit all mapping changes (deeds and plans, etc) approved by the Assessors to the town's mapping contractor for updating on an annual basis, or sooner if required.
- Process tax exemption applications (elderly, veterans, blind persons, surviving spouses, etc.) and tax abatement applications (motor vehicle, real estate, personal property) for action by the Board.
- Maintain a spreadsheet of the Assessor Overlay account balances; RE, PP and MVE tax liabilities; and abatements/refunds granted. Periodically confirm data with the Collector and balance with the Accountant.
- Process Chapter 61, 61A & 61B applications for action by the Board.
- Maintain spreadsheet of chapter lands; file copies of associated documents.
- Assist the Board with preparation and management of the departmental budget; obtain Board approval for purchases; process approved invoices for payment; maintain record of expenses; confirm accuracy of budget vs. actual expenditures.
- Research and recommend procedures and administrative methods to the Board that promote compliance with state regulations.

- File all documents promptly and maintain filing systems in an orderly, coherent fashion.
- Promptly forward pertinent emails and critical correspondence via scan/email to each Board member.
- Provide clerical services to the Board relating to the daily office operations.
- Submit meeting postings to the responsible town department and confirm postings to each Board member.
- Attend Board meetings as requested
- Refer to and abide by DLS Municipal Calendar to ensure timely compliance.
- All other work as required and/or requested.

Training:

- When possible, and as required, attend related training sessions sponsored or recommended by the Department of Revenue, Division of Local Services.