

TITLE: SENIOR CLERK/FRONT COUNTER**GRADE: 12*****Scope of Responsibility:***

This position reports to the Chief Deputy Assessor and is responsible for a wide variety of routine and technical work related to the Okanogan County Assessor's Office.

Typical Duties:

Work station is at the front counter. This is the first contact the public has with this office. Greet everyone who comes in with a positive, professional attitude.

Answers telephone, answering a variety of questions, and if need be, transfers the call to the appropriate employee or department.

Assists the public with locating property on maps and color aerials using legal descriptions and parcel numbers to locate the property.

Makes copies of requested public information and provide it to the requestor. This can be done by either giving the information to the requestor in person, mailing the information or send it electronically via e-mail. This includes billing the requestor and receiving payment and making change.

This position handles senior citizen and disabled person property tax exemption applications. This entails everything from answering initial questions, to assisting in filling out the application using available social security proof of income forms, IRS income tax forms and other written documentation that an applicant can use to prove eligibility. This position also is expected to either approve or deny the application based upon the data provided. This position then makes the appropriate adjustments to the tax roll in Terrascan to reflect the exemption. This position also audits properties who currently receive the exemption. This is required by State law to be done at least every six years. This is done by mailing out a renewal letter to the applicant and then working through the process stated above.

Accepts personal property listings as they are turned in and assists owners with completion of the form, answering any initial questions they may have. If the question is of a complex nature, they pass the person onto the appropriate person within the office.

This position handles inquiries regarding user issues regarding the Okanogan County website, Taxgifter and Mapsifter. These are all tools available through the internet for use by the public from the comfort of their own home or office.

This position is relied upon to conduct queries within the Assessors Terrascan assessment software. This position must be adept at and understand the nuances of the software and be able to work within the system effectively.

Responsible for the billing of charge accounts in relation to copies made for realtors, appraisers and title companies.

Responsible for receipting of cash and making change during the course of the day.

Responsible for tracking of building permits. This involves receiving notice of building permits from various jurisdictions including the County, Towns and Cities and the Colville Tribe. Create a building permit record within the Terrascan software associated with a parcel number identifying the appropriate parcel of land. The end result of this process is the valuing of approximately \$60,000,000 in new construction each year.

Responsible for completing special projects as directed by the Assessor. This involves designing projects using publisher, word and excel.

This position assists others who need help with technical issues related to working within Terrascan as well as word and excel.

Qualifications:

Required:

- Must have a high school diploma or equivalent.
- Must have a working knowledge of Microsoft Office. A test to determine proficiency will be administered to interviewees.
- Must have a minimum of 2 years working in an office setting or similar environment.
- Must be able to handle constant change.
- Must be able to work with the public, in person and over the telephone in a pleasant, professional manner.
- Must be able to follow instructions, both written and verbal.
- Must have the ability to multi-task, doing a number of things simultaneously.
- Must be able to work well with others in an office setting sharing duties and exchanging ideas and suggestions.

Preferred:

- Thorough knowledge of Washington State property tax system.
- Customer service experience dealing with angry and distraught clients and customers.
- Must be able to read basic legal descriptions and read maps.

Knowledge, Skills, and Abilities:

- Must be able to balance a cash register.
- Bookkeeping and accounting work experience preferred.
- Must be able to receive payment and make change.
- Must be computer literate.
- Excellent verbal and written skills required.
- Ability to organize and prioritize work.

Ability to work well with others in a team environment under sometimes stressful conditions.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize or otherwise to balance the workload.

Physical Demands:

- Must be able to lift 20 pounds with each arm.
- Must be able to sit in a chair for long periods of time.
- Must be able to work five eight hour days per week.
- Must be able to walk and stand for long periods of time.
- Must be able to view and comprehend a computer screen

Acknowledgement:

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Supervisor Signature/Date

Employee Signature/Date

Effective Date: 10/28/2016	EEO Code:	Department: Assessor
Dates Amended:	Union: Courthouse	Division:
FLSA Exempt: No	Grade:12	Pos #: