

Town of Becket
Position Title: Assessors Clerk

Statement of Duties

Performs responsible and varied technical, clerical, and administrative work in support of the assessing and appraisal activities of the department; performs all other related or similar work as required. Provides public assistance and relations regarding all Real Estate and Personal Property inquires either verbally or in writing.

Supervision

Works under the general supervision of the Town Administrator and Chief Assessor. Employee establishes own work plan and priorities in order to complete routine work assignments; new or unusual assignments are brought to the attention of a supervisor.

Employee performs varied and responsible technical duties requiring the frequent exercise of independent judgement in accordance with state and local laws, regulations and department guidelines.

Does exercise supervision over part-time employees.

Job Environment

Work is performed under typical office conditions as well as in outdoor weather conditions when conducting field inspections.

Operates computer and general office equipment, such as a calculator, copier, fax machine, tape measure, and telephone.

Employee has constant contact with the public, town employees, property owners, developers, attorneys, real estate professionals, and others relative to the town's valuation of property. Contacts require excellent customer service skills. Contacts are by telephone, in person, in writing, and often by appointment at customer's property. Assignments must be complete in a timely and accurate manner.

Employee has access to some confidential department information including law-suits against the town, client records, State Registry Motor Vehicle Database, and information contained in exemption/abatement applications.

Errors in judgement or omissions could result in considerable confusion and delay in the provision of services, could affect the work of other employees and/or board members and have financial or legal repercussions as well as adverse public relations and monetary loss to the town.

Employee may be required to work beyond normal business hours at night to attend various meetings.

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.

Maintains and updates detailed and accurate department map information on all lots and subdivisions, and files of department records including building permits, map, and parcel changes, etc. Disposes of non-permanent records in accordance with state general laws.

Maintains department database and tracks overlay for the town and five (5) districts.

Prepares abutters lists, labels for Town departments, realtors, corporations, appraisers, associations, and the five (5) districts.

Verifies work completed and related values from on-site inspections and keeps department operating systems updated and accurate to facilitate preparation of periodic reports.

May attend a counter or reception desk, answering inquiries and complaints of a routine nature; explains appropriate procedures, regulations or policies based on knowledge of office functions programs or operations of the department.

Answers and screens in-coming telephone calls and visitors; routes and keeps track of citizen complaints.

Occasionally inspects/measures real and personal property and new construction for occupancy permit sign offs and assessment purposes; adjusts valuations to reflect changes in the tax base due to new construction, alterations, or demolitions. Enters all relevant data into the department's database including all address changes for the Assessing Office and the Tax Collector's Office.

Assists the Chief Assessor in the recertification and valuation of all real and personal property to determine the fair and full market value including the verification of property documentation, both exterior and interior physical information; assists in the completion of state-mandated recertification program every five (5) years; assists the Chief Assessor to prepare for legal challenges by retrieving information, legal documents and pictures of relevant cases.

Maintains correspondence records, critical to date stamp all correspondence received in the office and respond timely to questions.

Processes Statutory Exemption applications including mailing of statutory exemption applications, tracking receipt of applications, reviewing with Board of Assessors applications, and inputting data into CAMA as applied to approved applications. Responsible for Gateway data entry for state reimbursements.

Coordinates Board of Assessor meeting postings, agendas, and meeting minutes as determined by Mass. General Law.

Prepares Real Estate, Personal Property, and Motor Vehicle commitments and warrants in a timely manner.

Submits approved motor vehicle abatements to the Tax Collector
Prepares/provides, Municipal Lien Certificate Information to Tax Collector.

Recommended Minimum Qualifications

Education and Experience: High School Degree or equivalent with an Associate's Degree preferred. Three to five (3-5) years' minimum experience in an office setting required. Experience in real estate or the valuation of property for tax purposes a plus, or any equivalent combination of experience and training which provides the knowledge, skills and abilities required.

Special Requirements: Valid Massachusetts Driver's License to attend training programs and professional association meetings.

Knowledge, Ability and Skill

Knowledge: Working knowledge of modern office practices, procedures and equipment; knowledge of business English, spelling and arithmetic; working knowledge of department rules,

procedures and functions; Working knowledge of town governmental and department data management and appraisal software. Thorough knowledge of Massachusetts appraisal and assessment techniques, policies, regulations and procedures.

Ability: Ability to make relatively complex arithmetical computations and tabulations. Ability to follow and understand oral and written instructions; ability to make routine decisions in an independent manner in accordance with established departmental procedures; ability to deal with the public in a courteous and tactful manner; ability to maintain effective working relationships with the general public, and employees of the town. Ability to use a personal computer and related department software in addition to other standard office equipment.

Skill: Excellent planning and organizational skills. Excellent employee and public relations skills, and ability to manage multiple tasks in a prompt, efficient manner. Good judgment and integrity required.

Physical and Mental Requirements

Minimal physical effort required in performing duties. May be exposed to hazards found at a construction site. The employee works in a moderately noisy office setting, with exposure to outdoor weather conditions when required to conduct field inspections. The employee is required to stand, walk, sit, talk or listen/hear, use hands, climb or balance, stoop, kneel, crouch or crawl and reach with hands and arms up to 2/3 of the time. The employee occasionally lifts up to 10 lbs. The position has normal vision requirements. Equipment operated includes automobile, office machines, computers, digital cameras, and tape measures. Employee must be able to access rough terrain and partially completed buildings at construction work sites before and after construction.