

JOB TITLE:	CUSTOMER SERVICE CLERK
DEPARTMENT:	Assessor's Office
SUPERVISOR:	Manager Assessor's Office; Assessor
SUPERVISION EXERCISED:	None
BOCC APPROVAL/LAST REVISION:	10/4/2020

Job Scope

Summary: Primary purposes of this position include the following: greeting visitors in person and on the phone, providing answers to questions or solving problems concerning land ownership by directing residents to the proper department, performing duties as assigned by the County Assessor to include working as a receptionist, maintaining and updating the public files, assisting the public with requests for information in accordance with the Idaho Public Records Law, helping customers with Property Tax Relief Applications, distributing mail and messages, and ensuring that each resident has a positive experience when dealing with the Assessor's Office, either via telephone contact or in person.

Other Information: Work involves a variety of regular and recurring situations where some judgment may be required to apply standard practices and decision-making within clearly defined parameters. Work typically requires a moderate level of complexity under regular supervision. Communicates heavily with others inside the department, and regularly with users of the department's services. Work has a moderate but distinct impact on the operations of the department's efficiency and effectiveness. Work is typically performed indoors in an office setting. Typically involves moderate but intermittent stress during periods of heavy activity. May involve infrequent travel in the local area.

Essential Functions

The essential functions include, but are not limited to, the following duties and responsibilities which are not listed in any particular order of priority and may be amended or added to by the County at any time:

1. Handles incoming mail, forms and faxes, stamping date and distributing within department. Distributes Building Location and Site Permits to the appraisers.
2. Greets people in person at the front desk or over the phone. Answers inquiries regarding service provided, and directs callers or visitors to the appropriate resource or individual for inquiries that go beyond the job scope or knowledge of the employee. Takes and routes messages appropriately for employees absent or unavailable.
3. Maintains current information regarding questions of size of county, population, value of county and the number of properties, houses, etc.
4. Assists customers with obtaining copies of records, plans, field sheets and maps. Assists customers in using lobby computer system to look up property values and owners' names and how to use Plat Maps and Tax Number Books. Keeps plat map books in good order, files and keeps aerial photos in order, and binds new alpha lists (when assessment notices are mailed) after BOE when tax bills are mailed.
5. Balances money collected on a daily basis.
6. Distributes and sends Sales Verification Notices, Historical Letters, Circuit Breaker Forms and other departmental correspondence.
7. Assists property owners with Circuit Breaker Applications

8. Works with Planning and other departments to obtain related information
9. Performs record maintenance to include filing RP field sheets, daily comparisons of value or name changes completed by data entry office and replacing with appropriate cover sheets.
10. Addresses requests for information to include maps, ownership lists, sales lists and mailing or faxing as required. Complies with the Public Information Law.

Secondary Functions

1. Keeping office clean and wiping down public counters nightly.
2. Replacing worn folders, fixing curled maps, keeping aerial photos in order, and entering address changes into IBM 400.
3. Copying all department forms making sure they are clean and updated for public usage.
4. Pulling field sheets on returned Sales Verifications and inputting return data into the IBM AS400 system.
5. Performing other duties as requested or assigned.

Job Specifications

1. Sufficient combination of knowledge, skills and abilities so as to competently perform the essential functions of the job. High school diploma or equivalent required.
2. Some clerical experience or other related experience (typically requiring less than one year) as needed to perform the essential functions of the job.
3. Ability to use a computer with a Windows operating system and have working knowledge of software programs such as MS Word, Excel, Power Point and Access.
4. General knowledge of all Assessor Office duties, of instruments used in property conveyance and of Plat Maps.
5. Must possess good work habits and the ability to perform set instructions as directed.
6. Ability to follow directions, work in an effective and professional manner and develop effective and harmonious working relationships with others, both inside and outside the organization.
7. Ability to use a variety of general office equipment including, but not limited to, personal computers, related software, telephones, fax machines, printers, copiers, etc.
8. Ability to perform general math skills (add, subtract, multiply and divide all units of measure, using whole numbers, common fractions, decimals), and reading skills as needed to perform the essential functions.
9. Ability to balance cash, distribute property ownership and map CDs and track receipt of payment and quarterly billing for copies made by frequent-use customers.
10. Must be willing to attend classes during the first year of employment for training in mapping and knowledge of deeds.

11. Ability to define problems, collect data, establish facts, and draw conclusions.
12. Ability to balance cash, distribution of CDs and tracking for receipt of payment and quarterly billing for copies made by frequent-use customers.

Working Conditions

Ability to perform those physical activities necessary to complete the essential functions of the job, with reasonable accommodation. Requires personal mental health and stability needed to work within the office environment. Requires continual communication (hearing and talking); regular fingering; and some walking, grasping, and standing; and the ability to push, pull or lift weights of 15 lbs. Requires good general vision with extended periods of time viewing a computer screen. Worker is regularly subject to inside environmental conditions. Protection from weather conditions but not necessarily from temperature changes. Infrequent travel may be necessary using a county vehicle.

To be signed upon hire, promotion or position transfer.

This job description is not an employment agreement or contract and management reserves the right to modify when necessary.

I have reviewed and agree this Job Description accurately reflect the current responsibilities of my position. I also acknowledge that it will be placed in my Personnel File.

Signature: _____ Date: _____

Please Print Name: _____