JOB TITLE: ADMINISTRATIVE ASSISTANT II

Department:	Assessor
Supervisor:	Assessor/Manager
Supervision Exercised:	None
Exempt Status:	Hourly, Full-Time
Benefits Eligibility Status:	Eligible
BOCC Approval:	07/09/2024

SUMMARY

Primary purposes of this position include the following: greeting visitors in person and on the phone, or via email providing answers to questions or solving problems concerning land ownership by directing residents to the proper department. Assisting the public with using the Bonner County Website to utilize the mapping program. Performing duties as assigned by the County Assessor to include working as a receptionist, maintaining and scanning the assessor files, assisting the public with requests for information in accordance with the Idaho Public Records Law. Assisting customers complete and reviewing incoming county level exemptions to be sure they are filled out correctly and are complete. Scanning said documents to the correct files and delivering them to the appropriate person within the office. Processing and completing the Property Tax Reduction, 100% Disabled Veteran's Benefit, and the Tax Deferral Programs applications on the State of Idaho's TAP website. Making sure the all the necessary federal documents are attached to their Property Tax Reduction, 100% Disabled Veteran's Benefit, and the Tax Deferral programs. Distributing mail after processing and messages and ensuring that each resident has a positive experience when dealing with the Assessor's Office, either via telephone, email contact or in person.

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 minimal 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:

- Handles incoming mail, assessor emails, exemption forms and faxes, stamping date and distributing within department after processing and scanning into correct files.

- Greet people in person at the front desk, via email, or over the phone. Answers inquiries regarding service provided and directs callers, emailers, 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.
- Assists customers with obtaining copies of records, plans, field sheets, ownership history, and maps. Assists customers in using lobby computer system to look up property values and owners' names and how to use the County Web site mapping program.
- Balances money when collected daily.
- Responds to the assessor emails that come in via the county website.
- Mails out Sales Verification packets. Prepares and mails out Property Tax Reductions, 100% Disabled Veterans, and Tax Deferral applications. Any other notices to be mailed.
- Scans to appropriate folder historical documents that are being digitized.
- Assists property owners and with Property Tax Reduction, 100% Service-Connected Veteran's Benefit, and the Tax Deferral programs Applications. Enter these into the States Tap program on their website. These programs are very detailed and require yearly training and knowledge of federal tax returns and documents used to file a tax return.
- Works with the Recorder's office and other departments to obtain related information or assisting them find old documents.
- Performs record maintenance to include scanning and archiving RP field sheets and other files needing to be digitized.
- Addresses requests for information to include maps, ownership lists and mailing, emailing or faxing as required. Complies with the Public Information Law.

SECONDARY FUNCTIONS

- Keeping office clean and wiping down public counters nightly.
- Entering address changes into the UAD Web.
- Copying all department forms making sure they are clean and updated for public usage.
- Performing other duties as requested or assigned.

JOB SPECIFICATIONS

- Sufficient combination of knowledge, skills and abilities so as to competently perform the essential functions of the job. High school diploma or equivalent required.
- Clerical experience or other related experience 2 years or equivalent as needed to perform the essential functions of the job.
- 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 Google Docs.
- General knowledge of all Assessor Office duties, of instruments used in property conveyance and of Plat Maps.
- Must possess good work habits and the ability to perform set instructions as directed.

- 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.
- Ability to use a variety of general office equipment including, but not limited to, personal computers, related software, telephones, fax machines, printers, copiers, etc.
- 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.
- Accounting skills. Ability to balance cash.
- Knowledge of federal tax returns and documents used to file a tax return as related to processing the Property Tax Reduction.
- Must be willing to attend classes during employment for training in Interpreting legal documents, Public Relations and Customer Service, and the Property Tax assistance programs, mapping and knowledge of deeds, and Course 1.
- Ability to define problems, collect data, establish facts, and draw conclusions.
- Ability to work in a fast-paced office. Must be able to muti-task. Must be able to handle disgruntled and or emotionally charged customers and not react.

PHYSICAL ABILITIES & 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 up to 50 lbs. Requires good general vision with extended periods of time viewing a computer screen. Work 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.

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

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

Signature: _____ Date: _____

Please Print Name: _____