



Office Supervisor – Assessor

Job Description

Department: Assessor
Position: Career Service
Grade: 724
Supervisory: Supervisor
Reports to: Chief Deputy - County Assessor

Summary

Under general direction of the Chief Deputy – County Assessor, oversees daily operations of the front office staff and supervises office workers as assigned. This individual performs leadership, technical and analytical work in creating, and maintaining property records.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Supervise, plan, coordinate, and direct the work of assigned personnel; identify and address performance and/or behavior problems in a timely manner and initiate corrective action as directed; conduct annual performance evaluations.
2. Assist with interviewing and hiring of staff.
3. Coordinate time-off schedules for front office staff to ensure appropriate coverage.
4. Provide and coordinate training of clerical staff including, but not limited to customer service, GRAMA requests, protecting records, and notary signatures.
5. Create and maintain Standard Operating Procedures and training materials for front counter functions.
6. Perform front counter functions as back up when needed, including:
 - a. Greenbelt: Accept and process Farmland Assessment Act (FAA) documents; perform calculations to establish production requirements and rollback taxes; respond to questions, complaints, and inquiries.
 - b. Land Valuation: Respond to questions, being able to communicate relevant statistical models; exact valuation variables from the CAMA system; utilize Geographic Information System software applications for review purposes.
 - c. Mobile Home: Resolve questions or discrepancies of title; determine an estimate of value; maintain consistent data input and formatting of ownership information.
 - d. Respond to mass appraisal procedural questions.

For Office Use Only

Job Code: 3545
Job Title: Office Supervisor - Assessor
FLSA: Non-Exempt
Effective Date: 10/13/2023
Public Safety: No

Worker's Compensation: Clerical
Background Level: I
Safety Sensitive: No
DOT: No
ML: Supervisor

7. Create, maintain and revise Computer Assisted Mass Appraisal (CAMA) system records in relationship to parcel splits and combinations, improvement edits, taxing district changes, and other associated edits.
8. Edit CAMA land records to reallocate land segments in newly create CAMA records, correlating the data with assessment administration system.
9. Identify and analyze discrepancies in associated parcel data, legal descriptions and maps.
10. Use GIS applications to perform analysis and calculations to determine adjustments and assessment edits; troubleshoot inconsistencies between GIS, CAMA, and Mainframe data.
11. Receive, direct, and resolve questions and complaints; provide detailed and technical information to taxpayers, industry professionals, and other government entities.
12. Update and review inventory records to reflect changes; reallocate improvements associated with the activation and inactivation of parcels.
13. Coordinate processed transactions directly with Recorder's office.
14. Perform related functions and other duties as assigned.

Knowledge, Skills, and Abilities

- Knowledge of state laws governing recording, indexing, and mapping of legal documents
- Knowledge of Geographic Information Systems (GIS) technology and its application to recorder mapping functions
- Knowledge of coordinate geometry and applied trigonometry pertaining to area calculations
- Knowledge of real estate and title law as applied to the Assessor's and Recorder's offices
- Knowledge of assessment practices and appraisal processes/techniques
- Skilled in using various computer applications including word processing, data entry, and spreadsheets
- Skilled in proper grammar, spelling, and punctuation
- Skilled in reading property descriptions and locating property
- Skilled in abstract searches and technical evaluations
- Ability to maintain cooperative relationships with the public and County employees
- Ability to Lead and train others while maintaining own workload
- Ability to process complicated tasks with attention to detail
- Ability to distill relevant and useful elements from vast amounts of information and extract pertinent information from confidential documents
- Ability to communicate verbally and in writing
- Ability to coordinate schedules
- Ability to maintain objectivity amid conflicts
- Ability to supervise and coach others, and train others in property-related customer service practices

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Supervisory Responsibility

This position has direct supervisory responsibility and serves as a coach and mentor for other positions in the department.

Work Environment

This job operates in a professional office environment. Work may include periodic field checks which may expose incumbent to hot, cold, or inclement weather. Work occasionally exposes the incumbent to high-stress situations including contact with clients and/or the public in uncomfortable, confrontational, and emotionally charged circumstances. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate.

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.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. The employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus and to distinguish between shades of color and patterns. The employee is required to type, file and lift supplies up to thirty (30) pounds. The employee occasionally drives a motor vehicle.

Position Type / Expected Hours of Work

Incumbent must work forty (40) hours each week to maintain full-time status. Standard work hours are Monday through Friday 8:00am to 5:00pm. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to ten (10) percent.

Required Education and Experience

1. Bachelor's degree in a related field.
2. Four (4) years of work experience utilizing associated applications and performing related tasks.
3. Equivalent combinations of education and experience may also be considered.

Preferred Education and Experience

1. Preference may be given to applicants with supervisory experience.

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2. Preference may be given to applicants with experience in office functions relating to title, Assessor, Recorder, or real estate.
3. Preference may be given to applicants with experience in the interpretation of legal land descriptions.

Additional Eligibility Qualifications

1. Applicants must possess a valid driver’s license and obtain a valid State of Utah driver’s license within sixty (60) days of employment.
2. Selected applicants will be required to submit to a pre-employment drug screen and background check.

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

Acknowledgement below to be completed after an offer has been extended and accepted.

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee _____ Date _____

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