



Residential Exemption Processor

Job Description

Department: Assessor
Position: Career Service
Grade: 721
Supervisory: No
Reports to: General Manager - Assessor

Summary

Under general guidance and direction of the General Manager - Assessor, performs essential work related to residential exemption certifications. Reviews and processes applications, provides public assistance, and verifies compliance with all tax laws and regulations.

Essential Functions

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

1. Analyze and verify compliance with local and state regulations, including Utah Tax Code residential exemption requirements to determine eligibility for residential tax exemption
2. Identify residential exemptions of properties based on qualifying ownership, use criteria to support accurate classification in accordance with the tax code requirements.
3. Receive, process, and certify residential exemption applications; verify property records to ensure accurate classification as primary or secondary residential.
4. Verify and validate addresses and time of ownership or occupancy to resolve discrepancies and avoid significant rework, financial, and legal exposure.
5. Review and analyze aerial images to assist in confirming the accurate property type.
6. Provide and validate property descriptions and attributes; track correspondence with property owners.
7. Serve as the primary point of contact for property owners by providing information and assistance answering questions, and resolving issues related to primary residential exemptions.
8. Prepare and enter data from all residential property declaration forms into the residential declaration system; maintain timely records and generate reports detailing the status and outcomes of exemption applications for the annual assessment roll.
9. Assist with monitoring specialized department data and maintaining related reports; extract data from the residential declaration system to create mailings; ensure residential declaration letters are printed correctly before mailing; mail declaration forms and letters as needed and monitor production to ensure timely completion.

For Office Use Only

Job Code: 3501
Job Title: Residential Exemption Processor
FLSA: Non-Exempt
Effective Date: 9/25/2025
Public Safety: No

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

10. Create, update, and manage a variety of documents and spreadsheets, including changes of exemption status to the Board of Equalization; maintain accurate and complete records of electronic filings and document management.
11. Provide customer support, including answering phones, assisting visitors, and directing specific inquiries to the appropriate personnel for resolution; maintain general records and filing, and prepare various types of correspondence.
12. Represent the County Assessor's office to the public by providing clear and accurate information to residents regarding residential property exemptions, eligibility requirements, and the application process.

Knowledge, Skills, and Abilities

- Knowledge of geographic information systems (GIS)
- Knowledge of mathematical calculations
- Knowledge of assessment and appraisal practices, processes, and techniques, including principles and methods of real property valuation
- Knowledge of the Utah Tax Code and all other applicable state statutes, county policies and procedures, and regulations relevant to the work performed
- Skilled in comparing property characteristics with digital imagery and legal descriptions to verify accuracy and location.
- Skilled in using computer-aided mass appraisal systems and related tools
- Skilled in using software applications, such as Microsoft Office, and other tools for creating documents, spreadsheets, and data analysis
- Skilled in effective interpersonal communication both verbally and in writing, including proficiency in technical writing
- Ability to learn and adapt to new software programs and databases
- Ability to prioritize and coordinate multiple tasks efficiently while managing deadlines and interruptions
- Ability to maintain attention to detail and process complex tasks accurately
- Ability to maintain confidential records and reports related to personal and real property
- Ability to maintain effective working relationships with those contacted in the course of work activities
- Ability to receive and follow instructions

Supervisory Responsibility

This position has no direct supervisory responsibility.

Work Environment

This job operates primarily in a professional office environment. This role routinely uses standard office equipment such as laptops, computers, phones, photocopiers, shredders, and filing cabinets. Work may

For Office Use Only

Job Code: 3501
Job Title: Residential Exemption Processor
FLSA: Non-Exempt
Effective Date: 9/25/2025
Public Safety: No

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

expose the incumbent to high-stress situations including contact with the public in uncomfortable, confrontational, and emotionally charged circumstances. The noise level in the environment is usually moderate. The incumbent may be required to drive Utah County owned vehicles in the course of conducting County business and must abide by the Utah County Vehicle Policy.

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 listen. Specific vision abilities of this job include close vision, ability to adjust focus, and ability to distinguish between shades of color and patterns. The employee works for sustained periods of time maintaining concentrated attention to detail. The employee is required to type, file, and lift supplies up to thirty (30) pounds.

Position Type / Expected Hours of Work

Incumbent must work forty (40) hours each week to maintain full-time status. The expected hours are the hours the office is open to the public, typically 8:00 am to 5:00 pm, Monday through Friday. 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 five (5) percent.

Required Education and Experience

1. High school diploma or equivalent.
2. Three (3) years of property tax, real estate, appraising, assessing or title searching experience.

Preferred Education and Experience

1. Preference may be given to applicants with Associate's degree or higher.
2. Preference may be given to applicants with work experience in assessing.

Additional Eligibility Qualifications

1. Applicants must obtain an Appraiser Trainee License with the Utah Division of Real Estate within two (2) years of employment.
2. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
3. Selected applicants will be required to submit to a pre-employment drug screen and background check.

For Office Use Only

Job Code: 3501
Job Title: Residential Exemption Processor
FLSA: Non-Exempt
Effective Date: 9/25/2025
Public Safety: No

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

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 _____

For Office Use Only

Job Code: 3501
Job Title: Residential Exemption Processor
FLSA: Non-Exempt
Effective Date: 9/25/2025
Public Safety: No

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