



# Senior Support Specialist

## Job Description

Department: Assessor  
Position: Career Service  
Grade: 721  
Supervisory: No  
Reports to: Varies by assignment

### Summary

Under general direction of the assigned supervisor, performs technical and analytical work in maintaining a valid assessment property inventory. Assists with Farmland Assessment management of applications, estimates, and rollbacks, as needed. Incumbents may be assigned to perform work related to obtaining approved building permits to facilitate real property assessing.

### Essential Functions

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

1. Maintain and update property information.
2. Verify and validate maps, records, and taxing descriptions for accuracy within the County records system to ensure assessments are based upon correct information.
3. Provide and validate property descriptions and attributes associated with submitted documents; track correspondence regarding primary residential exemption certification.
4. Assist with management of Greenbelt applications through the Farmland Assessment Act (FAA); review applications, create estimates, create rollbacks, and provide documentation to determine if production meets agricultural production standards, as needed.
5. Receive, direct, and resolve questions and complaints, including those associated with incorrect address information; provide detailed and technical information to taxpayers, industry professionals, municipalities, and associated County departments as directed.
6. Verify, validate, and update personal property information from submissions and audits, as directed; work with electronic submissions; correlate lease equipment with leasee and lessor accounts; create and interpret spreadsheet submissions and upload information into database.
7. Review and accept recorded subdivision, condominium, and annexation plats to identify and update associated parent and child parcels in CAMA system; activate and inactivate parcels identified by Recorder's office; reallocate improvements associated with the activation and inactivation of parcels.

### For Office Use Only

Job Code: 3601  
Job Title: Senior Support Specialist  
FLSA: Non-Exempt  
Effective Date: 10/13/2023  
Public Safety: No

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

8. Process residential exemption applications; ensure compliance of property owners and county staff pertaining to Utah Tax Code residential exemption requirements.
9. Assist with monitoring specialized department data; maintain related reports; assist with pulling data; monitor production to ensure completion, as requested.

Additional functions may be required based on assignment:

1. Function as liaison with outside government agencies; obtain copies of approved permits authorizing new construction, demolition, and related activities.
2. Update and maintain address information for properties associated with building permits; validate building permit information associated with property records.
3. Coordinate permit distribution of real property to staff by assignment and in accordance with statutory deadlines; adjust distributions, as directed; maintain related electronic records in permit tracking system and assist appraisers with accessing records.
4. Function as liaison with County Records Management; ensure appropriate record retrieval of building permits and related documents; scan and upload building permits and documents.
5. Assign permits to parcels, as directed; utilize geographic information systems (GIS) and aerial imagery software, as needed.

#### **Knowledge, Skills, and Abilities**

- Knowledge of assessment practices and land record information
- Knowledge of appraisal processes and techniques
- Knowledge of the Farmland Assessment Act
- Knowledge of current regulations, property tax codes, and other standards and laws relevant to work performed
- Skilled in using various computer applications including word processing and spreadsheets
- Skilled in proper grammar, spelling, and punctuation usage
- Skilled in reading property descriptions and locating property
- Ability to maintain cooperative working relationships with those contacted in the course of work activities
- Ability to communicate effectively verbally and in writing
- Ability to distill relevant and useful elements from vast amounts of information
- Ability to process complicated tasks with attention to detail
- Ability to effectively navigate a large workload with strict deadlines and priorities

#### **Supervisory Responsibility**

This position has no direct supervisory responsibility but does serve as a coach and mentor for other positions in the department.

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**Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. Work occasionally exposes the incumbent to high-stress situations including contact with clients and/or the public in uncomfortable, confrontational, and emotionally charged circumstances. 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, ability to adjust focus, and ability to distinguish between shades of color and patterns. The employee is required to type, file and lift supplies and objects 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. The expected hours are the hours the office is open to the public, typically 8:00 am to 5:00 pm. 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 appraisal, title searching, or property tax experience.

**Preferred Education and Experience**

1. Preference may be given to applicants with an associate degree or higher.
2. Preference may be given to applicants with experience with FAA policies and procedures.

**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.

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**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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