

## ADMINISTRATIVE ASSISTANT II

**Salary Classification:** CS 1/ \$14.19- \$16.49 Hour

**Description of Work/General Statement of Duties:** Assist the public, answering questions, locating property cards, logging sale information for use in office projects, preparation of mailings, scheduling assessment appointments.

### **Supervision Received:**

1. Employee works under the general direction of the Director of Equalization.
2. Employee is expected to solve most problems by adapting methods or interpreting instructions accordingly.
3. Employee has access to some confidential information obtained during performance of regular position responsibilities.
4. Employee provides input into departmental policies, consistent with statutory requirements, state and federal regulations and program standards.
5. The nature of work is subject to fluctuations throughout the year. Some increases in workload can be planned for in advance, but others cannot. Employee may be required to work outside of normal business hours and/or at night and may be contacted at home in emergency situations.

### **Duties Performed:**

1. Primary person to assist the public calling for information and assistance at the front counter.
2. Responsible for making copies or emailing requested information and charging the applicable fees.
3. Responsible for pulling filed property cards and re-filing them back appropriately.
4. Aids in compliance with regulations, policies, and procedures for program functions-needs to have knowledge of tax credits, exemptions, discretionary, ag exemptions and freezes to be able to explain how they work on individual properties to the public.
5. Type's letters, forms, memos, reports, etc. from a variety of sources.
6. Assist in preparation for re-appraisal projects.
7. Assist in transfer information from the Register of Deeds.
8. Maintain and update good sale books.
9. Collect information on properties for rent and for sale to be used in various office projects.
10. Update property card valuations.
11. Any and all office duties requested by Director.

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

#### **Knowledge of:**

1. Basic mathematics to apply to many different aspects in this office.
2. Location of Davison county towns, townships, streets and businesses.
3. Proficient in general computer programs to include but not limited to Excel, Word, etc.
4. General office equipment.
5. Working knowledge of office functions and requirements.
6. Working knowledge of filing and maintenance of property cards.
7. Working knowledge of Pictometry.
8. Working knowledge of Software Services Bosanova computer program.

#### **Skills of:**

1. Professional face to face communication with the general public.
2. Maintaining a calm demeanor in all applicable situations.
3. Developing and delivering public presentations.

4. Effective technical writing.
5. Office procedures, equipment and modern software applications.
6. Read, interpret and explain technical information in a clear and accurate manner.
7. Work independently and meet schedules and timelines.

**Ability to:**

1. Works tactfully, courteously and professionally with the general public, co-workers, public employees, professionals in the community, other government agencies; to include frequent contact with the public at meetings, in person, on the telephone, via fax machine, e-mail and in writing for the purpose of responding to inquiries to inquiries and complaints, and providing information and assistance.
2. Daily contact with other county departments and employees, government officials, professionals, organizations, agencies and vendors for the purpose of coordinating activities, giving or receiving information and resolving or responding to inquiries.
3. Provides technical assistance to the public and elected officials.
4. Attends training and seminars as deemed appropriate and necessary.
5. Performs duties in a manner consistent with safe practices and safety policies.
6. Maintain confidentiality as needed.
7. Operate office equipment including, but not limited to, computer, calculator, copier, printer, multi-line phone system, fax machine and digital camera.
8. Interpret deeds, legal descriptions, and plat maps.
9. Become proficient with identifying and pulling information on properties.

**Job Environment:**

1. Position is an hourly position. Hours are normally 8:00 AM to 5:00 PM but may be subject to additional hours during certain times of the year.
2. Employee is required to use hands more than 2/3<sup>rd</sup> of the time; sit, talk and listen up to 2/3<sup>rd</sup> of the time; stand, walk and reach with arms and hands up to 1/3<sup>rd</sup> of the time.
3. Employee frequently lifts up to 10 lbs., occasionally lifts up to 30 lbs.
4. Normal vision is required for this position.
5. Equipment operated includes office machines, computers, automobiles, etc.

**Education/Experience:**

1. Graduation from High School, GED or any such combination of education, training, or experience may be acceptable.
2. General knowledge of legal descriptions is helpful, but not necessary.
3. A candidate for this position is preferred to have a valid driver's license.
4. In the event that there are two or more applicants with equal qualifications, preference shall be the applicant who is a resident of Davison County.