

## CLASS SPECIFICATION

Yuba County

February 2006

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**CLASS TITLE:** Assessment Assistant I/II

**FLSA STATUS:** Non-exempt

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### **JOB SUMMARY:**

Provides a variety of routine to difficult office support in the preparation of the assessment roll and maintenance of property assessment records; performs related work as assigned.

### **CLASS CHARACTERISTICS:**

Assessment Assistant I is the entry level class of this specialized office support series. Initially under close supervision, incumbents with developed office support skills learn County and assessment departmental procedures. As experience is gained, there is greater independence of action within established guidelines. This class is alternately staffed with Assessment Assistant II and incumbents may advance to the higher level after gaining experience and demonstrating proficiency which meet the qualifications for the higher level class.

Assessment Assistant II is the journey level class of this series, fully competent to independently perform a variety of responsible assessment office support duties. Specific duties, including the amount of typing, word processing, use of computers and contact with the public will vary with the organizational unit to which assigned. This class is distinguished from Assessment Specialist in that the latter performs the most difficult, technical, complex and/or specialized assessment office support duties which require an additional definable requirement of technical knowledge and skill.

### **EXAMPLES OF DUTIES:**

#### **Essential:**

- Receives and reviews property statements, changes of ownership forms, address changes, exemption forms and similar documents from property owners over a public counter or by mail.
- Reviews such forms for completeness, accuracy and compliance with County requirements; indexes such information by address, property tax code, parcel numbers and other relevant data.
- Types correspondence, reports, forms and specialized documents related to the assessment process from documents submitted, prior standard letters and memos, drafts, notes, or brief instructions, using a typewriter or word processor.
- Enters data into computer system to update assessment rolls, ownership changes and related information; produces and reviews automated reports for correctness.
- Acts as receptionist and receives and screens visitors and telephone calls and takes messages; provides factual information regarding the assessment process, forms required, departmental processes and functions which require the explanation of rules, policies and procedures.
- Reviews assessor's maps and related land descriptions to ensure appropriate data entry and record updating.
- Receives and processes documents related to specialty areas such as mobile home and business property ownership.
- Establishes and maintains office files; researches and compiles information from such files; purges files as required.
- Processes and distributes incoming and outgoing mail.
- Receives and receipts payments for assessment services; balances and deposits money on a regular basis.

**Important:**

- May train and direct the work of temporary staff for special projects or programs.
- Operates standard office equipment; may operate other departmental-specific equipment after training.

**QUALIFICATIONS:**

**Knowledge of:**

Assessment Assistant I

Business arithmetic.  
Correct business English, including spelling, grammar and punctuation.  
Standard office practices and procedures, including filing and the operation of standard office equipment.  
Techniques for dealing with the public, in person and over the telephone.  
Record keeping principles and practices.  
Basic computer applications related to the work.

Assessment Assistant II - In addition to the above:

Processes and procedures related to assessment document processing and the production of secured and unsecured assessment rolls.  
Uses of specified computer applications involving word processing, data entry and/or standard report generation.  
Business letter writing and the standard format for typed materials.

**Skill in:**

Assessment Assistant I

Making accurate and rapid arithmetic calculations.  
Performing detailed office support work.  
Maintaining accurate office files.  
Typing at a net rate of 40 words per minute from printed copy.  
Understanding and following oral and written directions.  
Establishing and maintaining effective working relationships with those contacted in the course of the work.  
Speaking English effectively to communicate in person or over the telephone.

Assessment Assistant II - In addition to the above:

Performing document processing and report production work.  
Composing correspondence independently or from brief instructions.  
Entering numerical and related information into a computer system with speed and accuracy.  
Meeting critical time deadlines.  
Using initiative and independent judgment within established procedural guidelines.  
Explaining complex assessment rules and procedures to the public, in person and over the telephone.  
Typing at a net rate of 45 words per minute from printed copy.

**Ability/Physical Requirements:**

- Mobility to work in a typical office setting, use standard office equipment, and may require ability to drive a motor vehicle.
- Vision to read printed materials and a computer screen for prolonged periods of time.
- Hearing and speech to communicate in person or over the telephone.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

**Working Conditions:**

- Generally a typical office environment.

**Licensing and Certification:**

- Specified positions may require the ability to obtain a valid California Class C driver's license within thirty (30) days of employment.
- Typing Certificate: I level: 40 wpm net. II level: 45 wpm net. Typing Certificate must indicate result from a five (5) minute test of at least the minimum wpm required.

**Background:** The minimum and preferred requirements for this position are described below:

**Assessment Assistant I**

**Minimum:** Equivalent to graduation from high school and one (1) year of office support experience, involving word processing and spreadsheets, in a real estate, banking, title company, or related office environment. Type 40 wpm net.

**Preferred:** In addition to the above minimum requirements, one (1) year related experience in dealing with the public and familiarity with computer applications such as Microsoft Word and Microsoft Excel. Specific education (coursework in business practices or a related field) can be substituted for experience on a basis of 1.25 units = 1 month experience.

**Assessment Assistant II**

**Minimum:** In addition to the Assessment Assistant I minimum requirements, one (1) year of experience in an office support position related to the assessment of property for tax purposes equivalent to the County's class of Assessment Assistant I. Type 45 wpm net.

**Preferred:** In addition to the above minimum requirements, two (2) years related experience in dealing with the public and familiarity with computer applications such as Microsoft Word and Microsoft Excel, with at least one of which is equivalent to the County's class of Assessment Assistant I. Specific education (coursework in business practices or a related field) can be substituted for experience on a basis of 1.25 units = 1 month experience.

**This class specification lists the major duties and requirements of the job. Incumbents may be required to perform job-related duties not included in this document.**