

Personal Property Appraisal Technician

Dept: Tax

FLSA Status: Non-Exempt

General Definition of Work

Performs technical work listing and processing personal property abstracts for billing and research, ensuring the accuracy of abstracts, assisting with customer service, and related work as apparent or assigned. Work is performed under the moderate supervision of the Personal Property Supervisor.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Maintains individual and business abstracts, including personal and private taxpayer information.
- Assists with inquiries regarding the listing process, billing, elderly and/or disabled and disabled veteran applications.
- Reviews manufactured home certification applications to ensure there are no past due taxes and issues manufactured home tax certifications.
- Assist with maintaining various records, files and reports.
- Assists with department customer service.
- Responds to taxpayers inquiries regarding vehicle billing and adjusts bills as necessary.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

Knowledge, Skills and Abilities

Thorough knowledge of standard office practices, procedures, equipment and office assistance techniques; thorough knowledge of business English, spelling and arithmetic; general knowledge of county and department programs and policies; general skill preparing and reviewing documents; general skill operating standard accounting software; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to read and understand basic county and state policies and procedures of limited scope and difficulty; ability to type accurately at a reasonable rate of speed; ability to operate standard office and computer equipment and perform basic word processing and/or data entry; ability to establish and maintain effective working relationships with associates and the general public.

Education and Experience

High school diploma or GED and one to three years experience working in customer service, or equivalent combination of education and experience.

Physical Requirements

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires sitting, frequently requires repetitive motions and occasionally requires standing, walking, speaking or hearing, using hands to finger, handle or feel, reaching with hands and arms, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

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Special Requirements

- North Carolina Department of Revenue Personal Property Appraiser certification within one (1) year of hire.

Competencies

Business Ethics: Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values

Communications: Expresses ideas and thoughts verbally; Expresses ideas and thoughts in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects & uses appropriate communication methods

Customer Service: Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service

Dependability: Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines

Job Knowledge: Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively

Quality: Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality

Relationship Building: Builds rapport up, down, and across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and tolerates diverse viewpoints

Initiative: Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed

I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

Employee Name (Printed)

Employee Signature

Manager Name (Printed)

Manager Signature

Date