



Senior Support Specialist

Job Description

Department: Assessor
Position: Career Service
Grade: 506
Supervisory: No
Reports to: Residential Property Manager,
Commercial Property Manager, or
Personal Property Supervisor

Summary

Under general direction of a supervisor, performs technical and analytical work in maintaining a valid assessment property inventory.

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; update and maintain all address information pertaining to a property associated with building permits; validate building permit information that is to be associated to property records; assist in the scanning and processing of building permits as directed.
4. Receive, direct, and resolve questions and complaints; provide detailed and technical information to tax payers, industry professionals, municipalities, and associated County departments as directed.
5. Verify, validate, and update personal property information from submissions and audits under the general direction of the Personal Property Supervisor; work with electronic submissions; correlate lease equipment with lessee and lessor accounts; create and interpret spreadsheet submissions and upload information into database.
6. 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.
7. Provide detailed, technical, and informational assistance to office personnel, other government agencies, attorneys, industry professionals, and the general public in areas related to property taxation; work with industry professionals and others to resolve discrepancies.

For Office Use Only

Job Code: 3601
Job Title: Senior Support Specialist
FLSA: Non-Exempt
Effective Date: 12/10/2018
Public Safety: No

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

Knowledge, Skills, and Abilities

- Knowledge of assessment practices and land record information
- Knowledge of appraisal processes and techniques
- 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 extract pertinent information from confidential documents

Supervisory Responsibility

This position has no direct supervisory responsibility.

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. The noise level in the work environment is usually moderate. Work occasionally exposes the incumbent to high-stress situations including contact with clients and/or the public in uncomfortable, confrontational, and emotionally charged circumstances.

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 30 pounds. The employee occasionally drives a motor vehicle.

Position Type / Expected Hours of Work

Incumbent must work 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.

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Travel

This position requires up to 5 percent travel.

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.

Additional Eligibility Qualifications

- 1. Applicants must possess a valid driver’s license and obtain a valid State of Utah driver’s license within 60 days of employment.
- 2. Selected applicants will be required to submit to a pre-employment drug screen and background check.

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.

Below is to be completed after an offer has been extended and accepted.

Signatures

This job description has been approved by all levels of management:

Manager _____

Department Head _____

HR Director _____

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Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position

Employee _____ Date _____

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