



Board of County Commissioners Agenda Request

4C

Agenda Item #

Requested Meeting Date: October 11, 2022

Title of Item: Recommendation from the Consultant (Assessment Tech, Assessor's Office))

<input checked="" type="checkbox"/> REGULAR AGENDA <input type="checkbox"/> CONSENT AGENDA <input type="checkbox"/> INFORMATION ONLY	Action Requested: <input checked="" type="checkbox"/> Approve/Deny Motion <input type="checkbox"/> Adopt Resolution (attach draft)	<input type="checkbox"/> Direction Requested <input type="checkbox"/> Discussion Item <input type="checkbox"/> Hold Public Hearing* <small>*provide copy of hearing notice that was published</small>
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Submitted by: Bobbie Danielson, HR Director	Department: HR Dept.
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Presenter (Name and Title): Bobbie Danielson, HR Director	Estimated Time Needed: 2 minutes
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Summary of Issue:

The consultant's recommendation is attached.

Increase Assessment Technician from Grade 3 to Grade 4.

Alternatives, Options, Effects on Others/Comments:

Recommended Action/Motion:

Motion to accept the consultant's recommendation of Grade 4 for the Assessment Technician position, effective 10/11/2022.

Financial Impact:

Is there a cost associated with this request? Yes No

What is the total cost, with tax and shipping? \$

Is this budgeted? Yes No *Please Explain:*

The Afscoe Courthouse unit agreement provides an increase of 5% or \$1.00 per hour, whichever is greater.

Legally binding agreements must have County Attorney approval prior to submission.



Gallagher

Insurance | Risk Management | Consulting

Position: Assessment Technician – Assessor's Office

This position is currently ~~unrated~~. *grade 3*

This position reports to the County Assessor and Assistant County Assessor and is responsible for providing office support to the Assessor's Office including providing information on property values, classifications, and coordinating tax, homestead, and veteran programs.

We have examined the essential duties of this position and classified the position using the Decision Band Method® (DBM). The job evaluation shows the following:

Highest Banded Task: B2
Number of Highest Banded Tasks: 11/11
Percent of Time on High Banded Tasks: 100%
Degree of Difficulty/Diversity: Moderate

The classification performs tasks that require "operational" decision-making such as, processing and maintaining applications and documentation for homestead, veteran, and tax programs, assisting in customer service questions, and maintaining and entering new data into existing databases.

Overall, the position is carrying out decisions within the limits set by the specific process. The position has a choice as to how the operations are carried out but not as to what operations constitute the process.

The classification receives a subgrade of two (2), because of the moderate complexity and diversity of the B2 tasks in relation to other jobs in the same band. Thus, we recommend the evaluation of the position be rated at B22 level.

Grade 4



ASSESSMENT TECHNICIAN

Department Assessor's Office
DBM/Grade To be determined
Reports to County Assessor and Assistant County Assessor
FLSA Status Non-exempt
Union Status AFSCME Courthouse Unit

Final Appointing Authority

This position shall not be filled until final approval of the County Administrator. All offers of employment are made in writing by the Human Resources Department.

Job Summary

To provide office support for the Assessor's Office, provide information on property values, classifications, and available programs to inquiring taxpayers, and to accurately maintain homestead and disabled veterans exclusion records. Manages the administration of multiple tax programs on a daily basis.

Supervision Received

Employees working in this job class work under general supervision and usually receive some instruction with respect to details of most assignments, but are free to develop their own work sequences within established procedures, methods, and policies. They are often physically removed from their supervisor and are only subject to periodic supervisory checks.

Supervision Exercised

No formal supervisory authority.

Essential Functions

This position description is not intended to be all-inclusive. Employee may perform other essential and nonessential functions as assigned or apparent to meet the ongoing needs of the department and organization. Regular attendance and punctuality are essential requirements of this position.

1. Processes and maintains all aspects pertaining to the homestead program. Helps taxpayers file for the homestead classification. receives completed applications, reviews applications for completeness and all documentation is included, then approves or denies the application. Determines removal of homestead classification due to death of taxpayer or sale of property. Same procedure for the blind and disabled homestead program. Creates written correspondence regarding homestead status and is the point-of-contact on all homestead questions to provide responsive and professional customer service. Bi-annually manages the relative homestead mailing -- generates report on all relative homestead property, prepares mailing (close to 200 taxpayers) -- tracks returned applications and approves or denies them. Manages the homestead social security report annually and verifies duplicate social security numbers with other taxing jurisdictions from state report. Submits related reports to the Department of Revenue.

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11. Assists in the training of new office support staff as directed.
12. Performs other related work as assigned or apparent.

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Minimum Qualifications

Administrative Support Diploma or equivalent, plus three or more years of general office support experience working with numbers, the public, and Microsoft Office Word and Excel; or an equivalent combination of education and experience. Typing speed of 35 w.p.m. or higher. Must have the ability to focus and work productively with continual interruptions. Experience working with Computer Aided Mass Appraisal (CAMA) system, property records, and/or real estate is beneficial.

Courses in assessment laws and procedures, residential appraisal principles and procedures, and/or mass appraisal basics, or a Certified Minnesota Assessor (CMA) license issued by the Minnesota State Board of Assessors is beneficial, but not required.

Commented [BD1]: Not required per State, but incumbent will have more knowledge when entering data.

Valid Minnesota driver's license required. Employment reference checks and a criminal background check will be performed as part of the pre-employment process.

Knowledge, Skills, and Abilities Required

Knowledge of:

1. County and departmental policies, procedures, and practices.
2. State regulations and statutes, and guidelines established by the State Department of Revenue as they relate to the functions of the Assessor's Office.
3. Principles, methods, and techniques of real and personal property valuation and assessment.
4. Departmental policies sufficient to interpret and explain policy, regulations and operating procedures to employees, the public, and representatives of various private firms and governmental agencies.

Skill in:

1. Communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public sufficient to exchange or convey information and to receive work direction.
2. Typing skill sufficient to complete 35 net words per minute without errors.
3. Skill in reading, writing, and speaking English proficiently.
4. Skill in organizing and prioritizing work.
5. Good conflict management skills, decision making skills, negotiating skills, and time management skills.

Ability to:

1. Present a positive attitude in the workplace, promote a spirit of teamwork and cooperation, and be able to treat all county staff and the general public with respect, honesty, and consideration.
2. Accurately entry large amounts of data under limited time frames.
3. Accurately sketch buildings.

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4. Locate property owners in parcel mapping software, and to read legal descriptions and locate property owners in plat book and field books.
5. Explain laws and regulations pertinent to the assessment of property.
6. Operate office equipment, including but not limited to, computers, calculators, photo copier, digital scanner, and fax machine.
7. Understand and carry out oral and written instructions
8. Work independently and exercise good judgment.
9. Accurately perform mathematical computations and tabulations and to work with numbers over a prolonged period of time while maintaining a high degree of accuracy.

Language Skills

Intermediate Skills - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

Mathematical Skills

Intermediate Skills – Ability to calculate figures and amounts such as sales ratios, interest, commissions, proportions, percentages, area, circumference, and volume.

Reasoning Skills

Intermediate Skills – Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should be proficient at using the following software:

County Payroll Software/E-time, geographic information system, Microsoft Word, Excel, Outlook, Minnesota Counties Information Systems (MCIS) property tax and Computer Aided Mass Appraisal (CAMA) systems, and Apex digital sketching software.

Ability to Travel

Occasional travel is required to attend trainings and meetings in and out of Aitkin County.

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Competencies

To perform the job successfully, an individual should consistently demonstrate the following competencies (definitions attached or available upon request):

Ethics, attendance/punctuality, safety and security, dependability, analytical, problem solving, technical skills, customer service, interpersonal skills, oral communication, written communication, teamwork, quality management, cost consciousness, diversity, organizational support, judgment, motivation, planning/organizing, professionalism, quality, quantity, adaptability, and initiative.

Work Environment

The noise level in the work environment is usually moderate. Infrequent travel for errands or off-site training may be required. Must have the ability to focus and concentrate despite being subject to repeated interruptions; required to sit for long periods of time and perform repetitive tasks such as data entry; occasionally subject to dealing with irate taxpayers in person and via telephone. Standing and bending to respond to inquiries and to obtain information are required.

Equipment and Tools

Computer, copier, fax, telephone, printer, 10-key calculator, shredder, emergency weather-alert system, scanner, and county-owned vehicles.

Physical Activities/Requirements

Climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, daily lifting, carrying, use of fingers, grasping, talking, hearing, seeing, and repetitive motions. Must have the ability to lift and/or carry up to 20 pounds.

While performing the duties of this job, the employee performs light work, exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Working safely is a condition of employment. Aitkin County is a drug-free and alcohol-free workplace.

Disclaimer

The above statements are intended to describe the general nature and level of the work being performed by employees assigned to this job classification. This is not an exhaustive list of all duties and responsibilities. Aitkin County reserves the right to amend and change responsibilities to meet organizational needs as necessary. This job description does not constitute an employment agreement between the employer and employee.

Reasonable Accommodation Notice

The County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

7/21/2022

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Our Vision: *We strive to be a county of safe, vibrant communities that place value on good stewardship of local resources.*

Our Mission: *Aitkin County's mission is to provide outstanding service in a fiscally responsible manner through innovation and collaboration with respect for all.*

Our Core Values: *Collaboration, Innovation, Integrity, People-Focused, Professionalism*