



Administrative Clerk
Tax Assessors Office

TA/7
Grade 9/Non-Exempt

JOB SUMMARY

This position is responsible for performing clerical and general office support.

MAJOR DUTIES

- Greets visitors to the office; answers telephones and routes calls; collects, sorts, and distributes mail; makes copies of maps and documents; uses fax machine; files various documents; handles data entry by using computers; and performs related office support tasks.
- Gives information to customers, visitors, or the general public in person or by telephone, regarding tax-related matters in accordance to established guidelines.
- Enters data into computer and makes corrections, including address changes, homestead exemptions, and other adjustments as directed.
- Sort copies provided from Clerks of Courts office for sales of property; ensures property deed and parcel number of property are correct.
- Assists customers with office services; helps with real estate deed and title searches; explains changes, additions, or deletions to real or personal property records; works to resolve customer complaints.
- Assists customers with completing personal property forms and registering manufactured homes in the county.
- Assists taxpayers with homestead applications, preferential assessments, and appeals; reviews homestead cards for eligibility.
- Assists with mass mail-outs.
- Files and maintains office records and documents.
- Performs other related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of modern office practices and procedures.
- Knowledge of county and departmental policies and procedures.

- Knowledge of computers and job-related software programs, including but not limited to Excel and Microsoft Word.
- Skill in the provision of customer services.
- Skill in the maintenance of files and records.
- Skill in the use of such office equipment as a computer, scanner, fax machine, and copier.
- Skill in oral and written communication.
- Skill in interpersonal relations.

SUPERVISORY CONTROLS

The Chief Appraiser assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include county ordinances, county and department policies and procedures, general office practices and supervisory instructions. These guidelines are generally clear and specific but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related administrative duties. Dealing with the public contributes to the complexity of the position.
- The purpose of this position is to provide assistance the public and perform office support tasks. Successful performance helps ensure public satisfaction with the handling of appraisal office services.

CONTACTS

- Contacts are typically with co-workers, other county employees, members of the legal professions, and members of the general public.
- Contacts are typically to give or exchange information and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while standing, walking, bending, crouching or stooping. The employee occasionally lifts light objects and uses tools for equipment requiring a high degree of dexterity.
- The work is typically performed in an office. Occasional field reviews may be required.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Possession of or ability to readily obtain a valid driver's license issued by the State of Georgia for the type of vehicle or equipment operated.