

**City of Waterville, Maine
Position Description**

Position Title: ADMINISTRATIVE ASSISTANT
Department: Assessing, Code Enforcement, Economic Development and Planning
Grade Level: 4
FLSA Status: Non-Exempt
Reports to: Tax Assessor
Code Enforcement Officer
City Engineer
City Planner

OVERVIEW OF POSITION

This is a combination of clerical and administrative work, with responsibilities as the administrative assistant to the Assessor. The position also provides clerical support to the offices of Code Enforcement, Economic Development and Planning.

Work involves responsibility for performing a variety of complex clerical and administrative work including maintaining of records, and keen interpersonal skills. Work is of a responsible and independent nature with accuracy, problem solving and flexibility being requirements for successful workflow. In addition, the position is responsible for data entry and update, and the application of basic record keeping principles and practices to maintain records. The employee also engages in considerable public contact with builders, prospective owners, real estate agents, citizens, and other City Departments and officials. Other duties of a general office nature are performed and usually require operation of standard office machines, including a computer terminal. Work is reviewed for achievement of high standards of accuracy.

Location: the position is located in an office in the City Hall building.

ESSENTIAL JOB FUNCTIONS

(The following are illustrative of the duties and responsibilities associated with this position and are not intended to be all-inclusive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment of the position.)

Greets the public and assists them by providing information which requires knowledge of Departmental policies and procedures.

Schedules appointments, maintains real estate and personal property records and files, and all Assessor's files including those which are computerized.

Updates real estate accounts, personal property accounts and exemption files.

Screens review of tax abatement requests, and formulates a preliminary recommendation on the matter to the Assessor with supporting documentation.

Processes special tax exemptions, particularly for Veterans, widows, and the blind, answers associated questions, assists in the completion of exemption forms, and makes recommendations to the Assessor.

Operates a computer terminal to enter data related to update of office property assessment records, transactions, and assessment value updates and produces reports from the computer, and completes various forms and schedules for State and local reports.

Receives questions from the public, and acts as a liaison between the taxpayer and the Assessor.

Interprets transfer documents and plots parcels on the assessor's tax maps.

Acts as secretary to the Board of Assessment Review, which entails the setup of all meetings and hearings and is responsible for all record keeping, correspondence, and budget procedures. Also assists with the Zoning Board of Appeals and Planning Boards as necessary.

Regularly utilizes a variety of office equipment including computers, typewriter, telephone, calculators, etc.

Schedules appointments, prepares correspondence relating to various office matters, maintains records and files, and types reports.

Types correspondence, purchase orders, work orders, reports, minutes, agendas, and other documentation. Composes and types letters, memos, and notices for signature of superior, develops and coordinates publication of agendas, reports, and related material.

EDUCATION AND EXPERIENCE

Minimum of Associate's Degree required. At least four years of prior experience in clerical or record keeping functions involving assessment or appraisal functions for real estate or property. Familiarity with data entry on computers required. Prior work experience in an assessment office or appraisal firm desired.

In lieu of the above, any equivalent combination of training and experience that provides the following knowledge, abilities and skills may be considered at the discretion of the City.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of basic record keeping principles and practices, modern office practices, procedures, and equipment, including the use of computers for data entry and management.

Knowledge of the principles and practices of appraisal and assessment, with the ability to apply this knowledge.

Knowledge of the statutes, guidelines, and regulations which pertain to property assessment, tax abatement and tax exemption, or the ability to acquire such knowledge in a relatively short period of time.

Ability to exercise judgment and make responsible decisions in accordance with established policies and procedures.

Ability to perform arithmetic computations quickly and accurately, and to understand mathematical concepts.

Ability to prioritize, organize, and perform work independently.

Ability to deal tactfully with the general public and to convey concise and accurate explanations of policies, procedures, and requirements. Ability to establish and maintain effective working relationships with other employees, public officials, and to effectively and discreetly convey information.

Ability to compose and prepare effective correspondence, maintain office records and prepare/generate accurate reports.

Physical Requirements: the position requires the physical ability to sit, stand, walk, bend, talk, hear, and requires the use of hands and fingers for the repetitive movements of typing and keyboarding and may require the ability to lift up to 25 pounds.

Supervisory Responsibilities: Generally none.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

***External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.

Revised 09/08
Revised 08/05
08/04; 01/98; 07/97