



POSITION:	Assessors Agent/GA Coordinator	DATE:	December, 2023
DEPARTMENT:	Assessing	FLSA STATUS:	Non-Exempt
SUPERVISORS:	Assessor	UNION:	None
JOB TITLES SUPERVISED:	None	PAY GRADE:	G

GENERAL DESCRIPTION OF RESPONSIBILITIES:

This position is responsible for the performance of a variety of complex clerical and administrative functions including the maintenance of records necessary in administering the assessment function and other administrative tasks involved in the operation of the Assessor's office. This position serves as the primary General Assistance Coordinator for the Town's General Assistance Program. Work involves considerable public contact assisting visitors to the offices and in providing requested information. Work is normally carried out with only general instructions subject to occasional review of methods and results.

ESSENTIAL DUTIES AND RESPONSIBILITIES ASSESSOR'S AGENT:

Independently meets with the public giving information requiring knowledge of departmental policies and procedures; serves as a representative of the department head as delegated; in contact with other employees, officials, and the general public, and in scheduling appointments. Assists in the maintenance of real estate property records, personal property files, and the Assessor's administrative files. Assists in the preparation of and types official reports, documents for computer input, requests for supplies, expenditure authorizations and proofs all data for accuracy. Reviews and receives legal documents such as deeds. Prepares state valuation and sales reports for review by the Assessor. Ensures that all computer records and back-up records are complete and up to date. Types memos, forms, reports, and general correspondence and may compose routine letters and memos in response to standard inquiries. Performs other duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES GENERAL ASSISTANCE COORDINATOR:

Schedules appointments with applicants, completes General Assistance (GA) applications and determines applicant eligibility; Reviews, investigates and researches each GA application and supporting documentation; Conducts interviews with third parties to determine applicant eligibility; Maintains accurate records of client interactions; Adheres to GA Policies and Procedures; Completes daily, weekly, and monthly reports for the GA office and Maine Welfare Association; Ensures benefit eligibility/ineligibility is determined and communicated within 24 hours as mandated by Maine Law; Safeguards the confidentiality of all applicant information; Performs additional duties as assigned.

REQUIREMENTS OF WORK:

1. Working knowledge of the practices and principles of property appraisal and assessment.
2. Working knowledge of business English, spelling and arithmetic.
3. Working knowledge of modern office equipment, practices and procedures.
4. Working knowledge of applicable laws, ordinances and regulations, and of departmental policies and procedures.
5. Ability to keep complex clerical records and to prepare accurate reports from simple arithmetical or accounting information.
6. Ability to prepare effective correspondence on routine matters and to perform routine office management details without referral to a supervisor.



7. Ability to establish and maintain effective working relationships with other employees and with the general public.
8. Ability to provide exceptional customer service and demonstrate empathy and compassion during all client interactions.
9. Skill in the operation of a computer, calculator, and familiarity with computer operations.
10. Ability to perform multifaceted assessing functions accurately, despite constant interruptions.
11. Valid State of Maine driver's license.
12. Participate in Maine Property Tax courses.
13. Should belong to Maine Association of Assessing Officer's (MAAO), International Association of Assessing Officer's (IAAO), or both and attend sponsored meetings, classes, etc.
14. Participate in General Assistance trainings/educational programs offered.

DESIRABLE EXPERIENCE AND TRAINING:

Experience in property assessment work involving the appraisal and evaluation of land and buildings; and satisfactory completion of a course of study leading to certification in real property appraisal, or graduation from an accredited college program with specializing in property assessment, business or policy administration; or an equivalent combination of experience and training. Prior similar General Assistance Program experience preferred.

TRAINING AND EXPERIENCE REQUIRED:

Graduation from high school including or supplemented by general business courses; considerable experience in clerical and fiscal work involving office supervision and public contact; or any equivalent combination of training and experience. A minimum of 1-3 years of related work experience in an office environment.

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.**

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements, and duties expected of me. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the Town of Lisbon has a similar right.

Submitted by:

Employee Printed Name/Title

Employee Signature

Date



Town of Lisbon

Job Description

Supervisor Printed Name/Title

Supervisor Signature

Date