

CITY OF MARLBOROUGH

ASSESSOR'S OFFICE

SENIOR CLERK

DEFINITION/PURPOSE

The purpose of this position is to provide clerical support for the Assessor's Office, focused on the delivery of exceptional service to the community and City Departments in need of assistance.

ESSENTIAL FUNCTIONS

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Responsible for the efficient operation of the office, planning and scheduling work to meet City and State deadlines.
- Provide customer service to the public in person, by phone and in writing to property owners and other concerning the City's assessment policies, as well as real and personal property tax abatements and exemptions.
- Assists the public in resolving motor vehicle excise issues and process excise abatements.
- Examines documents for correctness.
- Assists with obtaining deeds and inputting information into the City CAMA software program.
- Assists in composing routine correspondence and preparing public informational materials.
- Assists in preparing purchase orders and process invoices and payments into the City's financial software.
- Processes requests for abutters lists.
- Monitors and responds to Assessing Department email.
- Orders office supplies and sorts the incoming mail.
- Perform all other department related clerical duties as required.

SUPERVISION

Works under the direct supervision of the Principal Assessor and may take direction from the Head Clerk. The employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently. The supervisor provides additional, specific instruction for new, difficult or unusual assignments, including suggested work methods. The employee refers unusual situations to the supervisor for advice and further instructions.

ACCOUNTABILITY

The nature of the work means that errors in administrative work are not easily detected. Consequences of errors, including inaccurate information, could impact other departments and result in monetary loss, legal repercussions, interruption of service and poor internal or external customer service.

JUDGMENT

The work involves numerous standardized practices, procedures, or general instructions that govern the work and, in some cases, may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline.

COMPLEXITY

The work consists of the practical application of a variety of concepts, practices and specialized techniques

relating to a professional or technical field. Assignments typically involve evaluation and interpretation of factors, conditions, or unusual circumstances; inspecting, testing, or evaluating compliance with established standards or criteria; gathering, analyzing, and evaluating facts or data using specialized fact-finding techniques; or determining the methods to accomplish

NATURE AND PURPOSE OF CONTACTS

Relationships are constantly with co-workers, the public, groups and/or individuals such as peers from other organizations, and representatives of professional organizations. The employee serves as a spokesperson or recognized authority of the organization in matters of substance or considerable importance, including departmental practices, procedures, regulations, or guidelines. May be required to discuss controversial matters where tact is required to avoid friction and obtain cooperation.

CONFIDENTIALITY

Employee has access at the departmental level to a variety of sensitive and confidential information.

WORK ENVIRONMENT

The work is performed in an office environment. Noise or physical surroundings may be distracting.

EDUCATION AND EXPERIENCE

Minimum high school diploma. Associates Degree in economics, finance, business, or a related field preferred, with at least three years of office/clerical experience with regular interaction with the public or any equivalent combination of education and experience.

KNOWLEDGE, ABILITY AND SKILLS

Knowledge: Practical knowledge of the customer service best practices and general computer applications. Knowledge of basic accounting practices. Knowledge of state and local laws and by-laws, regulations, policies, department operations and computer programs; knowledge of CAMA software, financial management software, other online assessor related databases are a plus.

Ability: Ability to work in groups with other employees and with the public. Ability to communicate effectively in written and oral form. Ability to be organized and pay attention to details. Ability to operate standard office equipment and computer software and database administration. Ability to work effectively with the public, contractors, lawyers, and federal, state, and local officials; ability to accomplish complex tasks, meet deadlines, and work independently.

Skills: Excellent oral and written communication skills. Strong interpersonal skills. Strong problem-solving skills.

PHYSICAL, MOTOR, AND VISUAL SKILLS

Physical Skills: Work is typically in an office setting, involving sitting, with intermittent periods of stooping, walking, and standing, tasks require the ability to exert light physical effort in sedentary to light work, which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 30 lbs.). There may be need to stretch and reach to retrieve materials.

Motor Skills: Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

Visual Skills: Visual demands require routinely reading documents, including maps, for general understanding and analytical purposes; ability to use computer and other office equipment.