



TOWN OF ROCKLAND

INTERNAL POSTING ONLY Position Vacancy

Applications are being accepted for the Senior Clerk/Administrative Assistant in the Assessing office. Full job description attached. *Note- Updated Job description is under review with the Union and there may be changes and updates.*

Position Details: The Senior Clerk/Administrative Assistant is a Grade 2 full time union position working 35 hours per week. The starting hourly wage is \$20.90 per hour and this position is benefit eligible.

A letter of interest and resume should be emailed to Human Resources, Stacy Callahan, at scallahan@rockland-ma.gov. **This posting closes for internal applicants at the close of business on Tuesday December 21, 2021.**

This position is covered by a collective bargaining agreement between the Town of Rockland and the Rockland AFSCME Clerical Union and is open to competitive bidding by union members prior to considering outside applicants. The Town of Rockland is an Equal Opportunity Employer.

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Job Description

Position Title:	Administrative Assistant - Senior Clerk	Grade Level:	2
Department	Assessor's Office	Date:	
Reports to:	Director of Assessing	FLSA Status:	Non-exempt

Statement of Duties:

Routine to semi-complex clerical and administrative support duties. Assists the Assessor's Office in all assessing related duties as required. Responsible for daily fiscal and clerical operations of the Assessor's Office. The required duties or responsibilities below are representative of the knowledge, skills, and/or ability required including, but not limited to, public relations, computer knowledge, filing, answering phones, and correspondence in dealing with the public and municipal departments. Also, a working knowledge of Massachusetts General Laws concerning assessment and administration of property tax. Highly responsible technical and administrative support work for the Assessor's Office.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type 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.

- Prepares weekly payroll for department.
- Prepares, codes, and submits departmental bill vouchers to Accountant.
- Provides requested information in appropriate format to the property owner or public regarding assessment policies, valuation, abatements, and exemptions. Assist public research when appropriate.
- Assists taxpayers and general public to file all departmental forms within statutory deadline, specifically but not limited to exemptions, personal property and motor vehicles.
- Prints end-of-month reports for the Board of Assessors' signature and supports the Director of Assessing with organization of information for the Board of Assessors Meetings.
- Reviews, prepares and computer data entry of address changes, property transfers (deeds) and building permits.
- Process motor vehicle and specialized excise tax commitments from the RMV
- Maintains department files and records including Board of Assessors meeting minutes and departmental forms and correspondence.
- Prepares, calculates, and processes Motor Vehicle Abatements and mail out Abatement Certificates.
- Assists the Director of Assessing with Tax Reassessments, Classification Hearing, and Appellate Tax Board preparation.
- Assists the Director of Assessing with the Supplemental Billing Process including spreadsheets, cover letters and bills.
- Assists the Director of Assessing tracking real estate and personal property abatements, schedule appointments and process abatements as needed.

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- Organizes building permit work for the Director of Assessing and works as team with the Director of Assessing measuring and inspecting properties.
- Prepares and mails Personal Property Form of Lists and Income & Expense Forms and tracks returns in spreadsheet format.
- Creates abutters' lists as requested.
- Data entry and prepare reports of the Real Estate Tax Exemptions and Income and Expense Penalties for the Actual Commitment
- Attends meetings to stay abreast of changes and trends in Massachusetts General Laws concerning assessment and administration of property tax.
- In the absence of the Director of Assessing, directs and manages the operation of the Assessor's Office.

Supervision Required: Works under supervision of the Director of Assessing to whom problems and questions are directed. Also expected to be a self-starter who uses his/her own initiative to complete both routine and detailed tasks.

Supervisory Responsibility: Work does not normally include any supervisory responsibility.

Confidentiality: The employee has regular access to confidential information such as department and client records in accordance with the State Public Records Law.

Accountability: Attention to detail is of extreme importance due to the nature of the type of documents which are processed. Consequences of errors missed deadlines or poor judgment may include adverse customer relations, legal repercussions, labor material costs, and missed deadlines.

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

Complexity: The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Nature and Purpose of Public Contact: Relationships with co-workers and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Other regular contacts are with representatives of other departments or agencies, lawyers and property owners. Employees are expected to act with courtesy, tact, and diplomacy in working with others and resolving issues.

Recommended Minimum Qualifications:

Education and Experience: High School Diploma or equivalent, preferably an associate degree and/or accounting courses preferred, with two (2) years' experiences in an office environment preferably in government, law, banking, real estate, or other related fields.

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Special Requirements: None

Knowledge, Abilities and Skill

Knowledge: Proven experience with standard office technology, including computers, calculators, and copy machines. Preferred knowledge in Mass Appraisal software packages, specifically PK Assessment Systems or other comparable appraisal software or an ability to learn appraisal software quickly. Proficiency with Microsoft Office Suite.

Abilities: Ability to work independently and provide excellent customer service to the public and other department personnel; ability to perform multiple tasks in a detailed organized manner. Aptitude for working with numbers and the ability to work in an environment with frequent interruptions. Ability to attend and complete the Massachusetts Division of Local Services Course 101, Assessment Administration: Law, Procedures and Valuation.

Skills: Strong written, verbal, telephone, and inter-personal skills along with good typing skill (accuracy and speed). Self-starter who takes initiative to complete both routine and detailed tasks.

Work Environment: Work environment is typical of a professional office, involving moderate noise levels and frequent interruptions by customers and phone calls. Environment involves everyday risks which require normal safety precautions typical of offices.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Demands: Little or no physical demands are required to perform the work. Work effort principally involves sitting and walking to perform work tasks, with intermittent periods of stooping, and standing. The employee is occasionally required to lift objects such as books, office equipment, and computer paper.

Motor Skills: Duties are largely mental rather than physical, but the job may occasionally require the application of basic motor skills for activities such as moving objects, operating a telephone system, computer and/or most other office equipment, keyboarding, word processing, filing, and sorting of papers.

Visual Demands: The employee is required to constantly read documents and reports for general understanding.

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.