

WASHINGTON COUNTY
Job Description

JOB TITLE: Branch Manager

Exempt (Y/N): No

DEPARTMENT: Assessor

DATE REVISED: November 2015

SUPERVISOR: Chief Deputy of Personal Property

SUMMARY:

Under the direction of the Chief Deputy of Personal Property, the Branch Manager has the responsibility to serve the public in a competent and respectful manner, provide convenient assessing services to the residents of Washington County, assist taxpayers with personal property problems, and ensure that each property is correctly assessed accordance with state law. Is accountable for the effective operation of the Branch Office, which is a full service Assessor office. Responsible for supervision of two or more employees, including seasonal employees. This office is on-line, thus all information can be accessed and decisions can be made without having to rely on the main Assessor office. Must ensure that all personal property and real estate assessments are correctly entered into computer files and proper books. Maintain assessment records in an efficient manner in order to facilitate access to county records. All functions should be performed in an accurate, timely and professional manner. This position is responsible for maintaining accurate personal property records in excess of \$1billion in appraised value throughout the County.

ESSENTIAL DUTIES AND RESPONSITIBILITIES include the following. Other duties may be assigned.

1. Provide office management and supervision of two to three employees, including seasonal employees.
2. Open and close the office on a daily basis. This office also provides a seasonal Collector.
3. Responsible for scheduling staff, including lunches and alterations to the normal work schedule, including aiding the Chief Deputy of Personal Property with scheduling vacation and substitutions for sick employees. May be required to work overtime if unable to sufficiently staff the office since this location has hours from 7-5.
4. Prepare current assessments in person and by phone. Must monitor assessments for quality control to ensure no duplicate assessments. Must also check for vehicles that may be doubled on other assessments. Research to verify continuity of assessment history. Use maps, Arc Reader and CAMA records to correctly identify proper tax districts.
5. Provide information to all persons making inquiries to the office either by phone or in person. Must have reasonable knowledge of the 2 other offices (Revenue and Collector) since they are all 3 located inside the same building
6. Resolve problems. Provide assistance with public in completing forms and answer questions in a professional manner.
7. Organize work for completing daily goals and ensure that work is completed on a timely basis. Responsible for accepting business renditions from owners and ensure they get taken to main office.
8. Perform data entry of information into the computer system.
9. Perform all liaison activities in a professional manner to ensure maximum cooperation between and among County and other agencies.

10. Ensure that all activities are professionally and ethically performed in accordance with the law to protect the individual rights of all citizens of Washington County.

11. Ensure that all duties assigned are performed in an efficient and responsible manner according to office policy and procedures. May be required to attend appropriate training and courses, including continuing education classes or seminars, as may be required by the Assessor.

12. Other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

The incumbent carries out supervisory responsibilities in accordance with the organization's policies and applicable law. Responsibilities include interviewing, making recommendations for hiring, and training employees; planning, assigning, and directing work; addressing complaints and resolving problems. When needed, will follow Assessor's disciplinary policy and procedure – using FORM PIP Created 8/20/15

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

Minimum of high school diploma plus two (2) years of public service experience or Bachelor's Degree or two (2) years of college or technical school with emphasis in business. The incumbent should also complete State of Arkansas Assessment Coordination Department courses; A (Maps, Legal Descriptions, and Assessment Administration), B (Valuation), C (Assessment of personal Property) within two years.

OTHER SKILLS and ABILITIES:

Should possess accurate typing skills, computer knowledge; excellent interpersonal skills when dealing with the public and other employees; have knowledge of modern office practices, procedures, and equipment. Must have a working knowledge of State Assessment Manuals and be able to work independently. Provide supervision and training to a small group of full-time employees and seasonal employees. Must be able to control encounters with irate or unreasonable public.

The Branch Manager and staff has considerable public contact, especially with non-English speaking citizens, and thus should possess good communication and human relations skills and have the ability to work cooperatively with the public.

PHYSICAL DEMANDS:

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 essential functions.

While performing the duties of this job, the employee must frequently sit, talk, or hear, use hands to finger, handle or feel, and reach with hands and arms; occasionally stand, walk, stoop, kneel, and crouch.

Specific vision abilities required by this job include close, distance, and color vision.

The employee may occasionally be required to lift up to 25 pounds.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is as you would normally find in an office building setting.