

**WASHINGTON COUNTY**  
Job Description

**Job Title: Commercial Personal Property Supervisor**

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Exempt (Y/N): No

DEPARTMENT: Assessor

DATE REVISED: November 2015

SUPERVISOR: Chief Deputy of Personal Property

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**SUMMARY:**

The Commercial Personal Property Supervisor is responsible for assisting the Chief Deputy of Personal Property with the day to day assigning of duties as well as seeing that these duties are performed in a timely and accurate manner. The Commercial Personal Property Supervisor will be asked to have a more detailed role than that of the Commercial Personal Deputies. The person in this position is responsible for supervising 5 or more employees. He or she must be adept in decision making, delegating tasks, and maintaining quality control as well as handling problem taxpayers who can be in extreme moods. The Commercial Personal Property Supervisor is responsible to oversee completion and/or assist business owners or agents with assessments of the business furniture, fixtures, machinery, equipment, vehicles and inventory every year. This assistance may be in the office or on-site at the place of business, and may consist of information and explanation of the assessment process as well as discovery of new businesses. Aircraft and leased vehicles, churches and non-profits are also commercial personal property responsibility. The purpose of the position is to serve the public in a competent and respectful manner, provide convenient assessing, answer commercial/business questions/problems, and to ensure that each taxpayer is correctly assessed and entered into the computer system. This person is responsible for accurately assessing approximately \$1.3 billion in appraised business personal property values within Washington County.

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

1. Supervise four Commercial Personal Property deputies working in the Business Department. Distribute job assignments equitably among available personnel to maintain commercial personal property department efficiency and quality control. This includes field, data entry and receptionist assessors.
2. Act as the representative for the Chief Deputy of Personal Property in their absence.
3. Be able to establish control of emotions of staff as well as customers. This control may be in person or by telephone.
4. Must be able to assess each situation encountered and decide on the appropriate action or response with the information supplied. If there is not sufficient information available, he or she may be required to supply an appropriate response based on their knowledge and experience, using cost manuals and internet research, and in accordance with State and County regulations.

5. Responsible for sending out field auditors in a controlled discovery search for new businesses in order to cover the entire county to find new businesses that will be added to the tax roll. This requires significant knowledge of Real Estate records and Arc Reader.
6. Make corrections to business assessments of current as well as prior years.
7. Ensure that the staff is present and accounted for at the appropriate times and that the commercial personal property office is always properly maintained, and keep a log of time off for sick as well as vacation. This would include assisting the Chief Deputy of Personal Property in scheduling lunches, breaks and vacations in the main office as well as outer offices.
8. Upon receiving assessments, the supervisor must make sure that the renditions are date stamped when received. Ensure late penalties are applied as necessary.
9. Ensure that all commercial personal property assessments (over 8,000) are mailed, e-mailed or assessed online for business owners or their designated representative after completion.
10. Responsible for overseeing county canvas that is responsible for finding new businesses.
11. Ensure the supplies are satisfactory for the department and order more when necessary.
12. Ensure that all activities are professionally and ethically performed in accordance with the law to protect the individual rights of all citizens in Washington County.
13. Assess taxpayer's needs and determine proper assessment procedures, proper school district, and previous assessing status.
14. Complete commercial personal assessment forms using the state manuals and commercial depreciation schedules. Vehicles and heavy equipment that should and do not automatically depreciate, must be adjusted using all proper avenues available as well as the assessor's reasonable judgment in accordance with State and County Laws.
15. Ensure that all commercial/business assessments are accurate for the accounting of taxable personal property within the county, and to ensure all existing and new businesses are assessed each year. Desk auditing may be required if the assessment looks insufficient.
16. Update assessment records and ensure that proper changes are entered into the computer system such as business name changes, address changes as well as F/F/&E and inventory updates and/or deletions.
17. Provide assistance to the public in person, via telephone or fax, by providing information concerning assessed values or an explanation of the appraisal process.
18. Provide assistance to/interview company representatives/public with the completion of commercial personal assessment form, answer questions, etc., via telephone, fax, e-mail, online or in person. This may include lawyers, CPA's, etc.

19. Assists the collector with information on businesses they are trying to collect on.
20. Perform on-site inspections of property to determine exactly what needs to be assessed, answer questions, and explain the depreciation schedule used to arrive at an assessed value.
21. Perform research on previous assessments to provide continuity of parcel number, assuring correct identification of taxpayer for the Collector. Gather sufficient assessment information for verification of payment of taxes for the Collector in more than one county.
22. Provide assistance to newly established businesses, out-of-state businesses, lease companies, or an unfamiliar proprietor with accurate explanation of the assessment process and State regulations.
23. Obtain information for "request for field check" including accurate directions for locations of new businesses to be added or an "out-of business" to be removed from the tax rolls.
24. Complete revised commercial assessments with additional furniture, fixtures, and equipment or deletions. Apply late penalty, if applicable.
25. Ensure that all commercial and business personal property assessments are accurate in accordance with state law in order to provide the records base for the County Collector to collect the appropriate amount of tax for the operation of schools, city, and county organizations.
26. After completion of all received current year renditions, the commercial business assessor must check all previous existing assessments and contact the establishments to inquire why the current years rendition has not been received.
27. Be familiar with and able to use ARC Reader to locate by commercial layer, RPID, etc. and to assign map index page, and for canvas and field check discovery.
28. Helps the Personal Property department with personnel when they are short of people to handle customers, phones and outer offices.
29. Conduct all liaison activities in a professional manner to ensure maximum cooperation between and among County and other agencies.
30. Ensure that all activities are professionally and ethically performed in accordance with the law to protect the individual rights of all citizens in Washington County.

#### **SUPERVISORY RESPONSIBILITIES:**

Will carry out supervisory out 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, and 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 (4) years of public service experience some supervision experience preferred or (4) years of college or technical school with emphasis in business or bachelor's degree.

Should possess PC computer and accurate data entry and typing skills. Must also be proficient in Windows based programs, Excel, Word, as well as mapping software (ArcReader and Cama.), and completion of State of Arkansas Assessment Coordination Department courses; A (Maps, Legal Descriptions, and Assessment Administration), B (Valuation), C (Assessment of personal Property) within two years and a minimum of one (1) year appraising experience is preferred. Should possess knowledge of modern office practices, procedures, and equipment such as 10-key, computer, copier, FAX machine, etc. They must have strong written and verbal communication skills as this position deals with the public most of the time, and in some cases, the citizen's emotions can be extreme. They must be proficient in decision-making, maintaining discipline, and delegation. Should be proficient in vehicle makes, models, etc., and be able to use depreciation schedules. Must be a self-starter and able to do a variety of duties in an open area office. This position also requires a high level of accuracy for all data entry functions.

**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 is regularly required to sit, stand, use hands to handle or feel, and talk or hear. The employee frequently is required to stoop, kneel or crouch, get up and down from a chair, and reach with hands and arms. Occasionally, the employee must walk and climb or balance.

The employee must occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include the ability to adjust focus, peripheral vision, color vision, and close vision.

**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 find in a normal office building setting.