

WASHINGTON COUNTY
Job Description

Job Title: Personal Property Supervisor

Exempt (Y/N): No

DEPARTMENT: Assessor

DATE REVISED: November 2015

SUPERVISOR: Chief Deputy of Personal Property

SUMMARY:

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 Personal Property Supervisor will be asked to have a more detailed role than that of the Deputy Assessor. The person in this position will supervise 5 or more deputy assessors, including seasonal 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. This position is responsible for maintaining accurate personal property records in excess of \$1 billion in appraised personal property value throughout the County.

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

1. Supervise Deputy Assessors working in Personal Property. Distribute job assignments equitably among available personnel to maintain department efficiency and quality control.
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 all appropriate response based on their knowledge and experience and in accordance with State and County regulations. This includes the ability to research valuation issues by utilizing the internet and different cost manuals for the pricing of rare, unusual or antique vehicles.
5. Make corrections to assessments of current as well as prior years. This person is responsible for initiating changes that require paid issue refunds.
6. Ensure that the staff is present and accounted for at the appropriate times and that the customer service desk is always properly maintained and staffed and keep a log of time off. This would include assisting the Assistant Assessor-Personal Property in scheduling lunches, breaks, sick and vacations in the main office as well as outer offices.

7. Generate and distribute reports designed for quality control. These would include reports to ensure proper taxing districts, checking for duplicate accounts, distributing faxes, audit reports, special projects, etc.
8. Ensure that the call-in assessments get mailed each day after being taken to the Collector's Office for a tax clearance stamp if necessary. Also responsible for sending address changes to the Collector for the updating of their records.
9. Supervise the online assessments and make sure they are received and completed.
10. Responsible for making sure the supplies are satisfactory and ordering more when necessary. Also responsible for making sure the mail is taken upstairs for pick up by Mailco.
11. May be required to visit outer locations at times if the Chief Deputy of Personal Property deems necessary to refurbish supplies, etc.
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. Using titles and or Bills of Sale, assess the personal property of individuals and businesses for the purpose of taxation by phone, fax, e-mail, online, or in person. This would include vehicles, boats, planes, trailers, motorcycles, ATV's, motor homes, camping trailers, travel trailers farm tractors and equipment, jet skies, livestock, etc.
14. Search computer records by using VIN numbers, names and addresses before opening accounts to ensure no duplicate accounts. Update personal information on individual and business accounts such as address and phone numbers. If the taxpayer has not been assessed in Washington County before, the deputy assessor must find out if the individual had previously been in another state, moved from another county, or is a first time vehicle owner and make the appropriate notes for tax clearance purposes.
15. Verify each item on the taxpayer's previous year assessment and add or remove items when necessary. If the items remaining on the assessment are items that do not automatically depreciate, must make sure the proper depreciation is given.
16. Occasionally required to assist Commercial Personal Department with assignments. Also reassigns employees to help staff outer offices in case of absences.
17. Answer questions and direct walk-in customers as well as phone calls to the proper office or department.
18. Ascertain, by taxpayer address, the proper tax district in order to establish the correct millage for taxation purposes. If the taxpayer has moved, the tax district must be verified while amending the assessment address.

19. Assess personal property and update assessments per faxes or mail and mail out confirmation of the assessment to the taxpayer.
20. Responsible for accepting General Affidavits in order to remove permanent tagged items.
21. Correct assessments based on reports that are designed for the purpose of checking for accuracy. Also, reports supplied by the State, which show items tagged by the Revenue Department for the Assessor's Office to verify that same item is being properly assessed.
22. Conduct all liaison activities in a professional manner to ensure maximum cooperation between and among County and other agencies.
23. 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:

This position 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. May be required to attend appropriate training, courses, seminars and classes, as may be required by the Assessor.

EDUCATION and/or EXPERIENCE:

Minimum of high school diploma, plus (4) years of public service experience, college or technical school with some supervision experience preferred. **Must** 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. This person 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.) **Should** possess knowledge of modern office practices, procedures, and equipment such as 10-key, computer, copier, FAX machine, etc. **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. **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.