



PROPERTY CONTROL SPECIALIST I

JOB DESCRIPTION

Job Title: Property Control Specialist I

Job Code: TBD

Pay Grade: 116

Effective Date: December 2023

FLSA: Non-Exempt

Revision Date: December 2023

NATURE OF WORK

Under close supervision, provides a variety of technical and clerical functions in relation to the administration of property exemptions, current use, and personal property for the Lewis County Assessor's Office; provides customer service to the public, and performs other related duties.

ESSENTIAL FUNCTIONS:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Assists customers at the public counter and by telephone; responds to public inquiries regarding departmental programs, services, policies, processes, and procedures; receives and processes program applications.
- Responds to inquiries and provides program information to property owners, real estate professionals, and/or other interested parties in person and by telephone and/or through correspondence.
- Conducts research in relation to tax information, special assessments, and property tax refunds; collects fees for copies, current use, and other program applications.
- Assists in administering Open Space Farm and Agriculture, Open Space Timber, Designated Timber/Classified Forest Land, and Agriculture Conservation, and other applicable programs.
- Calculates and issues estimates and/or actual tax amounts for removal from Current Use programs, segregated parcels, and new applications; processes evaluation notices and related materials.
- Audits and monitors participants for compliance with program requirements in compliance with applicable RCWs and WACs; schedules and follows up with program applicants and participants.
- Reviews legal descriptions and aerial photographs and verifies compliance with program requirements.
- Reviews and disseminates applicable plans, questionnaires, and income verification documents.
- Conducts a variety of general office duties including but not limited to preparation and maintenance of forms, records, files and/or documentation; scanning; account set up; and assisting with annual mailings.

WORKING ENVIRONMENT / PHYSICAL DEMANDS:

Work is performed in a standard office environment and involves light physical demands and frequent use of personal computers; subjected to sitting for extended periods of time, standing, walking, bending, reaching, and lifting of objects up to 25 pounds. May require occasional field work.

EMPLOYMENT STANDARDS:

High school diploma or G.E.D. equivalent; AND two (2) years' customer service and/or general office experience. Must be bondable.

KNOWLEDGE AND SKILLS:**Knowledge of:**

- County policies and procedures.
- Personal property, exemptions, and current use related processes.
- Washington State RCWs, and WACs.
- Customer service principles, protocols, and standards.
- General office practices and equipment.
- Legal descriptions and basic real estate principles.
- Standard and specialized computer software applications.
- Cash/check handling principles and practices.
- Departmental operations relative to area of assignment.

Skills in:

- Coordinating and performing a variety of customer service functions.
- Responding to public inquiries and providing information regarding departmental services, programs, policies, and procedures.
- Processing applications, transfers, refunds, and/or other departmental transactions.
- Preparing and maintaining departmental records, files, and documentation.
- Establishing and maintaining effective working relationships with other staff, County departments, outside agencies, and the general public.
- Meeting deadlines and working through frequent interruptions and inquiries.
- Communicating effectively verbally and in writing.