



# DEPUTY ASSESSOR – CUSTOMER SERVICE JOB DESCRIPTION

Job Title: Deputy Assessor Customer Service

Job Code: AS116

Pay Grade: 14

Effective Date: November 2007

FLSA: Non-Exempt

Revision Date: May 2017

## NATURE OF WORK

Under close supervision, provides customer service on behalf of the Lewis County Assessor's Office; performs a variety of service and support functions related to departmental operations.

## 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.
- Calculates applicable exemption values and processes Senior Citizen/Disabled Persons Exemption application and deferrals.
- Conducts research in relation to tax information, special exemptions, and property tax deferrals.
- Prepares and sends out property tax billing, utility billing, special assessments, and refunds.
- Collects, receipts, reconciles, and deposits payments for fees and other revenue items.
- Prepares and maintains forms, records, files, and/or other documentation.

## WORKING ENVIRONMENT / PHYSICAL DEMANDS:

Work is performed in a standard office environment and at the public counter; subject to sitting for extended periods of time, standing, walking, bending, reaching, and lifting of objects up to 25 pounds.

## EMPLOYMENT STANDARDS:

High school diploma or G.E.D. equivalent; AND two (2) year's customer service and/or general office experience. Must be bondable and fluent in reading, writing and speaking the English language.

## KNOWLEDGE AND SKILLS:

### Knowledge of:

- County policies and procedures.
- Washington State RCW's, and WAC's related to job assignment.
- Customer service principles, protocols, and standards.
- General office practices and equipment.
- Standard and specialized accounting computer software applications.
- Cash 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 permits, 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.