



Real Property Tax Service Aide

Job Specification
Classification: Competitive
Level: 1 of 1

DISTINGUISHING FEATURES OF THE CLASS: This is the stand alone classification which involves the performance of all types of administrative tasks including moderately complex and original material development, i.e. maintaining real property records such as deeds, tax maps and assessment records. This position deals with customers in answering questions about real property issues.

EXAMPLES OF WORK ACTIVITIES: (Illustrative only)

- Provides customer service and responds to inquiries related to real property and tax valuations from taxpayers, appraisers, surveyors, and potential homebuyers.
- Enters, reviews, and maintains sales and ownership records in established computer system; verifies changes to address, escrow accounts, and bank accounts.
- Reviews applications for exemption eligibility based on established guidelines and practices; takes appropriate actions and notifies necessary parties of outcomes.
- Calculates payments due to the City for collection of annual taxes. Applies formulas and verifies accuracy of results.
- Tracks budget and department information, such as maintaining balances and allocating expenditures for inventory and supplies as directed.
- Performs department activities as directed, including creation of assessment rolls, tax rolls, and tax bills; may assist with scheduling informal hearings.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Customer service principles to respond to resident questions and concerns;
- Applicable local, state and federal laws, rules, and regulations.
- General mathematical concepts; Clerical practices and principles;
- Office equipment and applicable software systems.

Ability to:

- Operate a computer and applicable software applications;
- Apply local, state and federal laws, rules, and regulations;
- Apply and interpret mathematical formulas related to real property calculations;
- Understand legal property records and read deeds and maps;
- Communicate using interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either

- (A) Graduation from a regionally accredited college or university or one accredited by the NYS Board of Regents to grant degrees with an Associates Degree or higher in business, office technology or related field and one (1) year of professional office experience involving real property valuation, real estate, title searching, or assessment, **or** one (1) year of experience in the management and control of data files used by the New York State Real Property Information System or equivalent system; or

MINIMUM QUALIFICATIONS: Continued

- (B) Graduation from high school or possession of a high school equivalency diploma and three (3) years of professional office experience involving real property valuation, real estate, title searching, or assessment, or three (3) years of experience in the management and control of data files used by the New York State Real Property Information System or equivalent system.
- (C) Graduation from high school or possession of a high school equivalency diploma and five (5) years of professional office experience, or
- (D) An equivalent combination of training and experience as stated above.

SPECIAL NECESSARY REQUIREMENT:

None required.

Classification history:

Revised: 1/31/2012