

Administrative Clerk

Town of Wilmington, Vermont

Classification

Non-exempt

Salary

Negotiable

Reports to

Assessor and/or
Town Manager

Date

June 23, 2023

Job Description

SUMMARY

The Administrative Clerk, working with the appointed Assessor, is a Town of Wilmington employee, under the direction and general supervision of the appointed Assessor and/or Town Manager for a variety of assessing functions, for maintaining computerized and physical assessing records, including the provision of assessment information, processing of property transfers, preparation of assessment reports, file maintenance, basic corrections to property record cards and assessment-related activity. Provide general administrative support to the Assessor, in accordance with statutory requirements and typical assessing practices and procedures.

The Administrative Clerk for the Assessor's Office is responsible for all support activities of the Department, including but not limited to the following:

DUTIES AND RESPONSIBILITIES

- Plans and carries out work with a high degree of independence.
- Performs a variety of responsibilities of a recurring and repetitive nature, usually involving a prescriptive number of steps.
- Relies on advice and guidance of the Assessor, when dealing with issues of a more complex nature.
- Accuracy, dependability, and the ability to meet deadlines are important aspects of the position.
- Contact with public for providing listing/assessing information and providing basic research help.
- Contact with town staff to provide listing/assessing information, and obtain information from them necessary to maintain accurate property records.
- Conduct data entry completed by Assessor and/or contract assessor into the CAMA system (i.e., ProVal, VTPIE)
- Maintain official records of all properties on the Grand List, updating owner, address and other pertinent information, as necessary.

- Maintain property transfer tax records and process property title transfers: enter new owner names, addresses, and other pertinent data into the appropriate computer programs;
- Assist with Assessor's meeting agendas, posting of agendas, and taking meeting notes or minutes.
- Maintain property files, general files, appraisal files, and map/plan files for office.
- Be willing to continue education in Vermont assessing practices.
- Perform other duties, as required.

KNOWLEDGE , ABILITIES, COMPETENCIES

Knowledge

- Methods and techniques of public relations or customer relations.
- Office management and organization, to include computers, software and office equipment.
- Collaborative approaches to problem-solving, relationship building, community engagement and leveraging available resources.
- Acquire Level I, Vermont Property Assessor Certification Program.
- Working knowledge of mathematics and Office of the Assessor.

Ability

- To work well with the public, in-person, by phone, through emails and letters.
- To respond to and/or schedule customers in an efficient and timely manner.
- To manage difficult situations, and conduct quality customer service.
- To perform with extensive computer skills in Windows and Microsoft Office, especially Excel.
- To learn new software related to the job; i.e., NEMRC, ProVal, CAMA, VTPIE.
- To assist and coordinate comprehensive Assessor activities concerning timing, notification, and format, as well as substance, which must be strictly adhered to.
- To research.
- To be attentive and attention to detail, make corrections, additions and adjustments.
- To be accurate and dependable; prepare clear and concise reports.
- To learn applicable federal, state and local policies, regulations and laws.
- To operate modern office equipment and computers, including applicable computer skills and software applications (i.e.: NEMRC, ProVal, VTPIE, Word, Excel, etc.).
- To effectively assist the Assessor to prepare and present when taxpayers appeal valuations at grievance and BCA hearings, PVR hearings, and in court.
- To demonstrate tact and diplomacy at all times.
- To communicate clearly and concisely, both orally and in writing; excellent typing, spelling, filing, reception, reading, writing and math skills.
- To establish and maintain effective working relationships with all persons.
- To accept constructive criticism.

Competencies

- Ethical Conduct and Decision-making
- Stress Management/Composure
- Problem-solving/Analysis
- Communication Proficiency
- Strategic Thinking

- Teamwork Orientation
- Active Listening
- Diversity and Inclusion
- Technical Capacity as an Assistant to the Assessor
- Technical Capability and proficiency in use of computers, with business and finance software applications, and ability to learn new applications related to the Assessor's Office.
- Attention to Details and Timelines.
- Use of discretion in handling confidential information.

Recommended Minimum Qualifications

A High School Diploma or equivalent is required; Associate Degree, experience in local government, public relations, office practice or related fields preferred. Consideration is made for qualifications in a related field and/or a combination of training, experience, knowledge and ability as an Administrative Clerk or Administrative Assistant.

License or Certificate

Possession of a valid operator's license and certifications related to qualifications desired.

Environment

Work is performed in a standard office setting, with some travel to various locations to attend meetings and training; occasional exposure to outside changing weather conditions and wet or humid conditions for walking or driving to conduct Town business; noise level in the work environment is usually moderate, but may occasionally be loud due to street noise of sirens, trucks, vehicles, etc.; employee may be required to work extended hours, including evenings and weekends and may be required to travel outside of Town boundaries.

Physical

Primary functions require sufficient physical ability and mobility:

- to work in an office setting on a constant schedule;
- to frequently move, stand or sit for prolonged periods of time;
- to stoop, bend, kneel, crouch, reach and twist;
- to occasionally lift, carry, push and/or pull light to moderate amounts of weight; estimated at 50 lbs. to waist height and 20 lbs. overhead;
- to constantly operate office equipment requiring repetitive movement and fine motor skills in coordination, including use of a computer keyboard;
- to infrequently operate a vehicle travelling locally and outside of Town;
- to constantly and effectively communicate both orally and in writing.

Vision

Ability to see in the normal visual range with or without correction.

Hearing

Ability to hear in the normal audio range with or without correction.