



TOWN OF BLANDFORD

ADMINISTRATIVE ASSISTANT - BOARD OF ASSESSORS

DEFINITION

Responsible for certain administrative tasks associated with the day-today operations of the Assessors' office.

ESSENTIAL FUNCTIONS

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Responsible for all aspects of motor vehicle excise tax assessments including the coordination of billing with the Tax Collector and processing of abatements.
- Responsible for the processing of deeds and address changes
- Administers statutory exemption programs for seniors and veterans.
- Prepares and mails chapter land applications
- Prepares other mailings as required.
- Responsible for general filing and updating records
- Answers incoming telephone/email, addressing questions from taxpayers and the general public.
- Prepares reports for Accountant and Tax Collector's Offices.
- Has knowledge of or ability to be trained by the Associate Regional Assessor on use of the G.I.S. System.

SUPERVISION RECEIVED

General supervision received from the Principal Assessor/Appraiser. Answers to the Board of Assessors.

JUDGEMENT AND COMPLEXITY

The work consists of a variety of duties which follow standardized practices, procedures, regulations, or guidelines. The sequence of work and/or the procedures followed vary according



to the nature of the transaction and/or the information involved, or sought, in a particular situation. Judgment is needed to locate, select, and apply the most pertinent practice, procedure, regulation, or guideline.

NATURE AND PURPOSE OF CONTACTS

Relationships are primarily with co-workers, vendors and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Other regular contacts are with service recipients and employees of outside organizations. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with hostile, uncooperative or uninformed persons.

CONFIDENTIALITY

Employee has regular access at the departmental level to a wide variety of confidential information, including personnel records, medical records, lawsuits and client records.

EDUCATION AND EXPERIENCE

High School diploma or equivalent (Associates Degree preferred), and 1 to 3 years of related experience; or any equivalent combination of education, training, certification, and experience.

KNOWLEDGE, ABILITY, AND SKILLS

Knowledge: Knowledge of office management practices and procedures, Town government operations, account maintenance, business English, grammar, punctuation and spelling; knowledge of Massachusetts Open Meeting Law, Town Bylaws, Administrative Code, regulations, policies, programs and operations.

Ability: Ability to work independently, communicate effectively with others both orally and in writing, meet deadlines, establish and maintain harmonious working relationships, maintain confidential information, pay attention to detail, process workload efficiently and accurately, prepare technical reports. Ability to handle numerous, diverse and complex projects at one time. Ability to be diplomatic, professional and courteous when dealing with others, especially in contentious or confrontational situations. Ability to meet deadlines. Ability to work independently and prioritize tasks. Ability to multi-task. Ability to provide excellent customer service.

Skills: Customer service, communication, and organizational skills. Strong technology skills.

WORK ENVIRONMENT

The majority of work is performed in a typical office setting.



PHYSICAL, MOTOR, AND VISUAL SKILLS

Physical Skills

Administrative work is conducted in an office setting, involving sitting, with intermittent periods of stooping, walking, and standing. When in the field, work requires agility and physical strength, such as moving in or about construction sites or over rough terrain or standing or walking most of the work period. Occasionally, work may require lifting heavy objects and carrying them (up to 50 lbs.). There may be a need to stretch and reach to retrieve materials.

Motor Skills

Duties require motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

Visual Skills

Visual demands require routinely reading documents for general understanding and analytical purposes.