

## **REAL PROPERTY TAX SERVICES ASSISTANT**

**DISTINGUISHING FEATURES OF THE CLASS:** This is paraprofessional work involving the responsibility for providing clerical and technical support to the Real Property Tax Services Office and assisting in the administration of maintaining property tax records. The work is performed under the general supervision of the Real Property Tax Services Officer and in accordance with applicable laws. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Assists in the administration of property tax-related tasks, including data entry, recordkeeping and document management;  
Collects, analyzes and interprets property tax data to identify trends, discrepancies and potential areas of improvement;  
Ensures compliance with local, state and federal regulations related to property tax administration;  
Maintains accurate and up-to-date property tax records, including assessments, exemptions and appeals;  
Responds to inquiries from property owners, taxpayers and other stakeholders regarding property tax related issues;  
Provides assistance by addressing concerns, answering questions, resolving issues and providing accurate and timely information;  
Acts as a liaison to other County departments, New York State, local and federal agencies, community groups, organizations, etc. in order to exchange information, resolve problems, etc.;  
Utilizes property tax software and systems to process tax-related tasks, prepares tax data and maintains accurate records;  
Provides support in testing and implementing new software or system upgrades related to property tax administration;  
Reviews documents for completeness, accuracy and conformity with established procedures;  
Gathers and prepares a variety of reports;  
May attend schools, conferences and meetings to obtain current knowledge in the area of assessments, real property, etc.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of modern office principles and practices; good knowledge of modern principles, practices and theory of real property valuation and assessments; good knowledge of customer service principles and practices; ability to maintain office files and records; ability to work independently within the scope of general directions; ability to use computer databases and create spreadsheets related to real property tax\*; ability to prepare written material; ability to understand and interpret a variety of written material; ability to communicate effectively both orally and in writing; ability to establish and maintain effective relationships with the general public, town assessors, school board officials and county officials.

### **MINIMUM QUALIFICATIONS:**

1. An Associate's degree and three (3) years of work experience in an office that provided the valuation of real property, real estate functions, etc.\*\*; or
2. A Bachelor's degree or higher and one (1) year of work experience in an office that provided the valuation of real property, appraisals, real estate functions, etc.\*\*.

(over)

**NOTE:** Graduation from high school or possession of an equivalency diploma plus work experience that provided the valuation of real property, appraisals, or real estate functions, etc. may be substituted for the college degree on a year-for-year basis.

\*To be demonstrated during the probationary period.

\*\*Qualifying experience may include performing functions or providing direct support in a Town Assessor or Town Clerk/Receiver of Taxes Office, Appraisal Company, Real Estate Agency, or Real Property Tax Office.