

POSITION DESCRIPTION

Title: Appraisal Clerk Supervisor
Department: Revenue Commission
Job Analysis: November 2005, September 2010, August 2011, **November 2021**

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports to: Appraisal Supervisors, Assistant Chief Appraiser, Chief Appraiser, and Revenue Commissioner
Subordinate staff: Designated Appraisal Support Staff
Other contacts: All Members of Revenue Commissioner's Office
External contacts: Taxpayers, Taxpayer Representatives, Real Estate Agents, Real Estate Appraisers, Title Companies, Attorney's, Other County Departments, Alabama Department of Revenue
Status: Classified/ Exempt (S313)

Job Summary

Work involves planning, assigning, directing, and reviewing the work of the appraisal support staff in a wide variety of clerical duties. Work is performed with considerable independent judgement, discretion and initiative based on a vast knowledge of the laws, rules, regulations, policies, procedures, or technology governing the department. Specialization of duties is based on responsiveness, precision, accuracy, analysis, initiative to follow through/follow up, confidentiality and creditability. Work involves decision making, assisting in the development and implementation of policies/procedures for the department and determining the effectiveness of existing programs.

A. Essential Functions of Work

1. Plans, assigns work, and evaluates the performance of subordinate personnel employed to perform support staff responsibilities, schedules and signs leave requests, trains and instructs subordinates in operating procedures and practices.
2. Interviews, hires, conducts employee evaluations, as well as make recommendations concerning new hires and disciplinary matters.
3. Maintains personnel records for support staff and initiates actions according to Personnel Board regulations.
4. Coordinate activities of the department with other departments. Attends meetings on departmental matters.

5. Performs a variety of office administrative tasks of important duties, assists in determining priority of work, monitors progress of work and leads department to ensure meeting/reaching office deadlines.
6. Receives and resolves complaints; investigates complaints using judgement and initiative in making proper decisions; makes recommendations; and follows-up to ensure timely action or response is taken by appropriate departments and/or persons.
7. Conducts research and administrative studies of a sensitive or confidential nature, analyzes data, prepares reports, and makes recommendations.
8. Directs and oversees the processing, maintenance, filing and retrieval of records.
9. Orders supplies and services.
10. Responds to complaints and inquiries from the public.

B. Supervision

1. Employees in this class may supervise a large group of subordinate employees and exercise the full range of supervisory authority-planning, organizing, scheduling, assigning, and evaluating the work of assigned clerical staff.
2. Orienting and training of new and experienced clerical staff and others as required.
3. Review work and instruct others to ensure consistency of data entry methods.
4. Formulating solutions to problem areas and developing new methods or procedures as needed.
5. Monitors and instructs clerical staff concerning existing and newly implemented rules, regulation, policies, and procedures.
6. Scheduling and organizing Appraisal (data entry, filing, etc.) and BOE processes.

Knowledge, Skills, and Abilities

1. Knowledge of modern office practices, procedures, and equipment, including computers.
2. Knowledge of departmental rules, regulations, procedures, and functions.
3. Knowledge of office record keeping and reporting.
4. Knowledge of business English, spelling, and math.
5. Knowledge of the principles and practices of modern employee supervision.
6. Ability to direct the work of subordinate clerical personnel performing a variety of functions.
7. Ability to analyze administrative problems and determine proper solutions or make appropriate recommendations.
8. Ability to research, assemble and correlate financial and statistical data.
9. Ability to establish and maintain effective working relationships with department heads, employees, and the public.
10. Ability to apply departmental rules, regulations, and procedures.
11. Ability to maintain complex and difficult clerical and statistical records and to prepare detailed reports from such records.
12. Ability to receive and resolve complaints and questions from the public.
13. Skills in the operation of office equipment and machines

Working Environment/Physical Demands

1. Office environment with everyday risks or discomforts. Work is mostly sitting with occasional walking, standing, bending, and carrying a file drawer or box of papers or files.
2. Be willing to work overtime and on weekends as required.

Minimum Qualifications

1. High School Diploma or GED and five (5) years of responsible clerical experience in a clerical or office setting.
2. Must have Support Staff designation through the Alabama Property Tax Education and Certification Program.

POSITION DESCRIPTION

Title: Re-Appraisal Coordinator

Department: Revenue Commission

Job Analysis: Nov 2005, June 2010, Aug 2011, Sept 2017, **Nov 2021**

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports to: Appraisal Supervisors, Administrator of Personal Property, Administrator of Mapping, Assistant Chief Appraiser, Chief Appraiser, and Revenue Commissioner

Subordinate staff: Designated Appraisal Support Staff

Internal contacts: All Members of Revenue Commissioner's Office

External contacts: Taxpayers, Taxpayer Representatives, Real Estate Agents, Real Estate Appraisers, Title Companies, Attorney's, Other County Departments, Alabama Department of Revenue

Status: Classified/ Exempt (S313)

Job Summary

Work involves planning, assigning, directing, reviewing, and coordinating work, special projects, and additional tasks of a variety of clerical duties of the Re-Appraisal Department. Work is performed with considerable independent judgement, discretion and initiative based on a vast knowledge of the laws, rules, regulations, policies, procedures, or technology governing the department. Specialization of duties is based on responsiveness, precision, accuracy, analysis, initiative to follow through/follow up, confidentiality and creditability. Work involves decision making, assisting in the development and implementation of policies/procedures for the department and determining the effectiveness of existing programs.

A. Essential Functions of Work

1. Coordinate and assists all Department Supervisors, Administrators of Personal Property and Mapping, and Assistant and Chief Appraiser with additional tasks and special projects to include abatements, appeals to circuit court, supplements, and escapes, and other projects upon request.

2. First contact to Re-Appraisal Department for phone calls or property owners at counter to assist or direct as appropriate. Receives and responds to inquiries or resolves complaints; investigates using judgement and initiative in making proper decisions; makes recommendations; and follows-up to ensure timely action or response is taken by appropriate departments and/or persons.
3. Coordinate and assist Appraisal Clerk Supervisor in quality control of data entry as requested, and additional tasks or special projects as needed or requested.
4. Keeps track of and maintains department leave requests and leave calendar. Approves timecards for Re-Appraisal staff.
5. Submit CIS requests for Re-Appraisal Departments.
6. Performs a variety of office administrative tasks of important duties, assists in determining priority of work of assigned staff and monitors progress of work to ensure meeting/reaching department deadlines.
7. Plans, assigns work, and evaluates the performance of subordinate personnel as assigned or requested, trains and instructs subordinates in operating procedures and practices.
8. Coordinate activities of the department with other departments. Attends meetings on departmental matters.
9. Conducts research and administrative studies of a sensitive or confidential nature, analyzes data, prepares reports, and makes recommendations.

B. Supervision

Employees in this class may supervise employees as assigned and exercise the full range of supervisory authority-planning, organizing, scheduling, assigning, and evaluating the work of assigned staff.

Knowledge, Skills, and Abilities

1. Knowledge of modern office practices, procedures, and equipment, including computers.
2. Knowledge of departmental rules, regulations, procedures, and functions.
3. Knowledge of office record keeping and reporting.
4. Knowledge of business English, spelling, and math.
5. Knowledge of the principles and practices of modern employee supervision.
6. Ability to direct the work of subordinate clerical personnel performing a variety of functions.
7. Ability to analyze administrative problems and determine proper solutions or make appropriate recommendations.
8. Ability to research, assemble and correlate financial and statistical data.
9. Ability to establish and maintain effective working relationships with department heads, employees, and the public.
10. Ability to apply departmental rules, regulations, and procedures.
11. Ability to maintain complex and difficult clerical and statistical records and to prepare detailed reports from such records.
12. Ability to receive and resolve complaints and questions from the public.
13. Skills in the operation of office equipment and machines.

Working Environment/Physical Demands

1. Office environment with everyday risks or discomforts. Work is mostly sitting with occasional walking, standing, bending, and carrying a file drawer or box of papers or files.
2. Be willing to work overtime and on weekends as required.

Minimum Qualifications

1. High School Diploma or GED and five (5) years of responsible clerical experience in a clerical or office setting.
2. Must have Support Staff designation through the Alabama Property Tax Education and Certification Program.