

## **POSITION DESCRIPTION**

Title: Buyer IV

Department: Budgeting and Purchasing

Job Analysis: September 2024

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: Purchasing Director

Subordinate Staff: None

Internal Contacts: Clerk Treasurer, Department Heads and their staff who prepares requisitions

External Contacts: Vendors, General Public

Status: Classified/Non-Exempt (312)

### **Job Summary**

Responsible for purchasing materials, supplies and services at the most favorable terms for the organization. Qualifies vendors, negotiates prices and terms for purchased goods and services. Track purchases, monitor vendor quality, and maintain a current database of vendor information. Buyer IV will be responsible for training and assisting subordinate buyers in improving their methods and procedures. Demonstrates an advanced ability to identify improvements in work methods and applies improvements to the daily work, directs and assists subordinate buyers in implementing improvements. Trains less experienced subordinate buyers in purchasing procedures. Work is performed with considerable independence within established policies, procedures, and purchasing regulations, and demonstrates an expert understanding of all applicable principles.

### **Job Domain**

1. Reviews and approves requisitions; solicits both verbal and written quotations; and prepares and processes purchase orders.
2. Reviews and makes necessary corrections to requisitions that were processed and purchase orders that were issued by subordinate staff.
3. Act as team leader, mentor and coach within the purchasing team.
4. Provide guidance as needed to other buyers as requested.
5. Conducts research on and evaluates existing and potential suppliers.

6. Works with departments and suppliers to resolve any issues or discrepancies relating to price, quality, delivery, or invoices.
7. Generates, evaluates, and presents vendor transaction reports to upper management on a regular basis in order to ensure compliance with State of Alabama Competitive Bid Law.
8. Confers with requisitioners, manufacturers, suppliers, and other users as necessary to determine specifications and price.
9. Analyzes quotations, examines quality of sample merchandise, reviews schedules and time procurements accordingly.
10. Keys purchase orders, quotations, correspondence, and miscellaneous purchasing forms as necessary.
11. Reviews reports, tables, vouchers, statements, invoices, and records for accuracy.
12. Compiles statistics for reports relating to procurement activities and transactions.
13. Maintains purchasing and brochure files.
14. Keys in the receipt of all items received in order to ensure timely payment to vendors.
15. Establishes and maintains effective relationships with elected officials, appointed personnel, department heads, employees, and suppliers.
16. Ensures compliance with State of Alabama Competitive Bid Law.
17. Provides general assistance to departments and vendors with their purchasing related questions and problems.

### **Knowledge, Skills and Abilities**

1. Ability to perform computer functions effectively.
2. Adapt to system/technology changes as well as use of current systems.
3. Ability to communicate effectively with coworkers and vendors.
4. Math skills to perform basic mathematical operations.
1. Skills to neatly and clearly complete records, reports, letters, etc.
2. Reading skills to understand various documents.
3. Ability to set up and maintain an effective and efficient filing system.
4. Knowledge of general office procedures.
5. Ability to prepare effective correspondence on routine matters and to perform routine office management details without referral with a supervisor.
6. Strong time management and organizational skills.
7. Demonstrates a full understanding of job required hardware, software applications and the ability to optimize the use of information systems to improve work methods.

### **Other Characteristics**

1. Must be willing to work overtime to complete work within specified period of time.
2. Willing to travel to attend training or to other County Functions required by supervisor.

### **Minimum Requirements**

1. High school diploma or G.E.D.
2. Associate's degree desirable.
3. Four (4) years purchasing experience preferred.
4. Experience with computerized accounting systems.

## **POSITION DESCRIPTION**

Title: Community Rating System (CRS) Coordinator

Department: Building Inspection

Job Analysis: September 2024

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: Building Official, Deputy Building Official, Building Department Administrator, Hazard Mitigation Coordinator

Subordinate Staff: None

Internal Contacts: Members of Building Inspection Department, County Employees

External Contacts: Federal Emergency Management Agency (FEMA), Insurance Services Office (ISO)/Verisk, US Army Corps of Engineers, US Fish and Wildlife Services, Alabama State Lands Division, Alabama Department of Economic and Community Affairs (ADECA)/Office of Water Resources, Contractors, Architects, Engineers, Surveyors, Realtors, Insurance Companies, Property Owners, General Public

Status: Classified/Non-Exempt (312)

## **Job Summary**

The Community Rating System (CRS) Coordinator is responsible for managing and administering the County's participation in the National Flood Insurance Program (NFIP) Community Rating System. The CRS Coordinator will work to ensure that the County complies with all CRS requirements, aiming to reduce flood risks, improve public safety, protect property, and lower flood insurance premiums for residents through proactive community floodplain management practices. This position will also provide assistance to and assume the duties of the Floodplain Administrator, Building Department Administrator, and Hazard Mitigation Coordinator as needed; will also perform any other duties deemed necessary by the supervisor or Building Official.

## **Job Domain**

A. CRS Program Administration:

1. Manage and oversee the CRS program, ensuring compliance with all FEMA and NFIP requirements.
2. Maintain and update CRS documentation and records, including annual recertifications and cycle visits.
3. Develop and implement action plans to improve the County's CRS rating, aiming to achieve a higher CRS classification.

B. Floodplain Management:

1. Coordinate with various County departments to ensure effective floodplain management practices.
2. Review and suggest updates to the floodplain ordinances and zoning/subdivision regulations to align with CRS and FEMA guidelines.
3. Provide technical assistance and guidance to County staff, developers, and the public regarding floodplain management, mitigation strategies, and flood insurance requirements.

C. Community Outreach and Education:

1. Develop and implement public outreach programs to educate residents and businesses on flood risk, flood insurance, and floodplain management.
2. Conduct workshops, public meetings, and other educational events to promote public awareness of flood risks and CRS benefits.
3. Prepare and distribute educational materials such as brochures, newsletters, and social media content.

D. Data Collection and Analysis:

1. Assist in collecting, analyzing, and maintaining data related to floodplain management, including flood maps, elevation certificates, and historical flood data.
2. Monitor and report on community flood risks and trends to support planning and mitigation efforts.
3. Collaborate with GIS specialists to maintain accurate and up-to-date floodplain maps and related data.

E. Interagency Collaboration:

1. Work with federal, state, and local agencies, including FEMA, to ensure compliance with CRS and NFIP requirements.
2. Participate in regional floodplain management groups, workshops, and conferences to stay informed on best practices and regulatory changes.
3. Serve as the County's point of contact for CRS-related inquiries from the public, insurance agents, and real estate professionals.

F. Hazard Mitigation Administration:

1. Assist Floodplain Administrator and Hazard Mitigation Coordinator as needed.

2. Assumes duties of Floodplain Administrator and Hazard Mitigation Coordinator in their absence.

### **Knowledge, Skills, and Abilities**

1. Skills to communicate effectively with the general public and various government agencies.
2. Fluency in the English language, both written and verbal
3. Ability to speak with a clear, well-modulated voice and to use proper grammar.
4. Ability to quickly convey concise and accurate information.
5. Reading skills to understand CRS and NFIP requirements, etc.
6. Strong knowledge of the National Flood Insurance Program (NFIP), the Community Rating System (CRS), and other related laws, resolutions, and ordinances.
7. Ability to respond to difficult situations with tact and diplomacy.
8. Ability to complete multiple tasks simultaneously.
9. Ability to establish and maintain effective working relationships with coworkers, builders, owners, contractors, and the public.
10. Strong organizational and project management skills, with the ability to manage multiple tasks and deadlines.
11. Proficiency in GIS software, Microsoft Office, and data management tools.

### **Minimum Qualifications**

1. Must have a valid driver's license and be insurable by the County's insurance standards.
2. Must be willing to travel throughout Baldwin County and on technical trips.
3. High school diploma or GED required. College degree preferred.
4. Minimum two (2) years' experience in clerical, administrative, or secretarial field. (Associate's degree in business may substitute for one (1) year of experience.)
5. Must be certified as a Certified Floodplain Management (CFM) at time of hire, or within 36 months of hire date.
6. Must maintain the CFM certification which requires continuing education

## **POSITION DESCRIPTION**

Title: Information Security Analyst

Department: Communications & Information Systems

Job Analysis: September 2024

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: Assistant CIS Director, CIS Director

Subordinate Staff: None

Internal Contacts: Commissioners, County Administrator, Department Heads, All Other County Staff

External Contacts: Vendors, Representatives from other Agencies

Status: Classified/Exempt (S316)

### **Job Summary**

This position conducts vulnerability scans and penetration tests on systems, monitors network and host-based intrusion detection/prevention systems, recommends security solutions, advises on systems and application-level security configurations, and investigates and mitigates security risks as required.

### **Job Domains**

1. Conduct or coordinate vulnerability scans, and penetration tests on County systems, document findings, and recommend risk mitigation strategies.
2. Operate, administer, and monitor systems; and host-based intrusion detection/prevention systems.
3. Assist other technical support staff in identifying and implementing appropriate security safeguards, including patch applications and anti-malware strategies.
4. Analyze network traffic, intrusion attempts, activity logs, and system alerts for trends, anomalies, and potential security breaches.
5. Develop scripts, tools, and procedures to automate scans, assessments, and other monitoring and discovery activities.

### **Knowledge, Skills, and Abilities**

1. Excellent organizational and communication skills (both oral and written).
2. Strong interpersonal skills and the ability to effectively communicate with a wide range of individuals and constituencies in a diverse community.
3. Understanding and background with Intrusion Detection Systems and SIEM products.
4. Background in Incident Response.
5. Understanding and background with Firewalls and Networking.
6. Knowledge and understanding of application security.
7. Knowledge and/or experience in evaluation of security setup to meet business needs.
8. Excellent time management skills.
9. Ability to present and explain complex technical topics, problems, and alternative solutions to others.
10. Interpreting Vulnerability Assessments.
11. Background in multiple Operating Systems.

### **Other Characteristics**

1. Must be willing to travel and stay overnight as required.
2. Must be willing to work nonstandard hours, including weekends.
3. Must be willing to attend additional training, skills development, and other self-improvement courses as deemed necessary by supervisor.

### **Minimum Requirements**

1. Should possess a Bachelor's degree from a recognized college or university in computer science or a closely related field and a minimum of one (1) year of experience performing operating system maintenance and support and troubleshooting end-user operating system hardware and software; or a combination of education and experience equivalent to these requirements.

## **POSITION DESCRIPTION**

Title: Senior Grants Accountant

Department: Grants

Job Analysis: September 2024

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: Grants Administrator

Subordinates: None

Internal Contacts: County Commission Staff, County Employees

External Contacts: Local, State, and Federal Agencies, Vendors, General Public

Status: Classified/Exempt (S317)

### **Job Summary**

Responsible for the financial and accounting management of various grants, ensuring they are in compliance with funding, regulatory, and policy requirements. Interacts and provides guidance and support to Baldwin County Commission Departments in the accounting management of grants. This position provides administration and general accounting support for the Grants Department.

### **Job Domains**

#### **A. Accounting and Financial**

1. Prepares and/or supplies data for state and federal grant reports or reimbursement requests.
2. Assigns proper account codes to revenues and expenditures by fund and line item.
3. Verifies that County grant accounting records are correct and balanced monthly.
4. Assists in maintaining Accounts Receivable systems, including the collection process.
5. Assists with the year-end audit process.
6. Assists the Grants Director/Grants Administrator and senior-level staff with financial tasks.
7. Prepares and maintains a list of all County grants for the Auditors (SEFA Report).
8. Prepares all grant accounting and compliance reports as required.



9. Works with auditors to ensure that all Baldwin County grants are in full compliance.
10. Other duties as assigned.

#### B. Grants Management

1. Creates and distributes standard and special reports, summaries, analyses, as required/needed.
2. Maintains a specialized database and system for recording and tracking grant proposals, awards, and other information.
3. Develops and maintains a library of reference documentation, including such information as funding agency requirements, forms, and other pertinent material.
4. Monitors and coordinates the administration of post award grants to ensure that budgeting and administrative policies, procedures, and agency requirements are being followed.

#### C. Miscellaneous

1. Provides documentation and/or assistance with State Audits.
2. Provides assistance and/or makes referrals to the general public, various agencies, and County employees.
3. Reviews, reconciles, and corrects errors and inconsistencies in financial entries, documents, and reports.
4. Compiles and analyzes financial information to prepare entries to general ledger accounts and cost centers and documents business transactions.
5. Prepares work papers and support schedules for the annual financial review.
6. Develops and implements various grant accounting procedures.
7. Prepares reimbursement requests for Federal and State Grants; prepares correspondence and expenditure reports; monitors grant-related expenditures and ledgers; prepares annual expenditure reports.
8. Adheres to internal and external deadlines.

#### **Knowledge, Skills, and Abilities**

(Any item with an asterisk will be taught on the job.)

1. Skills to communicate effectively with the office staff, general public and elected officials.
2. Skills to perform accounting and bookkeeping operations, conduct audits, and monitor budgets.
3. Skills to prepare reports, complete forms, compose letters, and accurately post journals and ledgers.
4. Skills to understand written instructions, manuals, and correspondence.
5. Ability to assign tasks and supervise/evaluate employees.
6. Ability to operate office machines: calculator, computer terminal, fax machines and copy machines.
7. Thorough knowledge of basic bookkeeping and accounting principles and procedures.
8. Thorough knowledge of accounting and auditing principles and practices including GAAP.
9. Thorough knowledge of departmental policies and procedures and ability to apply them to work problems.

### **Other Characteristics**

1. Willing to work nonstandard hours, as necessary.
2. Willing to travel out of County as needed.
3. Willing to attend meetings, conferences, workshops, and training sessions as related to assigned work area.
4. Possess a valid driver's license.

### **Minimum Qualifications**

1. Bachelor's degree in accounting, finance or related field is preferred.
2. Five (5) Years of progressive accounting experience with two (2) years in governmental accounting desirable.
3. Or any equivalent combination of experience and training that provides the knowledge, skills, and abilities necessary to perform the work.
4. Experience or training in computerized accounting systems desired.

## **POSITION DESCRIPTION**

Title: BRATS Fleet and Driver Manager

Department: Baldwin Regional Area Transportation System (BRATS)

Job Analysis: May 2020, **Sept 2024**

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: Director of Transportation

Subordinate Staff: Bus Drivers, Mechanics, County Courier Drivers

Internal Contacts: Baldwin County Commission, County Administrator, Co-workers

External Contacts: ALDOT, General Public, Business Community

Status: Classified/Exempt (~~S312~~ **S313**)

### **Job Summary**

Manages the BRATS transit drivers, mechanics, and vehicles. Responsibilities include 1) supervising all subordinate staff and subordinate staff duties (driving, vehicle maintenance, customer service, paperwork, etc); 2) managing driver leave time and scheduling substitute drivers as required; 3) serving as back-up driver as needed/required; 4) ensuring adequate communication of needed administrative and safety information to drivers; 5) managing BRATS fleet including vehicle maintenance; 6) monitoring payroll and timecards for subordinate staff; 7) overseeing the hiring, training, retraining, performance evaluations, and termination of subordinate staff; 8) assisting the Director as necessary; 9) participating in scheduled meetings, trainings, conference, etc, as a member of the BRATS management team; and 10) performing other duties as deemed necessary by the Director.

### **Job Domains**

- A. Safety
1. Chief Safety Officer under the BRATS Public Transportation Agency Safety Plan
  2. On-call for emergencies.
  3. Assists with investigations for accidents, incidents and workers compensation.
  4. Assists in training of personnel.
- B. Maintenance

1. Oversees vehicle maintenance program in compliance with state and federal requirements.
2. Coordinates with office staff to track inventory.

C. Management

1. Assists with the creating of new policies and procedures
2. Assists with the creation and planning of new routes
3. Assists with route analysis
4. Oversees all subordinate staff to ensure staff follow federal, county and department policies and procedures
5. Assists with investigations and resolving personnel concerns

D. Reports – Generates all reports required in relation to duties

E. Assisting Director

1. Answering phone calls
2. Administrative duties
3. Assists Director in overall operation of department
4. Assists with presentations, training and marketing of the department

F. Miscellaneous

1. Creates forms for office
2. Promotes Public Transit
3. Assist with technological problems and improvements
4. Attends workshops and conferences in relation to the job

G. Driver Essential Functions

1. Maintain control of passengers while they are aboard the vehicle.
2. Secure and tie down wheelchairs properly.
3. Record the time of each pick up and drop off.
4. Record the odometer of each pick up and drop off.
5. Remember addresses and directions.
6. Properly perform pre-trip and post-trip inspections of the vehicle.
7. Report maintenance issues and safety hazards.
8. Maintain cleanliness of vehicle.
9. Maintain fuel level of vehicle.
10. Collect fares of passengers.
11. Maintain accurate paperwork and training documentation.
12. Assist passengers within established guidelines.
13. Provide information to passengers.
14. Speak professional and clearly on radio.
15. Be familiar with current training procedures and safety equipment.
16. Able and willing to receive and maintain PASS certification and additional training.

## **Knowledge, Skills, and Abilities**

Due to rapidly changing laws, regulations, technology, etc., BRATS focuses as much on an individual's ability to learn and apply new knowledge, skills, and abilities as on an individual's existing knowledge, skills, and abilities.

1. Skills to communicate effectively and clearly with general public mostly elderly and impaired.
2. Ability to keep detailed records and make accurate reports.
3. Ability to read road signs correctly.
4. Knowledge to understand rules and regulations of defensive driving.
5. Ability to follow routine oral and written instructions.
6. Math skills in order to keep correct figures on fares, adding miles traveled and gallons of gas and oil purchased.
7. Knowledge and understanding of the Alabama State Highway Public Transportation Highway rules and regulations.
8. Ability to deal with general public in a professional, courteous and polite manner.
9. The ability & patience to work with individuals with disabilities.
10. Ability to remember addresses and directions.
11. Ability to convey procedures and instructions to new hires and existing staff.
12. Ability to relate pertinent information and safety hazards to supervisor.
13. Skills to create an environment conducive to learning and instruction.
14. Ability to operate a direct link radio and to communicate effectively and clearly.
15. Ability to work in computer software programs.

## **Other Characteristics**

1. All BRATS Team Members are expected to be very flexible team players. Any BRATS team member may be required to transport passengers (this is our core mission) or perform any other tasks required of any other BRATS team member.
2. Need to have transportation to work
3. Must dress in professional manner to meet the public
4. Must have positive attitude
5. Handle stressful situations calmly and professionally
6. Must be able to travel as deemed necessary
7. Willing to work non-standard hours as necessary

## **Physical Qualifications**

1. Ability to see, read, write, stand, walk, reach, pull, push, bend, turn, climb, escort passengers, observe passengers, lift a minimum of 50 lbs. unassisted and secure passengers and mobility devices.
2. Must have 20/40 vision or better with corrected lenses.

## **Minimum Qualifications**

1. Must have a valid Commercial Driver's License with Passenger Endorsement.

2. Bachelor's degree preferred but not required.
3. Criminal background check authorization required.
4. Pre-employment drug screening, random drug screening and post-accident drug and alcohol screenings are required.

## POSITION DESCRIPTION

Title: Customer Service Representative I

Department: Baldwin Regional Area Transit System (BRATS)

Job Analysis: 04/01, 09/08, 06/09, 02/11, 09/13, 02/14, 10/19, 09/24

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: BRATS Scheduling Manager, Assistant Director of Transportation, Director of Transportation Customer Service Manager

Subordinate Staff: None

Internal Contacts: Baldwin County Commission, County Administrator, County Engineer, Co-workers

External Contacts: General Public, Business Community

Status: Classified/Non-Exempt (306)

### Job Summary

Customer Service Representative I's are required to answer all incoming telephone calls and handle them professionally and appropriately. They are required to correctly ~~book-schedule all~~ passenger trips by collecting ~~all~~ pertinent data from the caller, entering information into the automated scheduling software and ensuring the trip is accurately scheduled. ~~into computer, assigning trip to a route, and the route to a driver. The information is used to generate trip manifests for each driver for the next day.~~ Customer Service Representative I's are responsible for ~~collecting correct data, confirming that each driver knows their schedule for the next day, and receives their manifest.~~ Assists assisting ~~Drivers~~ with questions in ~~regardings~~ their schedule to ~~diver manifest and other passenger information. Must be willing to perform other duties as deemed necessary by management.~~

### Job Domains

#### A. Essential Functions

1. Answer ~~all~~ incoming telephone calls ~~and radio calls~~ in a professional manner.
- ~~2. Accurately record all incoming calls on Telephone Log.~~
- ~~3. Book all trips for passengers.~~

- ~~4. Communicate clearly and effectively with drivers and general public.~~
- ~~5. Assist Drivers with questions in regards to manifest and other passenger information.~~
- ~~6. Accurately schedule and cancel trips.~~
- ~~7. Generate driver manifests.~~
- ~~8. Promptly forward accurate information to drivers.~~
2. Provide excellent customer service.
3. Assist new customers with setting up accounts.
4. Assist customers with downloading the BRATS ON DEMAND mobile app.
5. Accurately record trip information in the scheduling software.
6. Update customer information including telephone number and payment information.
7. Communicate clearly and effectively with drivers and general public.
8. Assist Drivers with questions regarding schedule, trips, and passenger information.
9. Accurately schedule and cancel trips.
10. Confirm trip details with customer when scheduling.

### **Knowledge, Skills, and Abilities**

- ~~1. Skills to communicate effectively, courteously and professional with coworkers and general public.~~
1. Must place a high priority on providing phenomenal customer service.
2. Skills and ability to converse effectively and pleasantly with employees and general public.
- ~~2,3. Telephone skills to handle multiple, transfer calls, and place calls on hold, lines at one time.~~
- ~~3,4. Ability to work independently without close supervision, neatly and accurately maintain telephone logs.~~
- 4,5. Ability to spell common words and names for computer data entry.
- ~~5,6. Ability to multi- task, problem solve, and meet deadlines, effectively.~~
- ~~6,7. Ability to communicate effectively and clearly with drivers on dispatch radio.~~
- ~~7,8. Ability & patience to work with individuals with disabilities.~~
- ~~8,9. Ability to read maps and accurately direct-assist drivers to addresses.~~
- ~~9. Math skills in order to assist drivers in computing fares.~~
10. Ability to make decisions with-in the standards of BRATS policies and guidelines.
11. Computer skills to work accurately and effectively in Excel, Microsoft Word, Outlook, Via, and other current software programs.
12. Able and Willing to learn new computer programs when necessary.

### **Other Characteristics**

1. All BRATS Team Members are expected to be very flexible team players. Any BRATS team member may be required to transport passengers (this is our core mission) or perform any other tasks required of any other BRATS team member.
- ~~1,2. Need to have transportation to work.~~
- ~~2,3. Must dress in a professional manner to meet the public.~~
- ~~3,4. Must have a positive attitude.~~
- ~~4,5. Handle stressful situations calmly and professionally.~~
- ~~5,6. Must be able to travel as deemed necessary.~~
- ~~6,7. Willing to work non-standard hours as necessary.~~



### **Physical Qualifications**

- ~~1. Must have 20/40 vision or better with corrected lenses.~~

### **Minimum Qualifications**

1. Must have a valid driver's license.
2. Experience with operating computer software programs.
- ~~2.~~3. Customer service experience required.
- ~~3.~~4. Criminal background check authorization required.
- ~~4.~~5. Pre-employment drug screening, random drug screening, and post accident drug and alcohol screenings are required.

## POSITION DESCRIPTION

Title: Customer Service Representative II

Department: Baldwin Regional Area Transit System (BRATS)

Job Analysis: September 2020, September 2023, September 2024

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: BRATS ~~Operations~~/Scheduling, Customer Service Manager

Subordinate Staff: None

Internal Contacts: Baldwin County Commission, County ~~Administrator~~Engineer, Co-workers

External Contacts: General Public, Business Community

Status: Classified/Non-Exempt (3097)

### Job Summary

Customer Service Representative II's are required to answer ~~all~~ incoming telephone calls and handle them professionally and appropriately. They are required to correctly schedule all passenger trips by collecting ~~all~~ pertinent data from caller, entering information into computer, and ensuring trip is accurately scheduled by the automatic scheduling system. Assists Drivers with questions regarding driver schedules, trips, and passenger information. ~~Manage weekly schedules for the Customer Service Department. Prepare schedules for drivers, schedule vehicles in for maintenance, and assign vehicles to drivers. Must be willing to perform other duties as deemed necessary by management.~~

### Job Domains

#### A. Essential Functions

1. Answer all incoming telephone calls in a professional manner.
2. Provide excellent customer service.
3. Assist new customers with setting up accounts.
4. Assist customers with downloading the BRATS ON DEMAND mobile app.
5. Accurately record ~~all~~ trip information in the scheduling software.
6. Update customer information including telephone number and payment information.
7. Communicate clearly and effectively with drivers and general public.

8. Assist Drivers with questions regarding schedule, trips, and passenger information.
9. Accurately schedule and cancel trips.
10. Confirm trip details with customer when scheduling.
11. Prepare work schedules for drivers, maintenance schedules of vehicles for the mechanics, and assignment of drivers to specific vehicles to accommodate the routes the drivers are assigned to.
12. Provide training as required to new Customer Services Representative I's.
13. Conduct training with new drivers on proper usage of county-provided cell phone to access and operate the driver's mobile app.
- ~~10;14.~~ Conduct basic overview training of the scheduling systems to BRATS' new hires.

#### B. Miscellaneous

15. ~~Perform~~ Carry out duties ~~normally handled by of~~ Scheduling Manager during their absence.
16. Prepare notices about Holiday closures for the buses, recordings for the telephone, and notifications for the mobile app.
17. Prepare driver paperwork for special trips or routes not ~~routed~~ through the automated dispatching system.
18. ~~Follow~~ Be familiar with and execute established procedures (BRATS, BCC, FTA) for accident and incident reporting and follow-up, including sending employees for post-accident drug testing when required.

### **Knowledge, Skills, and Abilities**

~~Due to rapidly changing laws, regulations, technology, etc., BRATS focuses on an individual's ability to learn and apply new knowledge, skills, and abilities as on an individual's existing knowledge, skills, and abilities.~~

1. Must place a high priority on providing phenomenal customer service.
2. Skills and ability to converse effectively and pleasantly with employees and general public.
3. Telephone skills to handle multiple lines, transfer calls, and place calls on hold.
4. Ability to work independently without close supervision.
5. Ability to spell common words and names for computer data entry.
6. Ability to multi- task, problem solve, and meet deadlines.
7. Ability to communicate effectively and clearly with drivers.
8. Ability and patience to work with individuals with disabilities.
9. Ability to read maps and accurately direct assist drivers to addresses.
- ~~10. Math skills and ability to compute and understand basic arithmetic functions.~~
- ~~11;10.~~ Ability to make decisions within the standards of BRATS policies and guidelines.
- ~~12;11.~~ Computer skills to work accurately and effectively in Excel, Microsoft Word, Outlook, Via, and other current software programs.
- ~~13;12.~~ Willing to learn new computer programs when necessary.

### **Other Characteristics**

1. All BRATS Team Members are expected to be very flexible team players. Any BRATS team member may be required to transport passengers (this is our core mission) or perform any other tasks required of any other BRATS team member.
2. ~~Need to~~Must have transportation to work.
3. Must dress in a professional manner to meet the public.
4. Must have a positive attitude.
5. Handle stressful situations calmly and professionally.
6. Must be able to travel as deemed necessary.
7. Willing to work non-standard hours as necessary.

### **Minimum Qualifications**

1. Must have a valid driver's license.
2. Previous call-center or customer service experience required.
- ~~4.~~3. Scheduling experience preferred, but not required.
- ~~2.~~4. Experience with operating computer software programs.
- ~~3.~~5. Criminal background check authorization required.
- ~~4.~~6. Pre-employment drug screening, random drug screening, and post-accident drug and alcohol screenings are required.

## POSITION DESCRIPTION

Title: Grants Technician

Department: Baldwin Regional Area Transit System (BRATS)

Job Analysis: May 2020, March 2023, September 2024

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: BRATS Accounting Manager

Subordinate Staff: None

Internal Contacts: Baldwin County Commission, County ~~Administrator~~Engineer, Co-workers

External Contacts: ALDOT, General Public, Business Community, ESMPO, FL-AL TPO

Status: Classified/Non-Exempt (3~~1007~~)

### Job Summary

The Grants Technician is responsible for assisting in all aspects of state and federal grants for the Baldwin Regional Area Transit System. This position works directly with the Director of Transportation and the BRATS Accounting Manager to manage 5311 Rural Transportation and 5307 Small Urban Transportation and similar formula grants from application to closeout while ensuring compliance requirements are met. Assists with grant compliance including the Disadvantaged Business Enterprise Program, ADA, and Civil Rights. Must have the ability to understand applicable federal and state laws and regulations. Must be willing to perform other duties as deemed necessary by management including providing backup support for BRATS customer service representatives.

### Job Domains

#### A. Grants Management

1. Coordinates the preparation and submittal of Section 5311 Rural, 5307 Small Urban, and other transportation grant applications/submittals, ensuring the proposal is formatted, packaged, and submitted in accordance with granting agency requirements.
2. Prepares, submits, and maintains supporting documentation for all aspects of the grant reimbursement process for all relevant grants.
3. Prepares, submits, and maintains supporting documentation for monthly/quarterly/semi-annual/annual reports for Section 5311 Rural, 5307 Small Urban, and other grants as

required by the Alabama Department of Transportation and the Federal Transit Administration.

**B. Customer Service/Public Relations**

1. Assists passengers via phone, email, and in person with needs relating to scheduling, billing, and general information regarding BRATS.
2. Coordinates and performs various outreach activities on behalf of BRATS.
3. Coordinates Annual Transportation Steering Committee meeting.

**C. Miscellaneous**

1. Assists in the preparation of agenda items, correspondence, contracts, resolutions, and other documents.
2. Attends pertinent conferences, workshops and remote training events as needed.
3. Performs various administrative duties as assigned.
4. Compiles data from appropriate sources to be used for invoicing Contract, Tripper and Special Trip services.
5. Generates and analyzes data from the ~~Via~~ transit operating system and the payment processing website to be used for various activities as needed.

**Knowledge, Skills, and Abilities**

Due to rapidly changing laws, regulations, technology, etc., BRATS focuses as much on an individual's ability to learn and apply new knowledge, skills, and abilities as on an individual's existing knowledge, skills, and abilities.

1. Excellent verbal and written communication skills.
2. Skilled in the use of computers and software related to position (e-mail, Microsoft Word, Microsoft Excel, etc.) and the ability to learn various specialized software programs used by the Baldwin County Commission and BRATS.
3. Ability to work independently without close supervision.
4. Ability to establish and maintain effective working relationships with co-workers, management, general public, and governing organizations.
5. Ability to be discreet with personal information.
6. Ability to multi-task, problem solve and meet deadlines.

**Other Characteristics**

1. All BRATS Team Members are expected to be very flexible team players. Any BRATS team member may be required to transport passengers (this is our core mission) or perform any other tasks required of any other BRATS team member.
2. Reliable transportation to work
3. Maintain a positive attitude
4. Handle stressful situations calmly and professionally
5. Willing to work non-standard hours and travel as needed

### **Minimum Requirements**

1. Bachelor's degree in business, management, accounting, or a related field preferred, associate degree required.
2. Experience in preparing grants, budget, or financial reports is highly desirable.
3. Proficiency in the use of Microsoft Excel ~~required~~ preferred.
4. Must have a valid driver's license and be insurable by the County's insurance standards.
5. Criminal background check authorization required.
6. Pre-employment drug screening, random drug screening and post-accident drug and alcohol screenings are required.

## POSITION DESCRIPTION

Title: Customer Service Representative I

Department: Citizen Service Center

Job Analysis: Sept 2005, Oct 2011, March 2012, Aug 2016, Feb 2020, Sept 2024

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: Customer Relationship Manager

Subordinate Staff: None

Internal Contacts: Commission Staff

External Contacts: General Public

Status: Classified/Non-Exempt (306)

### Job Summary

A Customer Service Representative (CSR) plays a key role as an ambassador for the Baldwin County Commission. Primarily, the CSR is responsible for receiving and processing all incoming calls, requests, and complaints for offices of the County, State, and other public entities residing within the County. Communications from the public or in-house may come to the Call Center via phone, ~~fax, electronic or postal mail~~ email, chat and text. For each contact, the CSR is responsible for determining the needs of the caller, researching answers to their inquiries, collecting detailed, required data to complete departmental service requests or transfer to an appropriate resource.

In addition to the Baldwin County Commission Departments, CSRs currently provide general information or refer to over 20 state and federal governments entities residing within our County limits, 14 municipalities, 8 divisions of the Circuit Clerk's office, 7 Circuit and District Judges. CSRs also provide reference numbers for all other Counties in Alabama.

### Job Domains

#### A. Customer Service

1. Receives, resolves or dispatches calls utilizing an enterprise contact center ~~system~~ solution.
2. ~~Use specific core competencies to maintain quality standards throughout each interaction~~ Utilize specific core competencies, critical thinking, and soft skills to uphold quality standards in every interaction.



3. Correctly identify the citizen's inquiry, gather and provide - through specialized ~~Customer Relationship Management~~ Software - the back-end service provider with enough information to properly assess the situation and respond with appropriate resources in a timely manner.
4. ~~Answer general citizen questions using information within the Customer Relationship Management Software (either in the script or in the knowledgebase). Questions beyond the scope of provided information are transferred to the appropriate personnel or escalated for follow-up.~~ Respond to general citizen inquiries using information from the knowledgebase. Questions that fall outside the scope of available information are transferred to the appropriate personnel or escalated for further follow-up.
5. Provide general information and contact information for various Government organizations and assist in referrals.
6. Take ownership of each contact and perform follow-up when needed to ensure the citizen has adequate resolution to their situation.
7. Use multiple telephone and computer systems to handle inquiries, research answers, enter requests for service, comments or complaints. This includes but is not limited to ~~Siemens OpenScope Contact Center, Lagan ECM, Lagan Virtual Office, Office Communicator,~~ Microsoft Outlook, Teams, Word, ~~Publisher~~ and Excel, SharePoint, VEOCI, and a variety of search engines, ~~and Internet Explorer tools.~~
8. Identify gaps in knowledgebase and escalate unresolved matters to appropriate County personnel.

#### B. Miscellaneous

1. Performs related routine clerical work.
2. Refers technical operation problems to supervisor or appropriate CIS division.
3. Other assigned tasks as required.

### **Knowledge, Skills, and Abilities**

1. Fluency in the English language, both written and verbal.
2. Ability to speak with a clear, well-modulated voice and to use proper grammar.
3. Excellent interpersonal and communications skills to deal tactfully and effectively with citizens and staff.
4. Ability to quickly convey concise and accurate information.
5. Ability to respond to difficult or demanding callers with tact and diplomacy.
6. Proficient in active listening to accurately comprehend customer concerns, issues, and verbal instructions, and to transcribe them into a computer in real-time.
- ~~6. Listening skills to accurately understand customer concerns and/or issues and verbal instructions and type it into a computer as it is being heard.~~
7. Ability to complete multiple tasks simultaneously including monitoring and hearing information from callers while reviewing and interpreting information from multiple computer screens and entering complex data while at the same time responding to the caller when appropriate.
8. Proven ability to problem solve and use creative thinking techniques.
9. Ability to enforce rules and policies with calmness, firmness and fairness.
10. Ability to read maps, find locations and describe directions.
11. Able to make decisions and act quickly in an emergency situation.

12. Ability to type a minimum of 40 wpm, to accurately record service request or complaint in computer system.
13. Proficiency in all MS Office products and Internet Explorer with good internet/intranet searching skills.
14. Ability to operate an enterprise contact center system
15. Good knowledge of County departmental organization and functions or the ability to readily acquire this knowledge.
16. Ability to perform related routine clerical work.
17. Skills to establish and maintain effective working relationships with other employees, County officials, and the general public.

### **Other Characteristics**

1. Must be willing to attend additional training, skills development, and other self improvement courses as deemed necessary by supervisor.
2. Must be available to report to Emergency Operations Center and work 24/7 during an activation.
3. Must be able to wear a lightweight headset at all times while on duty.
4. Must be able to sit for long periods of time.
5. Must be able to handle large volume of incoming calls (as many as 400 calls per day which would be about 50 per hour.)
6. Must be able to operate computer and other office equipment which requires repetitive arm, hand and eye movement.
7. Must maintain confidentiality when involved in sensitive, confidential or controversial problems and issues related to the County.
8. Before being eligible for employment, all applicants must pass a typing test, with the ability to type 40 wpm and may be administered additional proficiency tests.

### **Minimum Qualifications**

1. High School diploma or equivalent.
2. One (1) year experience in enterprise contact center systems, communications, or public relations and/or certificate of proficiency from an approved training agency/institution.

### **Certifications**

The below certifications must be obtained within one (1) year of the job description being approved for employees currently in this position or one (1) year from beginning of employment for employees new to this position.

1. IS 100- Introduction to the Incident Command System
2. IS 700 – National Incident Management System (NIMS) an Introduction
3. IS 701.a – NIMS Multiagency Coordination System Course
4. IS 702 – NIMS Public Information Systems
5. IS 703.a – NIMS Resource Management
6. IS 704 – NIMS Communications and Information Management

## POSITION DESCRIPTION

Title: Customer Service Representative II

Department: Citizen Service Center

Job Analysis Date: October 2007, October 2011, March 2012, Feb 2020, Sept 2024

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: Customer Relationship Manager, Assistant Customer Relationship & Knowledgebase Manager in the absence of the Customer Relationship Manager

Subordinate Staff: None

Internal Contacts: Commission Staff, Elected Officials, County Administrator, Department Heads and all other County Staff

External Contacts: General Public

Status: Classified/Non-Exempt (307309)

### Job Summary

A Customer Service Representative II (CSR) plays a key role as an ambassador for the Baldwin County Commission. Primarily, the CSR is responsible for receiving and processing all incoming calls, requests, and complaints for offices of the County, State, and other public entities residing within the County. Communications from the public or in-house may come to the Call Service Center via phone, ~~fax, electronic or postal mail, email, chat or text~~. For each contact, the CSR is responsible for determining the needs of the caller, researching answers to their inquiries, collecting detailed, required data to complete departmental service requests or transfer to an appropriate resource.

Before being eligible for employment, all applicants must pass a typing test, with the ability to type 40 wpm and ~~must pass the RepeValuator exam which tests applicants on typing and customer service skills. A score of 75 or higher must be obtained on the RepeValuator exam.~~

In addition to the Baldwin County Commission Departments, CSRs currently provide general information or refer to over 20 state and federal governments entities residing within our county limits, 14 municipalities, 8 divisions of the Circuit Clerk's office, 7 Circuit and District Judges. CSRs also provide reference numbers for all other Counties in Alabama.

In addition to the duties of a CSR, a CSRII mentors and trains new employees; may occasionally act as a backup supervisor in the absence of the Customer Relationship Manager; as well as other duties outlined below.

## Job Domains

### A. Customer Service

1. Receive, resolve or dispatch calls utilizing an enterprise contact center system solution.
- ~~2. Use specific core competencies to maintain quality standards throughout each interaction. Utilize specific core competencies, critical thinking, and soft skills to uphold quality standards in every interaction.~~
- ~~3.2. Utilize specific core competencies, critical thinking, and soft skills to uphold quality standards in every interaction.~~ Correctly identify the citizen's inquiry, gather and provide ~~through specialized Customer Relationship Management Software~~ the back-end service provider with enough information to properly assess the situation and respond with appropriate resources in a timely manner using specialized software.
- ~~4.3. Answer general citizen questions using information within the Customer Relationship Management Software (either in the script or in the knowledgebase). Questions beyond the scope of provided information are transferred to the appropriate personnel or escalated for follow up. Respond to general citizen inquiries using information from the knowledgebase. Questions that fall outside the scope of available information are transferred to the appropriate personnel or escalated for further follow-up.~~
- ~~5.4. Provide general information and contact information for various Government organizations and assist in referrals.~~
- ~~6.5. Take ownership of each contact and perform follow-up when needed to ensure the citizen has adequate resolution to their situation.~~
- ~~7.6. Use multiple telephone and computer systems to handle inquiries, research answers, enter requests for service, comments or complaints. This includes but is not limited to Siemens OpenScape Contact Center Agent Portal, KPS knowledgebase, Issue Tracker, Mapping Tools, VEOCI, Lagan ECM, Lagan Virtual Office, Office Communicator, Microsoft Outlook, Teams, Word, Publisher and Excel, SharePoint, and a variety of search engines and Internet Explorer tools.~~
- ~~8.7. Identify gaps in knowledgebase and escalate unresolved matters to appropriate County personnel.~~
- ~~9. \*Visit at least 3 other County/State offices each year to ensure we are maintaining proper communication and procedures.~~
- ~~8. \*Able to handle Transfer calls to the Service Center Team Lead/Trainer that need to be escalated from CSR when a manager cannot be reached, and citizen is in need of special attention. Handle the escalation of calls to the Service Center Team Lead or Trainer when a manager is unavailable, and a citizen requires special attention.~~
- ~~10.9. \*Visit at least 3 other County/State offices each year to ensure we are maintaining proper communication and procedures.~~

### B. Miscellaneous

1. Performs related routine clerical work.
2. Refers technical operation problems to ~~supervisor or appropriate CIS division~~the manager to ensure they are delegated to the appropriate Service Center staff.
3. \*Ensures that at least 2 call takers are on the phones at all times
4. Other assigned tasks as required.

### **Team Lead/Training Option**

Responsible for providing oversight in the daily operations of the Citizen Service Center, ensuring the delivery of exceptional customer service to our citizens seeking assistance with government services and inquiries. Meet with Manager and Assistant Manager as needed to discuss ways to improve operations to better serve both internal and external customers.

1. Provide daily direction to employees in the Service Center.
2. Act as an escalation point for complex or escalated citizen inquiries, demonstrating exceptional problem-solving skills and providing timely and effective resolutions.
3. May direct the implementation of administrative operations in the Service Center.
4. Provide instruction and coaching to other team members.
5. Oversee activities on the service center floor, escalate issues as needed, and assist CSRs to properly handle situations that arise.
6. Document customer interactions and feedback for analysis and improvement purposes.
7. Provide suggestions and assist in implementation of measures to continuously improve service quality and customer satisfaction.
8. Assist in ensuring CSRs meet goals as set in yearly evaluation.
9. Seek opportunities for training for the Service Center as needed.

### **Knowledgebase & Processes Option**

As needed, provide special assistance to the Assistant Manager to aid in keeping information up to date for the Knowledgebase and media platforms.

1. Ensure the Knowledgebase remains accurate, up-to-date and relevant to addressing customer inquiries efficiently.
2. Ensure processes used in the Service Center are documented or create and maintain instructions for these processes.
3. Identify gaps or inaccuracies in the Knowledgebase and take proactive measures to update and maintain its contents.
4. Continuously improve Knowledgebase processes and workflows to enhance efficiency and effectiveness.
5. Identify inefficiencies in the service delivery process and work with management to implement strategies to streamline workflows.
6. Support “TextMyGov” or other AI-driven customer service solutions implemented by the Baldwin County Commission.
7. Troubleshoot technical issues within Service Center and internal departments.
8. Act as the liaison between Service Center employees and CIS to assist in resolving

technical issues internally.

9. Assist in the implementation of any software or system upgrades.
10. Research and collect data pertaining to emerging technologies used in Service Centers around the country.
11. Collect and compile data into reports for the Service Center as needed, requested, or required by Managers or Commissioners.
12. Analyze data related to Service Center operations, citizen inquiries, and feedback to identify trends, measure performance, and make data-driven recommendations for improvement based on the data gathered.
13. Collaborate with CIS and other relevant departments to address technical issues or system enhancements requested by internal stakeholders.

### **Telephony Option**

1. Create new OSCC users.
2. Update OSCC user skills.
3. Update OSCC wrap-up reasons.
4. Help other OSCC users troubleshoot interdepartmentally or externally.
5. Provide one on one training to new OSCC users in other departments or users that need to be retrained.
6. Identify areas for improvement as it relates to reducing call wait time and increasing 1<sup>st</sup> call resolutions.
7. Develop messaging for callers to hear while holding for available representatives.
8. Provide service via phone, email, chat, and all other available channels.

### **Outreach Specialist Option**

Provides a focus on engaging with the public, promoting government services, and facilitating communication between citizens and government agencies through various outreach activities and channels. Responsible for managing the information desk at various locations. Works closely with the Internal Support Liaison on projects of common interest.

1. Find outreach strategies to raise awareness of the services and assistance provided by the Service Center.
2. Gather citizen input to improve Service Center policies and initiatives.
3. Collaborate with departments that utilize the Service Center to gather information and effectively communicate it to our customers.
4. Responsible for proactively seeking out and scheduling engagement opportunities throughout the County.
5. Liaison with and help support all internal County departments with citizen outreach.
6. Identify opportunities for collaboration and partnerships with community organizations, local businesses, and other stakeholders to enhance outreach efforts.
7. Establish and manage the information desks at various locations where citizens can receive in-person assistance and access government resources.
8. Work with the Internal Support Liaison to help streamline processes that would better

- serve customers internally and externally.
- 9. Create marketing strategies for multimedia use and in-person use.
- 10. Ensure follow-up responses and requests are handled in a timely manner and delegated to the appropriate staff.

### **Internal Customer Support Liaison Option**

The Internal Customer Support Liaison plays a pivotal role in ensuring seamless communication and support between various departments and offices within our government organization. This position is responsible for providing timely assistance, troubleshooting, and general guidance to internal stakeholders, facilitating smooth operations, and enhancing overall productivity. Works closely with the Outreach Specialist to make sure services are utilized to the fullest extentfully utilized both internally and externally.

- 1. Serve as the primary contact for internal stakeholders seeking assistance with software applications, processes, or general inquiries.
- 2. Provide comprehensive one-on-one tutorials to educate staff from other departments on the effective use of our knowledgebase, call routing system and other tools they may not use on a daily basis.
- 3. Gather feedback from internal stakeholders regarding their experiences and challenges and advocate for improvements or adjustments as needed.
- 4. Proactively reach out to various departments and offices to identify their needs and challenges, offering support and solutions as necessary.
- 5. Maintain up-to-date knowledge of organizational policies, procedures, and available resources to effectively address inquiries and provide accurate information.
- 6. Develop and maintain strong working relationships with department heads, managers, and staff members to foster a culture of collaboration and open communication.
- 7. Document and track support requests, resolutions, and frequently asked questions from various departments to create a knowledgebase for future reference and training purposes.

### **Knowledge, Skills, and Abilities**

- 1. Fluency in the English language, both written and verbal. Excellent verbal and written communication skills for clear and effective interaction with team members, citizens, and higher management.
- 2. Ability to speak with a clear, well-modulated voice and to use proper grammar.
- 3.2. Excellent interpersonal and communications skills to deal tactfully and effectively with citizens and staff. skills to build rapport and maintain positive relationships with citizens and co-workers.
- 4.3. Ability to quickly convey concise and accurate information. Meticulous attention to detail to ensure accurate information is provided and recorded.
- 5.4. Ability to respond to difficult or demanding callers with tact and diplomacy. Ability to manage and resolve conflicts or complaints in a professional manner, both with citizens and within the team.



- ~~6. Ability to multitask efficiently, including monitoring and listening to callers, reviewing and interpreting information from multiple computer screens, entering complex data, and responding to callers appropriately. Listening skills to accurately understand customer concerns and/or issues and verbal instructions and type it into a computer as it is being heard.~~
- ~~7.5. Ability to complete multiple tasks simultaneously including monitoring and hearing information from callers while reviewing and interpreting information from multiple computer screens and entering complex data while at the same time responding to the caller when appropriate.~~
- ~~8. Ability to make sound decisions under pressure and in complex situations. Proven ability to problem solve and use creative thinking techniques.~~
- ~~6.~~
- ~~9.7. Ability to enforce rules and policies with calmness, firmness and fairness.~~
- ~~10.8. Ability to read maps, find locations and describe provide directions.~~
- ~~11.9. Able to make decisions and act quickly in an emergency situation Flexibility to adapt to changing priorities, policies, and procedures, and resilience to handle challenging situations and workloads.-~~
- ~~12.10. Proficiency in typing at least 40 words per minute with accuracy, ensuring prompt and precise recording of service requests or complaints in the appropriate software solutions Ability to type a minimum of 40 wpm, to accurately record service request or complaint in computer system.~~
- ~~13.11. Proficiency in all MS Office products and Internet Explorer with good internet/intranet searching skills. Proficiency in using relevant software, databases, and technology tools necessary for the role.~~
- ~~14.12. Assist CSRs with computer or software issues and enter service requests when necessary.~~
- ~~15.13. Ability to operate an enterprise contact center systems solution~~
- ~~16. Comprehensive understanding of the entire organization and functions of county departments and related agencies. Good knowledge of county departmental organization and functions~~
- ~~14.~~
- ~~17. Proficient in performing clerical tasks related to the role Ability to perform related routine clerical work.~~
- ~~15.~~
- ~~16. Familiarity with methods and best practices for training and mentoring staff.~~
- ~~17. \*Promote morale throughout the call center and other departments by ensuring that those who go the extra mile are recognized.- Understanding of leadership theories, management practices, and team dynamics.~~
- ~~18. Understanding of relevant policies, statutes, regulations, and procedures specific to the County Commission.~~

### Other Characteristics

1. High School diploma or equivalent.
2. Two years' experience in enterprise contact center systems, communications, or public relations; or one year's experience plus a certificate of proficiency from an approved training agency/institution. In addition, at least one (1) year of experience must be with Baldwin County as a CSR or similar position with demonstrated thorough knowledge of the County operations and Call Center services.



3. Must be willing to attend additional training, skills development, and other self improvement courses as deemed necessary by supervisor.
4. Must be available to report to Emergency Operations Center and work 24/7 during an activation.
5. Must be able to wear a lightweight headset at all times while on duty.
6. Must be able to sit for long periods of time.
7. Must be able to handle large volume of incoming calls (as many as 400 calls per day which would be about 50 per hour.)
8. Must be able to operate computer and other office equipment which requires repetitive arm, hand and eye movement.
9. Must maintain confidentiality when involved in sensitive, confidential or controversial problems and issues related to the County.

### **Certifications**

The below certifications must be obtained within one (1) year of the job description being approved for employees currently in this position or one (1)- year from beginning of employment for employees new to this position.

1. IS 100- Introduction to the Incident Command System
2. IS 700 – National Incident Management System (NIMS) an Introduction
3. IS 701.a – NIMS Multiagency Coordination System Course
4. IS 702 – NIMS Public Information Systems
5. IS 703.a – NIMS Resource Management
6. IS 704 – NIMS Communications and Information Management

## POSITION DESCRIPTION

Title: ~~Knowledgebase and Multi-Media Coordinator~~ Assistant Customer Relationship Manager

Department: Citizen Service Center

Job Analysis: July 2018, Feb 2020, September 2024

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: Customer Relationship Manager

Subordinate Staff: Customer Service Representative I & II's in absence of the Customer Relationship Manager ~~None~~

Internal Contact: Commission Staff, Elected Officials, County Administrator, Department Heads and all other County Staff

External Contacts: General Public

Status: Classified/ Non-Exempt (~~S312344~~)

### Job Summary

Responsible for maintaining knowledge management and scripting, receiving, entering, researching, responding to, and tracking citizen inquiries and complaints and working with County departments and affiliated agencies to inform Service Center employees of new policies and procedures. This position's contact with citizens, co-workers, supervisors and elected officials requires skill in listening, articulating facts, assertiveness, and sensitivity to others point of view to explain a process, convey facts, or turn around a situation. The work involves a wide range of situations requiring use of judgment in the search for solutions or new applications.

The Assistant Customer Relationship & Knowledgebase Manager will directly support the Customer Relationship Manager and take on the Call Center Manager duties in their absence, including managing the Call Center and supervising Customer Service Representatives.

~~In addition, this position must also be proficient in the duties of a CSR and CSRII as they may occasionally act as backup supervisor or CSR in the absence of CSRs or the Customer Relationship Manager; as well as other duties outlined below.~~

### Job Domains

#### A. Knowledge and Multi-Media Management

1. ~~Provide education of the knowledge management system~~ Proactively create and maintain accurate documents to assist our customers.

- ~~2. Create, implement, and maintains training for the Maintain~~ knowledge management system, database and scripting
- ~~2.3. Ensure consistency throughout all messaging to include knowledge management database, scripting, county website, county social media, and other communication platforms.~~
- ~~3.4. Continually verify and update as needed general information and contact information for various government organizations and assist in referrals.~~
- ~~4.5. Routinely visit affiliated County/State offices to ensure we are maintaining proper communication and operational procedures.~~
- ~~5. Monitor trends in social media tools and applications and appropriately apply that knowledge to increasing the use of social media.~~
- ~~6. Maintains schedule outlining informational/educational social media postings on a weekly basis.~~
- ~~6. Monitor social media for information and updates to agencies that we are affiliated with or refer citizens to.~~
- ~~7. Assist with creating and coordinating Baldwin County social media content creation and dissemination and assisting other departments in their social media updates.~~

## B. Customer Service

1. Use specific core competencies to maintain quality standards throughout each interaction.
2. Handle calls, email, chat, text, and social media interaction that need to be escalated from CSR.
3. Escalate questions or issues to appropriate supervisors when issue is beyond the scope of provided information.
4. Take ownership of any escalated contact and perform follow-up when needed to ensure the citizen has adequate resolution to their situation.
5. Use multiple telephone and computer systems to handle inquiries, research answers, enter request for service, comments or complaints. This includes but is not limited to Unify OpenScape Ccontact Center, Customer Relationship Management software, Microsoft Outlook, Word, Publisher, and Excel, SharePoint, Facebook, Instagram, XTwitter, Google Plus, Adobe Acrobat ete, Canva, TextMyGov, and a variety of search engines and online tools.
6. Assist with training and coaching CSR team, and other departments who use similar software.
7. Primary point of contact for providing customer service via email and other non-verbal means of communication with citizens; taking personal ownership until completion of chat, email conversation or other requests for external support.
- ~~8. Liaison to EMA for all activations as primary point of contact for information pertaining to providing citizens information.~~
- ~~8.9. Provide backup for CSRs, ensure proper staffing and assist with calls as needed.~~

## C. ~~Administrative/Clerical~~ Call Center Management & Customer Service Representative Management Support

- ~~1. Performs related routine clerical work.~~

- ~~2. Refers technical operation problems to supervisor or appropriate CIS personnel.~~
- ~~3. Ensures proper CSR staffing at all times and assist with call taking when needed.~~
- ~~4. With regards specifically to call monitoring, assists with review, evaluation and training of CSRs to ensure a high level of consistent customer service quality.~~
- ~~5. Other assigned tasks as required.~~
1. Assist with supervising and scheduling staff to ensure the delivery of superior customer service.
2. Assist in review and approval of timecards.
3. Participates in the interviewing and hiring process.
4. Assist with establishing tools to measure, monitor, and evaluate CSR performance to assure quality of service, professionalism, and courtesy. Identify actions that can improve call quality and customer satisfaction.
5. Assist with implementing technology where appropriate to enhance service delivery and accountability.
6. Assist with day-to-day configuration changes to call flows and agent profiles in OpenScape Contact Center Manager (OSCC).
7. Assist with initial troubleshooting of any reported issues with Call Center applications.
8. Assist in working with vendors to resolve any issues with Call Center applications.
9. Assist with coordinating and supervising Emergency Operations Call Center.
10. Hold regular meetings with staff to ensure effective communication of policies and missions in CRM's absence.
11. Assist in establishing and communicating priorities and timelines with staff.
12. Assist in scheduling, coaching, assignments, reviews and evaluate the work of Customer Service Representatives when needed.

### **Knowledge, Skills, and Abilities**

1. Fluency in the English language, both written and verbal
2. Ability to speak with a clear, well-modulated voice and to use proper grammar.
3. Ability to quickly convey concise and accurate information.
4. Ability to respond to difficult situations with tact and diplomacy.
5. Knowledge of techniques, methods, and procedures related to customer service standards and technology.
6. Listening skills to accurately understand concerns and/or issues and verbal instructions and ability to enter the information into CRM or other software as it is being dictated.
7. Ability to complete multiple tasks simultaneously
8. Ability to enforce rules and policies with calmness, firmness and fairness.
9. Ability to read maps, find locations and describe directions.
10. Able to make decisions and act quickly in an emergency.
11. Ability to type a minimum of 40 wpm, to accurately record service request or complaint in computer system.
12. Proficiency in all MS Office products, internet search engines and related resources. ~~and Internet Explorer with good internet/intranet searching skills.~~
13. Ability to operate an enterprise level contact center system.
14. Comprehensive knowledge and understanding of county departmental organization and functions.

15. Comprehensive knowledge and understanding of agencies located in County maintained facilities.

16. Experience in maintaining social media platforms, creating and posting content.

~~15.~~17. Experience in graphic design for social media posts and printed material.

### **Minimum Requirements**

1. High School diploma or equivalent
2. Five (5) or more years' experience in enterprise contact center systems, communications or public sector public relations.
3. At least two (2) years of experience must be with Baldwin County Commission as a CSR or similar position with demonstrated thorough knowledge of the County operations and the Service Center.
4. Must be willing to attend additional training, skills development, and other self-improvement courses as deemed necessary by supervisor.
5. Must be available to report to Emergency Operations Center and work 24/7 during an activation.
6. Must be able to wear a lightweight headset at all times while on duty.
7. Must be able to sit for extended periods of time.
8. Must be able to operate computer and other office equipment which requires repetitive arm, hand and eye movement.
9. Must maintain confidentiality when involved in sensitive, confidential or controversial problems and issues related to the County.

## **POSITION DESCRIPTION**

Title: Morgue/Lab Technician

Department: Coroner's Office

Job Analysis: September 2024

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: Coroner, Chief Deputy Coroner

Subordinate Staff: None

Internal Contacts: General Public, Public Officers, and Co-workers

Status: Classified/Non-Exempt (314)

### **Job Domains**

1. Travels to the scene of homicides, suicides, accidental, questionable, and or unattended deaths from time-to-time as required, on behalf of the office of the Coroner. Typically, scene responses will be part of large-scale events, mass fatality incidents, etc.
2. Maintains chain of custody including accurate and detailed records of necessary information.
3. Takes custody of remains in accordance with the prescribed protocol and procedure. Takes photographs and collects information relevant or related to the cause and manner of death. Conducts external examination of bodies and collects body fluids for the purposes of toxicology testing as may be required in individual cases.
4. Conducts joint investigations with law enforcement agencies and in conjunction with County, State and Federal Agencies, to determine the cause and manner of death. Collects data and prepares reports on death investigations in accordance with pre-established policies and procedures ensuring accuracy and completeness of information.
5. Conducts follow up investigations that may be assigned. Practices appropriate safety, environmental and or infectious control methods. Oversees and assists with the storage / coordination of transport of remains to the attending funeral home and/or other forensic facility for the purposes of a forensic examination.
6. Occasionally attends and provides evidence/testimony at pre-trial and/or court hearings, as may be required in individual cases.
7. Provides periodic and recurring reports of toxicology surveillance or other testing results to the Coroner / Chief Deputy Coroner.
8. Assists with general office operations in coordination with the Administrative Support Specialist staff and at the direction of the BCCO Command

9. Addresses community groups, schools, and other audiences about the functions of the office, as directed.
10. Any other duties as assigned by the Chief Deputy or the Coroner.

### **Knowledge, Skills, and Abilities**

(Any item with an asterisk will be taught on the job)

1. Must have basic computer skills for data entry and using Microsoft Word.
2. Knowledge of death investigation protocol, procedures and standards and the legal/policy requirements for the processing of evidence.
3. Knowledge of related accreditation and certification requirements.
4. Knowledge of cameras and photographic procedures.
5. Knowledge of the procedures involved in detecting, analyzing, and interpreting signs and symptoms of trauma and other physical conditions.
6. Skills in the planning, carrying out and documentation of investigations.
7. Skill in identifying traumatic wounds.
8. Interpret and comply with laws and regulations governing investigation.
9. Establish and maintain cooperative work relationships with a variety of individuals and agencies.
10. Ability to be available for irregular shift work and shift rotations necessary to provide service 24 hours a day, 365 days a year, including weekends and holidays.
11. Ability to operate on a scheduled 24 hour, on-call basis.
12. Ability to understand medical/forensic information and terminology.
13. Ability to understand and follow complex detailed technical instructions.
14. Ability to write reports containing technical information.
15. Ability to communicate technical information to non-technical personnel.
16. Ability to maintain quality, safety, and infection control standards.
17. Ability to investigate and analyze information and draw conclusions.
18. Ability to search records, interview individuals, develop case histories, interpret findings, and draw persuasive conclusions from that evidence.
19. Ability to maintain emotional stability to cope with human suffering, emergencies, and other stressors.
20. Ability to establish and maintain effective working relationships with family members, medical officials, representatives of law enforcement and court systems.
21. Ability to read, write, speak, understand, and communicate in English to perform the duties of this position.
22. Ability to make oral presentations before various groups, including giving testimony in hearings and court cases.

### **Physical Characteristics**

1. Must have acceptable eyesight to perform investigator duties.
2. Must have appropriate oral communications skills to effectively use telephone, radio, and in public contacts.
3. Must be able to sit, stand, or travel for long periods of time.
4. Must be able to negotiate up and down stairs and on rough and/or uneven terrain.
5. Must be able to travel to and from various work sites by car.
6. Must be able to bend, stoop, stretch, twist, reach, kneel, crawl, squat, climb, and balance.

7. Must be able to lift, carry, drag, or push an average body weight of 100 to 200 lbs. or more, both alone and with help.
8. Must be able to climb ladders or stairs or climb up to and down from higher levels using unconventional methods.
9. Must be able to work in hazardous or dangerous work area situations.
10. Must have fine and gross motor skills; hand dexterity; full use of fingers, hands, and arms; and good grip strength to perform investigative duties.
11. Must be capable of working under stressful conditions.
12. Must have good cognitive skills and awareness of work accuracy.
13. Must have the ability to concentrate on more than one task at a time, and to make independent decisions.

### **Other Characteristics**

1. Willing to work overtime or non-standard hours when necessary.
2. Willing to travel for the purposes of professional development.
3. Must dress appropriately and professionally and be prepared for all types of weather.
4. Must participate in written knowledge evaluation.
5. Must sign confidentiality waiver.
6. Must pass criminal/driving background check.
7. Must commit to the call schedule on a monthly basis.

### **Minimum Qualifications**

1. Bachelor's degree in Biomedicine, Biochemistry, chemistry.
2. Preferred one (1) year experience in a forensic laboratory.
3. Any combination of forensic experience and training that would likely provide the required knowledge and ability is qualifying.
4. Professional certification or licensure in one of the following fields is preferred: ABMDI (American Board of Medicolegal Death Investigators).
5. Possession of valid driver's license and be insurable by the County's insurance standards.



## **POSITION DESCRIPTION**

Title: Administrative Support Specialist II

Department: Coroner's Office

Job Analysis: September 2024

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: Coroner Executive Assistant, Coroner, Chief Deputy Coroner

Subordinate Staff: None

Internal Contacts: General Public, Public Officers, and Co-workers

Status: Classified/Non-Exempt (307)

### **Job Summary**

The Administrative Support Specialist II for the Baldwin County Coroner's Office serves to accomplish a myriad of clerical administrative duties to assist the Baldwin County Coroner and as assigned by the County Administrator.

### **Job Domains**

#### **A. Facility Coordinator**

1. Coordinates operations of the primary workplace facility, if applicable, or as requested by the Coroner or County Administrator.
2. Assists in overseeing and coordinating general day-to-day facility operations with facility tenants, greets Public Officers and the public with kindness, professionalism, and tact with an emphasis on responsiveness.
3. Supervises custodians only at the primary workplace, if applicable, or as requested by the Coroner or County Administrator.
4. Assists with maintaining office and cleaning supply inventory and prepares requisitions for the same. (Spending authorization will always be applicable as approved by the Coroner and on file in the Budget/Purchasing office).
5. Responsible for regular housekeeping of the Baldwin County Coroner's Office, to include sweeping and mopping, cleaning bathrooms and Lab Area as needed.

#### **B. Clerical**

1. Takes notation and dictation as needed.
2. Types and/or prepares correspondence, resolutions, proclamations, agenda items, public notices and releases and various documents as requested.
3. Coordinates training course registrations and travel reservations as needed.
4. Takes minutes and proofreads minutes as requested.
5. Schedules meetings, coordinates internal and external newsletters, coordinates newspaper advertisements and social media posting, all the aforesaid as requested.
6. Maintains a filing system and properly files and archives all incoming/outgoing correspondence, and other documentation of daily operations of the office.
7. Accomplishes research as directed.
8. Serves to assist in the dissemination of public notices and releases during emergency situations as directed by the Coroner.
9. Assist with filing of Death Certificates and Cremation Permits.
10. Assist with data entry and completes with accuracy and efficiency.

#### C. Reception and Referral

1. Greets visitors to the office, refer them to whom they need to see, and make them comfortable if they must wait.
2. Answers all incoming calls to the office.
3. Provides whatever information is available to general inquiries.
4. Handle information regarding ongoing investigations, at the discretion of the Coroner.
5. Communicate with families to return personal property and coordinate body release to Funeral Homes.
6. Maintains the office with proper substitute direction when on leave.

#### **Knowledge, Skills, and Abilities**

(Any item with an asterisk will be taught on the job)

1. Knowledge of basic high school mathematics and basic bookkeeping procedures.
2. Knowledge of English grammar, composition, and spelling within acceptable standards of quality and accuracy.
3. Knowledge of general office practices and procedures.
4. Skills to communicate effectively and maintain effective working relationships with Public Officers, supervisors, co-workers and general public.
5. Skills to read, understand and compile printed reports and research assignments.
6. Knowledge of County Coroner activities, submission of Death Certificates and interaction with ADPH and ADFS.
7. Knowledge of filing procedures.
8. Knowledge and ability to operate office machinery, computers and general software.
9. Ability to work under stress of recurring deadlines.

#### **Other Characteristics**

1. Willing to work overtime or non-standard hours when necessary.
2. Willing to travel for the purposes of professional development.
3. Ability to work under stress of recurring deadlines.

### **Minimum Qualifications**

1. Two (2) years of experience in administrative/secretarial related work.
2. Efficiency in Excel, Adobe, PowerPoint, and Word programs.
3. Two (2) years of experience in a field that deals with death, i.e. Coroner, Medical examiner, Funeral Home, Hospital etc.
4. Have a valid driver's license and be insurable by the County's insurance standards.

## POSITION DESCRIPTION

Title: Coroner Executive Assistant

Department: Coroner's Office

Job Analysis: 08/2011, 09/2013, 02/2017, 09/2017, 09/2018, 05/2021, 09/2024

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: County Administrator, Coroner, Chief Deputy

Subordinate Staff: Custodians and/or ~~Administrative Support Specialist I~~  
~~Administrative Staff~~ and Deputy Coroners (in conformance with this position description)

Internal Contacts: General Public, Public Officers, and Co-workers

Status: Classified/Non-Exempt (~~309~~ 311)

### Job Summary

The Coroner Executive Assistant for the Baldwin County Coroner's Office serves to accomplish a myriad of clerical administrative duties to assist the Baldwin County Coroner and as assigned by the Coroner and/or County Administrator.

### Job Domains

#### A. Facility Coordinator

1. Coordinates operations of the primary workplace facility, if applicable, or as requested by the Coroner or County Administrator.
2. Oversees and coordinates general day-to-day facility operations with facility tenants, greets Public Officers and the public with kindness, professionalism, and tact with an emphasis on responsiveness.
3. Supervises custodians only at the primary workplace, if applicable, or as requested by the Coroner or County Administrator.
4. Maintains office and cleaning supplies inventory and prepares requisitions for the same. (Spending authorization will always be applicable as approved by the Coroner and on file in the Budget/Purchasing office).
5. Responsible for regular housekeeping of the Baldwin County Coroner's Office, to include sweeping and mopping, cleaning bathrooms and Lab Area as needed.

## B. Clerical

1. Takes notation and dictation as needed.
2. Types and/or prepares correspondence, resolutions, proclamations, agenda items, public notices and releases and various documents as requested.
3. Coordinates training course registrations and travel reservations as needed.
4. Takes minutes and proofreads minutes as requested.
5. Schedules meetings, coordinates internal and external newsletters, coordinates newspaper advertisements/social media posting, and all the aforesaid as requested.
6. Maintains a filing system and properly files and archives all incoming/outgoing correspondence, and other documentation of daily operations of the office.
7. Accomplishes research as directed.
8. Serves to assist in the dissemination of public notices and releases during emergency situations as directed by the Coroner.
9. Assist with filing of Death Certificates and Cremation Permits.
10. Complete data entry on all files with accuracy and efficiency.

## C. Reception and Referral

1. Greets visitors to the office, refers them to whom they need to see, and makes them comfortable if they must wait.
2. Answers all incoming calls to the office.
3. Provides whatever information is available for general inquiries.
4. Handle information regarding ongoing investigations, at the discretion of the Coroner.
5. Communicate with families to return personal property and coordinate body release to Funeral Homes.
6. Maintains the office with proper substitute direction when on leave.

## D. Supervisory Role

1. **Oversee administrative staff on daily duties, priorities, and workload.**
2. **Provide review of the administrative staff, work quality on a semi-annual basis.**
3. **3<sup>rd</sup> in command at the Coroner's office and a member of the Command Staff.**

### **Knowledge, Skills, and Abilities**

(Any item with an asterisk will be taught on the job)

1. Knowledge of basic high school mathematics and basic bookkeeping procedures.
2. Knowledge of English grammar, composition, and spelling within acceptable standards of quality and accuracy.
3. Knowledge of general office practices and procedures.
4. Skills to communicate effectively and maintain effective working relationships with Public Officers, supervisors, co-workers, and general public.
5. Skills to read, understand and compile printed reports and research assignments.
6. Knowledge of County Coroner activities **and applicable laws.**
7. Knowledge of filing procedures.

8. Knowledge and ability to operate office machinery, computers, and general software.
9. Ability to work under stress of recurring deadlines.

### **Other Characteristics**

1. Willing to work overtime or non-standard hours when necessary.
2. Willing to travel for the purposes of professional development.
3. Ability to work under stress of recurring deadlines.

### **Minimum Qualifications**

1. Two (2) years of experience in administrative/secretarial related work.
2. Minimum 2 years of supervisory experience
3. Degree in related death investigative field or 2 years of death investigation experience
4. Have a valid driver's license and be insurable by the County's insurance standards.

## **POSITION DESCRIPTION**

Title: Death Investigator I

Department: Coroner's Office

Job Analysis: September 2022, **September 2024**

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: Coroner, Chief Deputy Coroner

Subordinate Staff: None

Internal Contacts: Commission Staff

External Contacts: General Public, Public Officers

Status: Classified/Non-Exempt (310)

### **Job Domains**

1. Travels to the scene of homicides, suicides, accidental, questionable, and or unattended deaths as required, on behalf of the office of the Coroner, in accordance with established call schedule.
2. Conducts a systematic scene investigation, to assist with determining the cause and manner of death. Understands the difference between jurisdictional and referral referred death investigations and the responsibilities that each requires.
3. Takes custody of the remains in accordance with the prescribed protocol and procedure. Performs initial on scene examination of the remains, takes photographs, and collects information relevant or related to the cause and manner of death. Conducts external examination of bodies and collects body fluids for the purposes of toxicology testing as may be required in individual cases.
4. Conducts joint investigations with law enforcement agencies and in conjunction with County, State and Federal Agencies, to determine the cause and manner of death. Collects data and prepares reports on death investigations in accordance with pre-established policies and procedures ensuring accuracy and completeness of information.
5. Conducts follow up investigations that may be assigned. Practices appropriate safety, environmental and or infectious control methods. Establishes the identity of the deceased decedent and notifies the legal next of kin in accordance with established policies and procedures. Oversees and assists with the removal of remains to the attending funeral home and/or morgue facility for the purposes of a forensic examination.

6. Occasionally attends and provides evidence/testimony at pre-trial and/or court hearings, as may be required in individual cases.
7. In the absence of the Coroner and Chief Deputy Coroner, determines any attending physician and his or her willingness to sign the Death Certificate.
8. Addresses community groups, schools, and other audiences about the functions of the office, as directed.
9. Any other duties as assigned by the Chief Deputy or the Coroner.

### **Knowledge, Skills, and Abilities**

(Any item with an asterisk will be taught on the job)

1. Must have basic computer skills for data entry and using Microsoft Word.
2. Knowledge of death investigation protocol, procedures and standards and the legal/policy requirements for the processing of evidence.
3. Knowledge of related accreditation and certification requirements.
4. Knowledge of cameras and photographic procedures.
5. Knowledge of the procedures involved in detecting, analyzing and interpreting signs and symptoms of trauma and other physical conditions.
6. Skills in the planning, carrying out and documentation of investigations.
7. Skill in identifying traumatic wounds.
8. Interpret and comply with laws and regulations governing investigation.
9. Establish and maintain cooperative work relationships with a variety of individuals and agencies.
10. Ability to be available for irregular shift work and shift rotations necessary to provide service 24 hours a day, 365 days a year, including weekends and holidays.
11. Ability to operate on a scheduled 24 hour, on call basis.
12. Ability to understand medical/forensic information and terminology.
13. Ability to understand and follow complex detailed technical instructions.
14. Ability to write reports containing technical information.
15. Ability to communicate technical information to non-technical personnel.
16. Ability to maintain quality, safety, and infection control standards.
17. Ability to investigate and analyze information and draw conclusions.
18. Ability to search records, interview individuals, develop case histories, interpret findings, and draw persuasive conclusions from that evidence.
19. Ability to maintain emotional stability to cope with human suffering, emergencies, and other stressors.
20. Ability to establish and maintain effective working relationships with family members, medical officials, representatives of law enforcement and court systems.
21. Ability to read, write, speak, understand, and communicate in English to perform the duties of this position.
22. Ability to make oral presentations before various groups, including giving testimony in hearings and court cases.

### **Physical Characteristics**

1. Must have acceptable eyesight to perform investigator duties.



2. Must have appropriate oral communications skills to effectively use the telephone, radio, and in public contacts.
3. Must be able to sit, stand, or travel for long periods of time.
4. Must be able to negotiate up and down stairs and on rough and/or uneven terrain.
5. Must be able to travel to and from various work sites by car.
6. Must be able to bend, stoop, stretch, twist, reach, kneel, crawl, squat, climb, and balance.
7. Must be able to lift, carry, drag, or push an average body weight of 100 to 200 lbs. or more, both alone and with help.
8. Must be able to climb ladders or stairs or climb up to and down from higher levels using unconventional methods.
9. Must be able to work in hazardous or dangerous work area situations.
10. Must have fine and gross motor skills; hand dexterity; full use of fingers, hands, and arms; and good grip strength to perform investigative duties.
11. Must be capable of working under stressful conditions.
12. Must have good cognitive skills and awareness of work accuracy.
13. Must have the ability to concentrate on more than one task at a time, and to make independent decisions.

### **Other Characteristics**

1. Must dress appropriately and professionally and be prepared for all types of weather.
2. Must participate in written knowledge evaluation.
3. Must sign confidentiality waiver.
4. Must pass criminal/driving background check.
5. Must commit to the call schedule on a monthly basis.
6. ~~Per Alabama statutes—Must be at least 25 years old and a resident of Baldwin County for at least one year prior to appointment.~~

### **Minimum Qualifications**

1. Possession of valid driver's license and be insurable by the County's insurance standards.
2. Possession of or ability to obtain within two (2) years from date of appointment, a Medicolegal Death Investigator Certification from ABMDI.
3. At least three (3) months experience as a Deputy Coroner Trainee
4. Any combination of forensic experience and training that would likely provide the required knowledge and ability is qualifying.
5. Professional certification or licensure in one of the following fields is preferred: ABMDI (American Board of Medicolegal Death Investigators), law enforcement, nursing, radiology, EMT/Paramedic, or any forensic concentration OR Bachelor's Degree in Medical Science, Criminal Justice, or Forensic Science.

## **POSITION DESCRIPTION**

Title: Center Manager Supervisor

Department Council on Aging

Job Analysis: September 2024

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: Council on Aging Coordinator

Subordinate Staff: Center Managers, Center Assistants, Homebound Meal Drivers

Internal Contacts: Council on Aging staff

External Contacts: A.A.A. Staff, Health Department Officials, Food Contractor, General Public

Status: Classified/Non-Exempt (306)

### **Job Summary**

Conduct day to day operations at the Senior Nutrition/S.A.I.L. Centers. Operations include but are not limited to: Follow proper food handling procedures and oversee staff on these procedures. Ensure regulations and procedures of the State and Health departments are adhered to. Serve as Center Manager in other County centers filling in as needed. Supervise staff, conduct center employee evaluations and report to Council on Aging Coordinator. Order center supplies and maintains the cleanliness of the center. Screen clients for unmet needs, provides assistance and referrals to the Council on Aging if necessary. Conduct in-home assessments with all homebound meal clients. Coordinate routes for the homebound meal program. Maintain wait lists for routes. Provide reassurance calls to clients. Provide nutritional information and update bulletin boards. Prepare bank deposits from meal donations and make deposits. Complete weekly and monthly reports of participation and donations received. Log units of service and enroll clients into the Alabama Information Management System (AIMS) and provide monthly reports to the Area Agency on Aging. Coordinate educational presentations for center participants, hold special events, seek donations.

### **Job Domain**

A. Planner and Organizer

1. Plan daily programs, recreation activities and educational opportunities.
2. Organize special occasions/trips if allowed.
3. Coordinate receipt, storage, delivery, and distribution of meals.
4. Conduct in-home assessments of clients for homebound meal program.
5. Maintain waiting lists for homebound program.
6. Maintain client files.
7. Document donations and make timely deposits.

**B. Transportation**

1. Coordinate transportation with local agency.
2. Assist in unloading and loading passengers at the center.

**C. Supervisor**

1. Ensure proper food procedures are followed.
2. Educate and train volunteers and staff.
3. Order supplies for food service and maintain center needs.
4. Maintain, clean, and organize the center.
5. Complete staff evaluations.
6. Maintain client files, updating as required.
7. Serve at other County centers as needed.

**D. Reception and Referral**

1. Answer the telephone and provide information.
2. Greet visitors and provides assistance and/or information on programs for seniors.

**E. Outreach**

1. Telephone reassurance as needed.
2. Run errands as needed.
3. Provide educational presentations in the center.
4. Advertise center activities in community.

**Knowledge, Skills, and Abilities**

1. Knowledge of principles and procedures of record keeping.
2. Knowledge of current office procedures, methods, and computer equipment.
3. Ability to learn departmental and State programs, policies, and procedures.
4. Ability to maintain accurate records and meet deadlines.
5. Ability to address the elderly and general public in a courteous and polite manner.
6. Ability to follow written and oral instructions.
7. Establish and maintain cooperative working relationships with those in the course of work.

**Other Characteristics**

1. Must have own transportation.
2. Be willing and available to attend training/meetings related to job.
3. Be responsible for keeping accurate records.

#### **Minimum Qualifications**

1. Must possess and maintain a valid driver's license and be insurable by the County's insurance standards.
2. Experience in Senior Nutrition/S.A.I.L. Centers, preferred.

## POSITION DESCRIPTION

Title: Center Manager/~~Activities Coordinator~~

Department: Council on Aging

Job Analysis: November 2011, March 2014, September 2014, ~~September 2024~~

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: Council on Aging Coordinator

Subordinate Staff: ~~Senior Aide~~, Center Assistant

Internal Contacts: Council on Aging staff

External Contacts: A.A.A. Staff, Health Department Officials, Food Contractor, General Public

Status: Classified/Non-Exempt (303)

### Job Summary

Conduct day to day operations at the Senior Nutrition/S.A.I.L Center. Operations include but are not limited to: Follow proper food handling procedures and oversee staff ~~and Senior aide~~ on these procedures. Ensure regulations and procedures of the State and Health departments are adhered to. ~~Home visits are required to assess homebound meal requests.~~ Order center supplies and maintains the cleanliness of the center. Interact with seniors and provide referral and information of programs available for assistance. ~~Screen clients for unmet needs and provide assistance or referrals as needed.~~ Provide reassurance calls to clients. Provide nutritional information and maintain bulletin boards. ~~Prepare bank deposits from the collection of donations.~~ Prepare bank deposits and make deposits. Complete weekly and monthly reports of participation and donations received. Log units of service and enroll clients into the Alabama Information Management System (AIMS) and provide monthly reports to the Area Agency on Aging. Assist staff with special events as needed. ~~Coordinate ceramics/folk art classes at the Council on Aging. Supervise participants. Organize the flow of the classes. Insure participants have items to work on and supplies are on hand. Organize mold room, manage pouring of items, conduct the classes and fire items in kiln as needed. Total class fees as needed. Collect payments and log sales. Conduct outreach services.~~

### Job Domain

#### A. Planner and Organizer

1. Plan daily programs and recreation activities ~~relative to the elderly.~~
2. Organize special occasions/trips ~~if allowed.~~
3. Coordinate receipt, storage and serving of meals. ~~Coordinate congregate meals and home bound meals.~~
4. Plan educational activities. ~~and discussion groups~~
5. ~~Plan activities for the folk art and ceramic classes.~~

#### B. Transportation

1. Coordinate transportation with local agency.
2. Assist in unloading and loading passengers at center.
3. ~~Provide escort service as needed, doctor appointments, shopping assistance, etc.~~

#### C. Manager

1. Ensure proper food procedures are followed.
2. ~~Educate and~~ train volunteers and staff.
3. Order supplies for food service and maintain center needs.
4. Maintain, clean, and organize center.
5. ~~Maintain client files, updating as required.~~
6. ~~Supervise senior aides of their responsibility and duties.~~

#### D. Reception and Referral

1. Answer telephone and provide information.
2. Greet visitors; provide assistance and/or information on programs for seniors.

#### E. Outreach

1. Telephone reassurance as needed.
2. Run errands as needed.
3. ~~Provide educational presentations in center.~~
4. ~~Advertise center activities in community.~~
5. ~~Make home visits as needed.~~
6. ~~Assessments made monthly.~~
7. ~~Visit elderly in long term care facility.~~
8. ~~Advertise center activities.~~

### **Knowledge, Skills, and Abilities**

1. Knowledge of principles and procedures of record keeping.
2. Knowledge of current office procedures, methods, and computer equipment.
3. Ability to learn departmental and State programs, policies, and procedures.
4. Ability to maintain accurate records and meet deadlines.

5. Ability to **address the elderly** and general public in a courteous and polite manner.
6. Ability to follow written and oral instructions.
7. Establish and maintain cooperative working relationships with those in course of work.

#### **Other Characteristics**

1. Must have own transportation.
2. Be willing and available to attend training/meetings related to job.
3. Be responsible for keeping accurate records.

#### **Minimum Requirements**

1. Must possess and maintain valid driver's license **and be insurable by the County's insurance standards.**

## POSITION DESCRIPTION

Title: Government Relations Director

Department: ~~Commission Administration~~ Government Relations

Job Analysis: April 2024, ~~September 2024~~

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: County Administrator

Subordinate Staff: Public Information & Communications Specialist

Internal Contacts: Baldwin County Commissioners, Elected Officials, Directors, and Employees of the Commission

External Contacts: General Public, Local, State, and Federal Elected Officials, key staff, and others as assigned.

Status: Classified/Exempt (S319)

### Job Summary

Under administrative direction from the County Administrator, the Government Relations Administrator position manages government affairs programs for the Baldwin County Commission to ensure the County's interests are represented at the local, regional, state, and national level. In addition, this position promotes the strategies developed to carry-out the mission and vision of the Baldwin County Commission; and performs related work as required.

### Job Domains

1. Develop and maintain contacts with legislators, elected officials, representatives of other governmental agencies, and other lobbyists related to the County's legislative and intergovernmental objectives.
2. Function as the County's advocate on issues of legislative concern which includes consulting with contract lobbyists, County departments, and other government agencies seeking input from appropriate County staff and providing information to management, the County Commissioners and to Legislators.



3. Monitor proposed legislative issues, bills, resolutions, ordinances, and meetings at the local, regional, state, and federal level; analyze potential impact on the County's operations and strategic goals and alert appropriate staff of potential changes; request input from a variety of sources.
4. Promotes externally and internally the County's strategic plan including communicating the progress of meeting established goals and objectives.
5. Develop strategies to advocate, to communicate and to educate diverse audiences to understand the County's position on various issues and strategies to carry-out the mission and vision of the County Commission across multiple platforms, especially social media.
6. Assisting Commission members with preparing for and/or participating in interacting with various forms of media.
7. Conduct research, collect data, analyze findings, prepare recommendations, and facilitate meetings/workshops in support of assigned government affairs; assist in formulating the County's position on issues, and articulate the County's position.
8. Prepare complex technical reports which communicate goals, objectives, priorities, policies, workflow designs, and procedures that have department or county-wide impacts; summarize and report results, findings, and recommendations.
9. Periodically attend meetings of city councils, boards and commissions, legislative committees, advisory committees, government agencies, and other special interest groups.

### **Knowledge, Skills, and Abilities**

(Any item with an asterisk will be taught on the job.)

1. Knowledge of policies, practices, and procedures of Baldwin County including the Board of County Commissioners and other governing boards, organizational structure of Baldwin County government and operations, and services in relation to other governments, agencies, community organizations and citizen groups.
2. Knowledge of policies and procedures of the Alabama Legislature regarding lobbying and attendance at legislative sessions, processes, and hearings.
3. Ability to formulate goals, objectives, strategies, and action plans.
4. Ability to develop and utilize research material, spreadsheets, graphics, databases, and other computer applications to assist with analytical studies, reports, and projects.
5. Ability to interpret and apply statutes, codes, regulations, and policies pertaining to state and local governments.

6. Ability to analyze complex issues, evaluate alternatives and make recommendations.
7. Ability to work independently and exercise good judgment.
8. Ability and skills to compile and analyze data. Prepare clear, concise, and accurate analytical and statistical reports.
9. Ability and skills to communicate effectively, prepare and present clear, concise, and accurate statements and reports; be articulate and speak with confidence; make visual and oral presentations; tailor the message to the intended audience.
10. Ability to conduct in a professional manner in professional and social settings, especially when representing the County Commission.
11. Ability to develop and maintain effective, cooperative, and productive working relationships with those contacted during work including the media, elected and appointed officials, management, County staff, citizen groups and advisory boards, the general public and others contacted.
12. Ability and skills to understand communications across multiple platforms including social media.
13. Working knowledge of general office practices and procedures.
14. Knowledge of computer software specific to the assigned department/division.

### **Other Characteristics**

1. Willing to travel for the purposes of professional development, meetings and as needed for Baldwin County Commission priorities.
2. Willing to work overtime as required and maintain a presence at the Baldwin County Emergency Operations Center as directed during an emergency event/activation.

### **Minimum Qualifications**

1. Bachelor's degree in political science, public administration, business administration or a closely related field AND five (5) years of experience in government affairs/relations, or as a management or policy analyst in a professional or government advocacy role related to local, state, or federal legislative issues, or an equivalent combination of education and experience.
2. Possess a valid driver's license and be insurable by Baldwin County's insurance standards.

## PIOPOSITION DESCRIPTION

Title: Public Information & Communications Specialist

Department: ~~Citizen Service Center~~ Government Relations

Job Analysis: September 2021, April 2022, September 2024

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: ~~Director of Public and Government Affairs~~ Government Relations  
Director, County Administrator

Subordinate Staff: None

Internal Contacts: County Department Employees, Employees of the Commission Office, County Supervisors

External Contacts: General Public, others as assigned

Status: Classified/Non-Exempt (S313)

### Job Summary

Under the Director of ~~the Government Relations Director County Administrator~~, the Public Information & Communications Specialist position creates and coordinates Baldwin County social media and Everbridge content creation and dissemination, assists with public outreach events and meetings, track engagement efficacy and implement strategies for ongoing improvement, tracks media mentions, and creates and distributes regular electronic and printed newsletters to Baldwin County approximately 675 employees and thousands of Baldwin County citizens.

The Public Information & Communications Specialist will assist in designing, developing, and supporting social media and event related outreach methods and activities for Baldwin County.

Efforts in outreach and engagement will focus on the history, diverse landscape, and culture of the overall County, and will highlight the unique features of each of our communities. This position will be asked to review and provide input into overall social media strategy and effectiveness and will measure the impact of Baldwin County engagement techniques on a monthly basis by tracking and reporting media mentions, social media engagement and email open rates among other methods.

### **Knowledge, Skills, and Abilities**

(Any item with an asterisk will be taught on the job.)

1. Experience in maintaining social media platforms and creating and posting content to Facebook, Twitter, Instagram and Everbridge.
2. Experience in graphic design for posts and newsletters. Experience with Canva and design software preferred.
3. Experience in working on special events.
4. Familiarity with Baldwin County's geography, history and culture.
5. Demonstrated ability to communicate effectively, both verbally and in writing.
6. Able to accurately edit and write materials for publication.
7. Ability to gather relevant information to resolve vaguely defined practical problems.
8. Excellent people and communication skills.
9. Ability to handle multiple projects simultaneously.
10. Deadline driven and detail oriented.
11. A good working knowledge of general office practices and procedures.
12. Familiar with computers and software.
13. Knowledge of office machinery operations.
14. Possess the skill/ability to establish and maintain effective working relationships with office staff, coworkers, and general public.
15. Demonstrated ability and knowledge in the effective use of social media platforms to disseminate information to the public.
16. Experience with government community outreach, website and social media content, design and development, and social media analytics.

### **Other Characteristics**

1. Willing to travel for the purposes of professional development.
2. Willing to work overtime as required.

### **Minimum Requirements**

1. Bachelor's degree in the areas of marketing, communications, graphic design, or closely related area of study.
2. Two (2) years of practical experience in areas directly related to job description.
3. Possess a valid driver's license and be insurable by the County's insurance standards.

## **POSITION DESCRIPTION**

Title: Fleet Manager

Department: Highway Department – Accounting

Job Analysis: September 2024

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: Chief Accountant/Highway, Assistant County Engineer, County Engineer

Subordinate staff: Fleet Specialist

Internal contacts: Area Maintenance Supervisors, Engineering Personnel, Accountants, Other County Employees

External contacts: Equipment and Parts Suppliers, Auction Companies & General Public

Status: Classified/Non-Exempt (314)

### **Job Summary**

The Fleet Manager position coordinates with various departments within the County to develop specifications and oversee purchases for all County equipment. Coordinates with auction companies when selling County equipment, coordinates with Highway Chief Accountant to complete/maintain annual equipment inventory and maintain fixed asset inventory, oversees equipment maintenance programs and equipment maintenance records. Job duties may also include assisting with the Highway Department Geospatial Division's Drone Program. Must be able to successfully complete any other job/duty deemed necessary by the Chief Accountant or his/her designee.

### **Job Domains**

1. Manage County software inventory.
2. Manage Highway office equipment inventory.
3. Manage Highway heavy equipment/County fleet inventory.
4. Develop specifications for equipment purchases as needed.
5. Manage and oversee equipment warranty criteria.
6. Develop and oversee equipment maintenance programs.
7. Responsible for ensuring accurate equipment maintenance records are kept.

8. Provide information to general inquiries.
9. Attend auctions as needed.
10. Perform inspections and oversee maintenance of Highway Department fueling systems.
11. Assist with Highway Department Geospatial Division Drone Program.

### **Knowledge, Skills, and Abilities**

1. Verbal skills to communicate information to supervisors, co-workers, and vendors.
2. Writing skills to clearly and neatly complete routine forms and order parts.
3. Reading skills to understand equipment and maintenance manuals, parts lists and instructions.
4. Math skills to understand technical specifications.
5. Listening skills to receive information about equipment problems.
6. Skills in the use of hand and machine tools and equipment used in automotive repair.
7. Skills in analyzing and diagnosing problems in automotive and heavy construction equipment.
8. Knowledge of safety rules, including accident causes and prevention.
9. Ability to work independently without close supervision.
10. Knowledge of county policies, procedures and rules.
11. Good people skills and work well with others.
12. Good organizational skills.
13. Good computer skills and ability to operate various software programs.

### **Physical Characteristics**

1. See well enough to read regular print and numbers without error or transposition and inspect small parts.
2. Hear well enough to talk on telephone, to determine mechanical problems.
3. Speak clearly enough to communicate information.
4. Use of hands and fingers to write and to use tools.
5. Strength to lift up to fifty (50) pounds, unassisted.
6. Physical dexterity sufficient to operate levers, gears, etc.
7. Body movement to climb on top of or crawl under various types of equipment.

### **Other Characteristics**

1. Willing to work overtime and nonstandard hours as necessary.
2. Willing to travel out of area as needed.
3. Required to wear uniforms as directed by County Engineer.

### **Minimum Requirements**

1. Have a valid driver's license and be insurable by the County's insurance standards.
2. Commercial Driver's License (CDL – Class A) preferred but not required.
3. Experience in automotive and heavy equipment repairs and maintenance preferred.
4. High school diploma or equivalent preferred, but not required.

## **POSITION DESCRIPTION**

Title: Fleet Specialist

Department: Highway Department – Accounting

Job Analysis: September 2024

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: Fleet Manager, Chief Accountant/Highway, Assistant County Engineer, County Engineer

Subordinate staff: None

Internal contacts: Area Maintenance Supervisors, Engineering Personnel, Accountants, Other County Employees

External contacts: Equipment and Parts Suppliers, Auction Companies & General Public

Status: Classified/Non-Exempt (312)

### **Job Summary**

The Fleet Specialist position coordinates with various departments within the County to develop specifications and assist with purchases for all County equipment. Coordinates with auction companies when selling County equipment, coordinates with Fleet Manager to complete/maintain annual equipment inventory and maintain fixed asset inventory, maintain equipment maintenance programs and equipment maintenance records. Must be able to successfully complete any other job/duty deemed necessary by the Fleet Manager or his/her designee.

### **Job Domains**

1. Maintain County's office equipment inventory.
2. Maintain County heavy equipment/fleet inventory.
3. Assist with facilitating specifications for equipment purchases as needed.
4. Assist with managing and overseeing equipment warranty criteria.
5. Maintain equipment maintenance programs.
6. Responsible for ensuring accurate equipment maintenance records are kept.
7. Provide information to general inquiries.

8. Attend auctions as needed.
9. Assist with performing inspections and overseeing maintenance of the County's fueling systems.

### **Knowledge, Skills, and Abilities**

1. Verbal skills to communicate information to supervisors, co-workers, and vendors.
2. Writing skills to clearly and neatly complete routine forms and order parts.
3. Reading skills to understand equipment and maintenance manuals, parts lists and instructions.
4. Math skills to understand technical specifications.
5. Listening skills to receive information about equipment problems.
6. Skills in the use of hand and machine tools and equipment used in automotive repair.
7. Skills in analyzing and diagnosing problems in automotive and heavy construction equipment.
8. Knowledge of safety rules, including accident causes and prevention.
9. Ability to work independently without close supervision.
10. Knowledge of county policies, procedures and rules.
11. Good people skills and work well with others.
12. Good organizational skills.
13. Good computer skills and ability to operate various software programs.

### **Physical Characteristics**

1. See well enough to read regular print and numbers without error or transposition and inspect small parts.
2. Hear well enough to talk on telephone, to determine mechanical problems.
3. Speak clearly enough to communicate information.
4. Use of hands and fingers to write and to use tools.
5. Strength to lift up to fifty (50) pounds, unassisted.
6. Physical dexterity sufficient to operate levers, gears, etc.
7. Body movement to climb on top of or crawl under various types of equipment.

### **Other Characteristics**

1. Willing to work overtime and nonstandard hours as necessary.
2. Willing to travel out of area as needed.
3. Required to wear uniforms as directed by County Engineer.

### **Minimum Requirements**

1. Have a valid driver's license and be insurable by the County's insurance standards.
2. Commercial Driver's License (CDL – Class A) preferred but not required.
3. Experience in automotive and heavy equipment repairs and maintenance preferred.
4. High school diploma or equivalent preferred, but not required.



## POSITION DESCRIPTION

Title: GIS Coordinator

Department: Highway Department – Geospatial Operations

Job Analysis: May 2018, September 2018, September 2021, July 2024, September 2024

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: Geospatial Operations Manager, Assistant County Engineer, County Engineer

Subordinate Staff: None

Internal Contacts: BCHD Section Heads, Staff and other County Employees

External Contacts: General Public, Alabama Department of Transportation; Municipalities, etc...

Status: Classified/Exempt (~~S313~~S316)

### Job Summary

Assist Highway Department and other departmental staff with various GIS duties including but not limited to making maps, maintaining, creating, and editing numerous, advanced ArcGIS Enterprise geodatabases which contribute to the operation of the Highway Department. Update/maintain spatial and tabular data associated with road centerlines, projects, and right of way features on a daily basis. Manage linked MUNIS (asset management) and GIS data within the ESRI Enterprise environment. Conduct extensive training with staff members and answer GIS questions as needed. Assist and perform QA/QC on data collected by BCHD employees as BCHD infrastructure is collected. Perform geospatial field data collection related to GIS or surveying projects as needed.

### Job Domains

1. Utilize ArcGIS Pro, Python, ArcCatalog, ArcGIS Portal, Web Experience Builder, Field Maps, and other Microsoft Office software to maintain and analyze the department's GIS data.
2. Create, manage, and edit ArcGIS Portal feature services, map services, web maps and custom web applications to support field, office and administrative staff.
3. Assist all sections in preparing GIS maps and layers for use in the field as well as for presentations to the Baldwin County Commission and the general public.

4. Professional contact with outside engineering consulting firms and the general public.
5. Assist the Operations Manager in reviewing all annexations to see the impact on county-maintained roads.
6. Leadership and vision for various aspects of GIS under the Geospatial Department. Must have a thorough knowledge base to provide advanced solutions for a wide range of datasets.

### **Knowledge, Skills, and Abilities**

1. Verbal skills to communicate effectively with office staff and general public.
2. Reading skills to read and understand written instructions, manuals, and correspondence.
3. Listening skills to understand verbal communications with co-workers and the public.
4. Ability to operate office machines such as a calculator, computer terminal, plotter, and copy machine.

### **Physical Requirements**

1. Understand and respond accordingly to verbal communications or oral instructions, carry on a conversation with the public and other staff, with or without accommodation.
2. See well enough to read fine print and numbers accurately on a computer monitor or on a printed document without transposition and operate a motor vehicle.
3. Strength and sufficient body movement to conduct fieldwork, lift objects, use hand tools; and operate a motor vehicle.
4. Ability to work outdoors in hot or cold weather while navigating uneven terrain.
5. Ability to lift up to 100 lbs. (such as manhole covers, etc.).
6. Ability to bend, stoop, crawl, climb hills or ditches, and stand for long periods of time.

### **Other Characteristics**

1. Willing to travel to training sessions, meetings, and seminars on public works.
2. Willing to work overtime and non-standard hours to meet deadlines as required.
3. Must be highly motivated and organized.

### **Minimum Qualifications**

1. Minimum of bachelor's degree in Geographic Information Systems or related field and three (3) years' experience or equivalent combination of education and experience.
2. MUNIS, Microsoft Office applications, and Power Point experience a plus.
3. Have a valid driver's license and be insurable by the County's insurance standards.

## **POSITION DESCRIPTION**

Title: Herbicide/Safety Trainer

Department: Highway Department – Operations Section

Job Analysis: September 2024

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: Maintenance Manager, Operations Manager, Assistant County Engineer, County Engineer

Subordinate staff: None

Internal contacts: Area Maintenance Supervisors, Engineering Personnel, County Risk Personnel, Other County Employees

External contacts: Equipment and Parts Suppliers, Herbicide Companies, General Public

Status: Classified/Non-Exempt (312)

### **Job Summary**

The Herbicide/Safety Trainer position will help develop and implement the County's herbicide and safety programs. The individual will be responsible for applying herbicide, ordering materials, and maintaining the herbicide equipment. Will coordinate with various sections within the Highway Department to develop and implement equipment and personnel safety training. Individual must have heavy equipment operating experience. He/she will be responsible for successfully completing any other job/duty deemed necessary by the Maintenance Manager or his/her designee.

### **Job Domains**

1. Maintain Highway herbicide inventory.
2. Maintain Highway herbicide equipment.
3. Develop specifications for herbicide equipment as needed.
4. Responsible for applying herbicide to County right of ways.
5. Properly track and record herbicide applications.
6. Provide information to general inquiries.
7. Develop and deliver in-person equipment safety training to employees.

8. Implement safe operating practices with the overall goal to eliminate hazards.
9. Assist with increasing safety awareness and improve overall safety practices.

### **Knowledge, Skills, and Abilities**

1. Verbal skills to communicate information clearly and accurately.
2. Writing skills to clearly and neatly complete routine forms and order materials.
3. Reading skills to understand manuals, herbicide labels, and any other information related to job.
4. Math skills to properly calculate herbicide rates and application methods.
5. Listening skills to receive information.
6. Skills to operate the herbicide and road construction equipment.
7. Skills in analyzing and diagnosing equipment problems.
8. Knowledge of safety rules, including accident causes and prevention.
9. Ability to work independently without close supervision.
10. Knowledge of county policies, procedures, and rules.
11. Ability to work with other team members.
12. Good organizational skills.
13. Good computer skills and ability to operate various software programs.

### **Physical Characteristics**

1. See well enough to read regular print and numbers without error.
2. Hear well enough to talk on telephone and in person.
3. Speak clearly enough to communicate information.
4. Use of hands and fingers to write and operate equipment.
5. Strength to lift up to fifty (50) pounds, unassisted.
6. Physical dexterity sufficient to operate levers, gears, etc.
7. Body movement to climb on top of or crawl under various types of equipment.

### **Other Characteristics**

1. Willing to work overtime and nonstandard hours as necessary.
2. Willing to travel out of area as needed.
3. Required to wear uniforms as directed by Assistant County Engineer.
4. Willing to attend training and obtain certifications as needed

### **Minimum Requirements**

1. Have a valid driver's license and be insurable by the County's insurance standards.
2. Commercial Driver's License (CDL – Class A) required.
3. At least 5 years' experience in operating heavy equipment.
4. Required to obtain a Commercial Herbicide Applicator License within 6 months of hire date.
5. High school diploma or equivalent required.

## POSITION DESCRIPTION

Title: MPO Transportation Planner

Department: Metropolitan Planning Organization

Job Analysis: May 2017, August 2021, September 2023, September 2024

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: MPO Director, Pre-Construction Manager, Assistant County Engineer, County Engineer

Subordinate staff: None

Internal contacts: County Personnel, Highway Department Staff

External contacts: General Public, Elected Officials, City Departments, and other Local Governments, Regional, State and Federal Agencies

| Status: Classified/Non-Exempt (~~309~~ 312)

## Job Summary

Responsible for assisting the Eastern Shore Metropolitan Planning Organization (MPO) in day-to-day operations and providing professional planning support, with special emphasis on administrative duties, marketing/public relations, multi-modal and long-range planning.

## Job Domains

1. Assist with the preparation and implementation of all MPO core and secondary planning documents.
2. Administer the Safe Routes to School (SRTS) program as the SRTS program Coordinator.
3. Manage and carry out planning process for alternative transportation including planning requirements set forth in current transportation legislation.
4. Collect, maintain, and present Planning and Development data for the MPO Planning Area.
5. Assist MPO Director in ensuring compliance with regulations governing all MPO activities.
6. Attend all MPO meetings and act as MPO Assistant for all MPO meetings.
7. Maintain MPO front office space and assist visiting members of the public.
8. Coordinate and assist with the marketing activities and products of the MPO to the general public and specific interest groups, which may include advertising, direct mailing, printing, public meetings, and public presentations.

9. Produce or assist in the production of brochures, mass mailings, email campaigns, social media and similar marketing tools for the MPO.
10. Assist the MPO Director in preparation of agendas, meeting minutes, agenda packets and presentations for MPO meetings.
11. Assist the MPO Director with office management tasks such as ordering supplies, preparing MPO invoices for reimbursement, scheduling MPO meetings/events and proofing MPO planning documents/correspondence.

### **Knowledge, Skills, and Abilities**

1. Skills and ability to communicate effectively with members of the public and coworkers.
2. Knowledge and skills to perform proficiently with computers and software related to job (Microsoft Word, Microsoft Excel, and Microsoft Power Point).
3. Knowledge and skills to read and proof documents for content and grammatical accuracy.
4. Ability to establish and maintain effective working relationships with citizens, supervisors, and elected officials.
5. Ability to assist the MPO Director as necessary with work in the field including taking measurements and collecting data.
6. Ability to speak in front of people.
7. Ability to read fine print and numbers accurately.
8. Ability to respond to verbal communication and to use the telephone.
9. Ability to communicate with the public in a polite and effective manner.
10. Ability to bend, stoop and move about.
11. Ability to write and type.
12. Ability to lift up to twenty (20) pounds unassisted.
13. Familiarity with mapping software such as GIS preferred but not required.

### **Other Characteristics**

1. Willing to work nonstandard hours when necessary.
2. Willing to work and learn in a fast-paced, multi-faceted work environment.
3. Willing to learn the basic principles of mapping software such as GIS.
4. Willing to learn Cube Voyager, Microstation, Visio and other technical software.

### **Minimum Qualifications**

1. Associate's degree or minimum of two (2) years' experience in administration, planning, marketing, or mapping preferred but not required.
2. Have a valid driver's license and be insurable by the County's insurance standards.

## **POSITION DESCRIPTION**

Title: Project Coordinator

Department: Highway Department – Pre-Construction Section

Job Analysis: September 2024

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: Pre-Construction Manager, Assistant County Engineer, County Engineer

Subordinate Staff: None

Internal Contacts: Baldwin County Highway Department Section Heads, Pre-Construction Right-of-Way Members, Staff, and other County Employees.

External Contacts: General Public, Contractors, Utility Companies, ALDOT and Municipal Officials, Vendors, Environmental Agencies, Surveyors, Attorneys and Local Officials

Status: Classified/Exempt (S314)

### **Job Summary**

Employee serves as lead project manager for the design team. Employee will perform highly responsible and diverse civil engineering tasks. Employee will perform in-house design, coordinate with consultants and review consultant Plans. Employee will participate in the planning of roads and bridges relating to Highway Department projects. The employee will assist with various engineering duties including, but not limited to, Computer Aided Drafting and Design (CADD); drainage studies; traffic studies; developing horizontal; and vertical alignments, surveying, and record keeping. Employee will provide assistance and project oversight for the Design Tech I & II employees.

### **Job Domains**

1. Assist in design and development of various roadway and bridge projects.
2. Assist in developing schedules and construction estimates for various projects and assist in making recommendations to the County Engineer.
3. Assist in establishing the scope of a project and assist in developing construction plans.
4. Assist in preparing engineering/GIS products for use in presentations to the Baldwin County Commission as well as the general public.

5. Professional contact with outside survey, engineering, construction, or other miscellaneous service-oriented providers for the purposes of obtaining services, administering contracts and ensuring prosecution of work.
6. Works with professional, sub-professional and other employees engaged in design, of all public roads, highways, bridges and related drainage structures and other governmental activities.
7. Participates in preparing complete set of construction plans for highway projects.
8. Coordinates with outside agencies (ALDOT, NRCS, Corps of Engineers, etc.) regarding project funding, permits, requirements and regulations for County projects.
9. Assists in developing budgets for County projects and annual Highway Department Design budget.
10. Participate in the plan check, review and processing of plans for highway construction and other related construction projects.
11. Coordinate utility relocations as required during contract bid and award phase.
12. Ability to train other staff members
13. Billing and payment processing for PE Consultants, Utility companies and prepare reimbursements as required.
14. Prepare and submit grant applications for highway and pedestrian safety projects.
15. Provides assistance and project oversight for the Design Tech I & II employees.

### **Knowledge, Skills, and Abilities**

1. Verbal skills to deal with the public and handle various requests from the public, other departments, and commissioners.
2. Math skills to accomplish any variety of civil engineering typical problems.
3. Writing skills to prepare reports, complete forms, compose letters accurately and neatly.
4. Reading skills to read and understand maps, blueprints, written instructions, manuals and correspondence.
5. Listening skills to understand verbal communications with co-workers and public
6. Ability to operate office machines such as calculator, computer terminal and copy machine.
7. Proficient in Microstation and InRoads, Microsoft Office applications as well as ARC GIS.
8. Skills in planning and scheduling.
9. Knowledge of occupational safety and health requirements.
10. Assist in coordinating disaster recovery.
11. Hear well enough to understand normal conversations.
12. Thorough knowledge of administration of public works projects and procedures.
13. Must be highly motivated and organized.

### **Minimum Qualifications**

1. High School education, minimum of five (5) years experience in design or construction related field.
2. Willing to work overtime and non-standard hours to meet deadlines as required
3. Have a valid driver's license and be insurable by the County's insurance standards.
4. Experience with various design software packages to aid in drainage design, traffic design, project scheduling/management, is a plus.



## POSITION DESCRIPTION

Title: Right-of-Way Manager

Department: Highway Department – Pre-Construction Section

Job Analysis: September 2021, September 2024

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: Pre-Construction Manager, Assistant County Engineer, County Engineer

Subordinate Staff: Right-of-Way ~~Personnel~~personnel

Internal Contacts: Area Supervisors, Pre-Construction Design Members, Survey Crew, Utility Inspectors, and other County EmployeesPre-Construction, Operations, and Geospatial Section members; Area Supervisors and their staff; County Commissioners; and other County employees

External Contacts: General Public, Consultants, Contractors, Utility Companies, ALDOT, and other OfficialsALDOT; employees; general public; title, survey, and utility companies; attorneys; consultants, appraisers; real estate agents; and other officials

Status: Classified/Exempt (~~S313~~ S316)

### Job Summary

To successfully complete any job/duty as deemed necessary by the ~~County~~ Pre-Construction Manager or his/her designee. Provide supervisory oversight of other Pre-Construction ~~right~~Right-of-~~way~~Way members as directed by the Pre-Construction Manager. The employee is responsible for planning and directing activities of the Right-of-Way Division of the Highway Pre-Construction Section.

### Job Domains

1. Coordination of resources, both material and human, to acquire right-of-way for projects.
2. Contact citizens and negotiate the purchase of Right~~right~~-of-Way~~way~~.
3. Handles Eminent Domain Cases and attends court hearings when necessary.

4. Assigns and delegates work and workloads to right-of-way staff and/or consultants based upon each individual's knowledge, skills and abilities maximizing manpower to complete ~~Right~~right-of-Way-way acquisition activities so that project schedules are met without complaints or ~~valid~~ delays.
5. Briefs Pre-Construction Manager, Assistant County Engineer, and County Engineer on current status of all right-of-way projects and other right-of-way activities
6. Communicates with employees, colleagues, supervisors, government officials and the general public so that information is exchanged with minimal misunderstandings and so that instructions/assignments are clear.
7. Composes letters, reports and documents using clear and concise terms so that all right-of-way activities and job performances are properly documented.
8. Completes forms and reports such as monthly and weekly project status reports, employee and consultant performance evaluations, and other related documents.
9. Assists Pre-Construction Manager in training employees.

### **Knowledge, Skills, and Abilities**

1. Skills to produce required drawings and deeds and/or oversee and verify consultant's drawings and deeds for acquisition of right-of-way.
2. Skills and ability to contact citizens and negotiate the purchase of right-of-way. Must be able to follow all state and federal guidelines and Alabama Department of Transportation (ALDOT) procedures for acquiring right-of-way.
3. Knowledge of federal and state guidelines for right-of-way acquisition (preferably Alabama Department of Transportation guidelines and standards.)
4. Knowledge of right-of-way mapping, deed, and sketch preparation.
5. Appraisals (~~Including-including~~ knowledge of ~~Federal-federal Real-real Estate-estate Acquisition-acquisition~~ policies.)
6. Negotiations (~~Knowledge-knowledge of Federal-federal Real-real Estate-estate Acquisition-acquisition Policies-policies;~~ and Alabama Department of Transportation procedural guidelines as they relate to relocation assistance.)
7. Relocation Assistance (~~Knowledge-knowledge of Federal-federal Real-real Estate-estate Acquisition-acquisition~~ policies; and Alabama Department of Transportation procedural guidelines as they relate to relocation assistance.)
8. Probate Court (~~Eminent-eminent Domain-domain~~).
9. Knowledge of property management.
10. Microsoft Office products including Word, Excel, and PowerPoint.

### **Physical Characteristics**

1. See well enough to read deeds and right-of-way drawings.
2. Hear well enough to talk on telephone.
3. Speak well enough to discuss projects with supervisors, co-workers, the general public, and Engineers.
- 3.4. Able to stand outside for long periods of time in various weather conditions.

### **Other Characteristics**

1. Willing to work non-standard hours, including overtime and weekends, when necessary.
2. Willing to attend meetings and other work activities after work hours.

### **Minimum Requirements**

1. Bachelor's Degree in Civil Engineering, Business Administration, or a similar field, with a minimum of five (5) years' experience in Right-of-Way Acquisition preferred, but not required.
2. Possess a valid driver's license and be insurable by the County's insurance standards.

## **POSITION DESCRIPTION**

Title: Right-of-Way Mapping Coordinator

Department: Highway Department – Pre-Construction Section

Job Analysis: September 2024

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: Right-of-Way Manager, Pre-Construction Manager, Assistant County Engineer, County Engineer

Subordinate Staff: None

Internal Contacts: Pre-Construction, Operations, and Geospatial Section members; Area Supervisors and their staff; and other County employees

External Contacts: ALDOT employees; general public; title, survey, and utility companies; attorneys; consultants, appraisers; real estate agents; and other officials

Status: Classified/Non-Exempt (313)

### **Job Summary**

Employee serves as lead right-of-way mapper. Employee is responsible for coordinating with Right-of-Way Manager, right-of-way staff, and other Highway staff to ensure an accurate and effective work product. Employee will also successfully complete any job/duty as deemed necessary by the Right-of-Way Manager and/or Pre-Construction Manager or his/her designee.

### **Job Domains**

1. Composes, completes, and reviews documents, forms, reports, letters, memorandums, deeds, maps, progress reports, status reports, sign inventories, and other related documents so that all work associated with the acquisition and relocation of private property for public purposes is performed properly.
2. Must be able to follow all state and federal guidelines and Alabama Department of Transportation (ALDOT) procedures for acquiring right-of-way, if directed to do so.
3. Gathers information for preliminary estimates, right-of-way map preparation and any other items deemed necessary to successfully perform the right-of-way acquisition process.

4. Reviews and monitors status of mapping, appraisals, negotiations, relocation assistance, and any other right-of-way activity deemed necessary by the Right-of-Way Manager.
5. Keeps the Right-of-Way Manager informed on the current status of certain right-of-way projects and other right-of-way activities.
6. Assists Right-of-Way Manager in training employees.
7. The ability to research the Baldwin County Probate Records and prepare a title report.
8. Communicates with individuals such as supervisors; co-workers; negotiators; appraisers; lawyers; property owners; real estate agents; federal, state, and local officials; contractors; private engineers/consultants; and the general public. Documenting this correspondence for right-of-way acquisition purposes, when necessary.
9. Takes lead role in oversight and completion of right-of-way mapping, ensuring quality and completion.

### **Knowledge, Skills, and Abilities**

1. Federal and State guidelines for right-of-way acquisition (preferably Alabama Department of Transportation guidelines and standards)
2. Right-of-way mapping, deed, and sketch preparation
3. Negotiations (knowledge of federal real estate acquisition policies, Alabama Department of Transportation procedural guidelines as they relate to relocation assistance.)

### **Physical Characteristics**

1. See well enough to read deeds and right-of-way drawings.
2. Hear well enough to talk on telephone and deal with general public.
3. Speak well enough to discuss projects with supervisors, co-workers, consultants, the general public, and engineers.
4. Able to stand outside for long periods of time in various weather conditions.

### **Other Characteristics**

1. Willing to work overtime and weekends when necessary.
2. Willing to attend meetings and other work activities after work hours.

### **Minimum Qualifications**

1. Bachelor's Degree or minimum of five (5) years' experience in right-of-way activities, roadway design, or a related field preferred.
2. Experience with design-related software, such as MicroStation, CAD, or GIS preferred.
3. Have a valid driver's license and be insurable by the County's insurance standards.

## **POSITION DESCRIPTION**

Title: Right-of-Way Research Coordinator

Department: Highway Department – Pre-Construction Section

Job Analysis: September 2024

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: Right-of-Way Manager, Pre-Construction Manager, Assistant County Engineer, County Engineer

Subordinate Staff: None

Internal Contacts: Pre-Construction, Operations, and Geospatial Section members; Area Supervisors and their staff; and other County employees

External Contacts: ALDOT employees; general public; title, survey, and utility companies; attorneys; appraisers; real estate agents; and other officials

Status: Classified/Non-Exempt (313)

### **Job Summary**

Employee serves as lead right-of-way researcher. Employee will complete and direct research requests to the appropriate Right-of-Way Team members, coordinating with other staff to ensure a timely, accurate response. Employee will also successfully complete any job/duty as deemed necessary by the Right-of-Way Manager and/or Pre-Construction Manager or his/her designee.

### **Job Domains**

1. Composes and reviews documents, forms, reports, letters, memorandums, deeds, maps, negotiator reports, agreements, progress reports, status reports, sign inventories, and other related documents so that all work associated with the acquisition and relocation of private property for public purposes is performed properly.
2. Must be able to follow all state and federal guidelines and Alabama Department of Transportation (ALDOT) procedures for acquiring right-of-way, if directed to do so.
3. Gathers information for preliminary estimates, right-of-way map preparation and any other items deemed necessary to successfully perform the right-of-way acquisition process.

4. Reviews and monitors status of research, deed preparation, right-of-way map preparation, and any other right-of-way activity deemed necessary by the Right-of-Way Manager.
5. Keeps the Right-of-Way Manager informed on the current status of certain right-of-way research requests and other right-of-way activities.
6. Oversees right-of-way vacation requests, partnering with citizens and/or their representation, municipalities, elected officials, and other County employees; and attends hearings when necessary.
7. Assists Right-of-Way Manager in training employees.
8. The ability to research the Baldwin County Probate Records and prepare a title report.
9. Communicates with individuals such as supervisors; co-workers; negotiators; appraisers; lawyers; property owners; real estate agents; federal, state, and local officials; contractors; private engineers/consultants; and the general public. Documenting this correspondence for right-of-way acquisition or research purposes, when necessary.
10. Takes lead role in oversight and distribution of right-of-way research to Right-of-Way Tech I and II employees, ensuring quality and completion.

### **Knowledge, Skills, and Abilities**

1. Federal and State guidelines for right-of-way acquisition (preferably Alabama Department of Transportation guidelines and standards)
2. Right-of-way mapping, deed, and sketch preparation
3. Negotiations (knowledge of federal real estate acquisition policies, Alabama Department of Transportation procedural guidelines as they relate to relocation assistance.)

### **Physical Characteristics**

1. See well enough to read deeds and right-of-way drawings.
2. Hear well enough to talk on telephone and deal with general public.
3. Speak well enough to discuss projects with supervisors, co-workers, consultants, the general public, and engineers.
4. Able to stand outside for long periods of time in various weather conditions.

### **Other Characteristics**

1. Willing to work overtime and weekends when necessary.
2. Willing to attend meetings and other work activities after work hours.

### **Minimum Qualifications**

1. Bachelor's degree or minimum of five (5) years' experience in title research or similar field preferred.
2. Have a valid driver's license and be insurable by the County's insurance standards.

## **POSITION DESCRIPTION**

Title: Engineering Technician I (Permits Option)

Department: Planning and Zoning

Job Analysis: September 2024

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: Project Coordinator, Permit Engineer, Deputy Planning Director, Planning Director, County Engineer

Subordinate Staff: N/A

Internal Contacts: Planning and Zoning Management Team Members, Staff, and other County Employees

External Contacts: General Public, Applicants, Contractors, Utility Companies, ALDOT and Municipal Officials, Vendors, Engineering Consultants, Surveyors, Attorneys and Local Officials

Status: Classified/Non-Exempt (310)

### **Job Summary**

This individual is responsible for permitting, inspecting, documenting, and reporting on subdivision developments in Baldwin County in accordance with the approved construction plans and coordinating and performing inspections of development related work being conducted on County rights-of-way under other Planning and Zoning permits or agreements. A person in this position must be able to travel to construction sites throughout the County and must develop a good understanding of the County's Highway network.

This individual shall also successfully complete any job/duty deemed necessary by the Planning Director, Deputy Planning Director, Permit Engineer, Project Coordinator, or his/her Designee.

### **Job Domains**

#### **A. Permitting**

1. Update and maintain applications for various development permits in the County rights-of-ways.



2. Review GIS data and maps as needed as part of the review process.
3. Process applications to determine if the appropriate regulations are met.
4. Correspond with applicants and any other County employees as necessary.
5. Create agenda items for License Agreements.

#### B. Inspections

1. Inspects workmanship and materials of the construction of subdivision developments, including associated utility, and ROW work to ensure compliance with approved plans. This includes review of site grading work, erosion control, pavement, water, sewer, and other utilities.
2. Inspects all traffic control devices (temporary & permanent) in permitted projects to ensure they are in working order and serving their purpose.
3. Complete required inspection forms and correspondence to appropriate representatives.
4. Follow-up on comments to ensure completion.
5. Inspect construction projects to ensure Baldwin County and Alabama Department of Transportation (ALDOT) standards and specifications are followed.

#### C. Reporting and Controlling

1. Keep diary of work progress for each permitted project and prepare weekly progress reports, etc.
2. Determines quantities used in completion of project for estimates of quantities, if needed.
3. Fill out and submit all required forms and supporting data.
4. Prepare daily work activity sheets for record keeping.
5. Maintain database of all permitted projects.

### **Knowledge, Skills, and Abilities**

1. Verbal skills to communicate effectively with office staff, general public, applicants, utility departments, and County Commission, ask for information and instructions, and communicate by email or phone.
2. Writing skills to prepare reports, complete forms, compose letters.
3. Reading skills to read and understand written instructions, manuals, and correspondence.
4. Listening skills to understand verbal communications with co-workers and public.
5. Ability to operate office machines such as calculator, computer, and copy machine.
6. Knowledge of general office procedures.
7. Thorough knowledge of departmental policies and procedures and ability to apply them to work problems.
8. Knowledge of standard utility installation techniques.
9. Ability to address deficiencies of new utility installations.
10. Ability to coordinate construction activities and utility activities to avoid conflicts.
11. Ability to successfully balance workloads.
12. Knowledge of Microsoft Excel and other software to successfully maintain databases.
13. Knowledge of county road and bridge systems, the Baldwin County Zoning Ordinance, and the Baldwin County Subdivision Regulations.

14. Knowledge of state and county laws, policies and procedures pertaining to specifications, construction, etc.
15. Ability to use level, calculator, drawing tools, chain and plumb bob.
16. Ability to exercise independent judgment and initiative in planning and implementing work.
17. Knowledge of rules and regulations regarding safety.
18. Ability to establish and maintain effective working relationships with associates, supervisors, developers, and contractors in this work.
19. Ability to understand and follow complex written and verbal instructions.
20. Knowledge of ARCGIS and ARCMAP.
21. Knowledge of Microsoft Outlook and how manage/compose emails.
22. Knowledge of Microsoft Powerpoint to put together presentations.
23. Knowledge of deed research and county software that is applicable.

### **Physical Characteristics**

(In cases of physical handicap, reasonable accommodations will be made.)

1. See well enough to read fine print and numbers accurately and without transposition.
2. Hear well enough to respond to verbal communication and to use the telephone.
3. Speak well enough to communicate effectively with supervisor, co-workers, and the public in a polite and effective manner.
4. Body movement to bend, stoop and move about in an outdoor environment with live traffic.
5. Manual dexterity to write and type.
6. Strength to lift up to 20 pounds.

### **Other Characteristics**

1. Willing to work overtime and non-standard hours to meet deadlines.
2. Willing to travel for schools and training.

### **Minimum Qualifications**

1. High school diploma or equivalent. Experience preferred, but not required.
2. Have a valid driver's license and be insurable by the County's insurance standards.

## **POSITION DESCRIPTION**

Title: Project Coordinator

Department: Planning and Zoning

Job Analysis: September 2024

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: Permit Engineer (PZ)

Subordinate Staff: Engineering Technician II, Engineering Technician I

Internal Contacts: Baldwin County Planning & Zoning Staff, Building Official, Building Inspectors, Highway Department Section Heads and Staff.

External Contacts: General Public, Contractors, Utility Companies, ALDOT and Municipal Officials, Vendors, Environmental Agencies, Surveyors, Attorneys and Local Officials

Status: Classified/Exempt (S314)

### **Job Summary**

Employee serves as lead project manager for the permit compliance team. Employee will perform highly responsible and diverse civil engineering tasks. Employee will review of plans for compliance with County regulations as well as disseminating information and assisting the public in planning and zoning related matters, with the added roles of providing management support of meetings with specific emphasis on the Planning Commission meeting and management oversight of the P&Z Engineering Technicians. May support Code Enforcement and Natural Resource Planning as required. Other related duties may be assigned by the Director.

### **Job Domains**

1. Provide exceptional customer service when assisting the public regarding Planning and Zoning related matters.
2. Gather and present data in written and graphic format for use by the Planning and Zoning Department staff.
3. Read and interpret construction plans, buildings plans, site plans and other relates maps or plans for compliance with County regulations.
4. Process applications for County regulation compliance.

5. Accept applications for Planning Commission and Boards of Adjustment.
6. Manage and/or provide support for Planning and Zoning meetings.
7. Submit Agenda Items to the County Commission as necessary to fulfill position duties.
8. Provide oversight P&Z Administrative Assistants and the application intake process for the Planning and Zoning Department.
9. Review development proposals for compliance with historic district design standards.
10. Prepare maps and Planning and Zoning presentations as needed.
11. Perform research for various planning projects and assist with scoping of studies and designs associated with planning projects.
12. Support Code Enforcement and Natural Resource Planning as required.
13. Other duties assigned by the Director.
14. Provides assistance and project oversight for the Engineering Tech I & II employees.

### **Knowledge, Skills, and Abilities**

1. Verbal skills to deal with the public and handle various requests from the public, developers, engineers, other departments, and commissioners.
2. Ability to read and analyze building plans and site plans.
3. Ability to understand and apply County regulations in the review of plans.
4. Strong interpersonal and communication skills.
5. Strong technical writing skills.
6. High proficiency in the use computer software including current versions of Microsoft Office Suite and similar software packages.
7. Basic management skills.
8. Must be highly motivated and organized.

### **Other Characteristics**

1. Willing to work non-standard hours as necessary.

### **Minimum Qualifications**

1. High School education, minimum of five (5) years experience in design or construction related field.
2. Willing to work overtime and non-standard hours to meet deadlines as required
3. Have a valid driver's license.
4. Experience with various design software packages to aid in drainage design, traffic design, project scheduling/management, is a plus.

## **POSITION DESCRIPTION**

Title: Senior Natural Resource Planner

Department: Planning and Zoning

Job Analysis: September 2024

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.

### **Relationships**

Reports to: Planning Director

Subordinate staff: Natural Resource Planner and Planning Technician I – Natural Resources

Internal contacts: Planning Staff and other County employees

External contacts: General Public, Alabama Department of Environmental Management, Corps of Engineers, U.S. Fish & Wildlife, local environmental organizations

Status: Classified/Non-Exempt (S317)

### **Job Summary**

Develop and manage various policies, plans and studies in areas of watershed planning, wetlands conservation, stormwater management, air quality, water quality, erosion control and other environmental and community development programs. Manage natural resource staff.

### **Job Domains**

1. Conduct research and analysis on various environmental issues. Develop and implement long range environmental plans and studies for Baldwin County related to watershed planning, wetlands conservation, stormwater management, air quality, water quality and erosion control. Monitor plan progress. Maintain plans in up-to-date manner.
2. Manage projects including development of project scope, grant applications, bid documents, consultant advertisement and selection, contract negotiation, fee proposals for consultants, and similar tasks as appropriate.
3. Represent the County on various committees and organizations related to the environment. Act as liaison to various state and federal environmental agencies including ADEM, COE, USF&W etc. Respond to inquiries from the public about environmental issues and regulations.
4. Provide staff support to the environmental advisory board.

5. Attend and present reports at Planning Commission meetings, public hearings, public meetings and County Commission meetings as necessary.
6. Prepare responses to COE wetland dredge and fill permit applications and ADEM air quality proposals.
7. Work on special projects related to the Baldwin County Master Plan, areas land use plans and similar studies/plans including but not limited to environment & conservation, parks & recreation, utilities and growth & development.
8. Assist Planning Director on other projects as needed.
9. Ability to analyze complex situations, problems and data, and use sound judgment in drawing conclusions and making decisions.
10. Ability to handle high stress situations and effectively deal with difficult, angry or threatening people and situations.
11. Ability to establish and maintain effective working relationships with citizens, employees, supervisors and the general public.
12. Ability to comprehend and articulate complex facts and relationships in detail, to summarize and write clearly, concisely and legibly.
13. Manage and evaluate natural resource staff.

### **Knowledge, Skills, and Abilities**

1. Ability to communicate effectively.
2. Knowledge of computers and software related to job (word processing, spreadsheets, GIS). Ability to prepare plans, studies, reports and correspondence.
3. Ability to analyze complex situations, problems and data, and use sound judgment in drawing conclusions and making decisions.
4. Ability to comprehend and articulate complex facts and relationships in detail, to summarize and write clearly, concisely and legibly.

### **Other Characteristics**

1. Willing to work evenings and weekends when necessary.

### **Minimum Requirements**

1. Graduate of an accredited college or university with a Bachelor's degree in planning, environmental science, geography, or related field. Prefer Master's degree, AICP certification and experience in area of environmental planning.
2. Possess a valid driver's license and be insurable by the County's insurance standards.

## **POSITION DESCRIPTION**

Title: Administrator of Motor Vehicle, Tags, and Licenses

Departments: Probate

Job Analysis: October 2019, **September 2024**

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: Probate Judge

Subordinate Staff: Probate Office personnel assigned to motor vehicles, tags, and licenses.

Internal contacts: Employees of Probate Office

External Contacts: General Public, Attorneys; Elected Officials and staff from other Counties, Cities and States; various State Agencies; Alabama Department of Revenue, Ad Valorem Tax Division, Motor Vehicles Division, Title Sections, Personalized Tag Division, Mandatory Liability Insurance Division, Sales Tax Division, Sales, Use & Business Tax Division, Vital Statistics, Marine Police Division, Department of Conservation and Natural Resources, Alabama Department of Public Safety

Status: Classified/Exempt (S323)

### **Job Summary**

Supervises, assigns and reviews work of office staff assigned to motor vehicles, tags, and licenses divisions. Prepares and maintains records, reports and correspondence. Performs various other tasks as required.

### **Job Domains**

A. The Administrator shall have the following powers

1. All jobs assigned by the Probate Judge.

B. Office Management

1. Interview and select new staff members.
2. Supervise, assign and review work of office staff.
3. Explain department policies and regulations to office staff.
4. Maintain records of absences, vacations, etc.
5. Maintain communication with office staff.
6. Assist with delivery of tags/office supplies to satellite offices.

### **Knowledge, Skills, and Abilities**

(Any item with an asterisk will be taught on the job.)

1. Verbal skills to communicate effectively with office staff, attorneys and general public.
2. Math skills to perform basic mathematical operations.
3. Writing skills to clearly and neatly complete forms, reports, etc.
4. Reading skills to read and understand codes, regulations and policies.
5. Knowledge of county, state and federal rules, policies and regulations.
6. Ability to establish and maintain effective working relationships with subordinates, supervisors, other employees, general public.
7. Ability to give clear and concise instructions to the staff.
8. Ability to supervise an office staff.
9. Ability to exercise good judgment in making decisions in accordance with department policies and procedures.
10. Ability to operate office machines such as copy machine, calculator, computer.
11. Knowledge of filing systems.
12. Knowledge of Driver License Manual, Code of Alabama, Acts of Legislature.

### **Physical Characteristics**

(In cases of physical handicap, reasonable accommodations will be made.)

1. See well enough to read manuals and written instructions.
2. Hear well enough to respond to verbal communication and to talk on the telephone.
3. Speak well enough to answer questions in a polite and courteous manner.
4. Body movement or mobility to stand, lift, bend and move.
5. Physical tolerance to work under stress due to constant contact with the public.

### **Other Characteristics**

1. Be willing to travel to attend workshops, conferences, seminars, etc., out of town as needed.
2. Be willing to work overtime, non-standard hours or weekends to complete work within specific time period.
3. Related experience is desirable. Master's degree in business, human resources management public administration or related field is **preferred required**.



## **POSITION DESCRIPTION**

Title: Probate Customer Service Specialist II

Department: Probate

Job Analysis: September 2024

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: Chief Clerk, License Revenue Administrator, Assistant License Revenue Administrator

Subordinates: None

Internal contacts: Probate employees, Revenue Commissioner Employees, and other County Employees.

External Contacts: General Public, Attorneys; Elected Officials and staff from other Counties, Cities and States; various State Agencies; Alabama Department of Revenue, Ad Valorem Tax Division, Motor Vehicles Division, Title Sections, Personalized Tag Division, Mandatory Liability Insurance Division, Sales Tax Division, Sales, Use & Business Tax Division, Vital Statistics, Marine Police Division, Department of Conservation and Natural Resources, Alabama Law Enforcement Agency (ALEA).

Status: Classified/Non-Exempt (307)

### **Job Summary**

A motivated individual with an exemplary attitude and the initiative to take on any additional responsibilities and assignments as requested. Employees follow established policy and procedures and guidelines in performance of duties. Have the capability of setting job priorities to ensure proficiency of job performance. Performs and maintains other office duties including accounting as required for daily operation of the office. Works under the general guidance of the Probate Customer Service Team Lead whose primary role is to provide support, train, and ensure call center efficiency. Help resolve any matters, either by telephone or in person, that may come up during the course of daily events. Work non-standard hours.

### **Job Domains**

#### A. Customer Service

1. Receives and resolves phone calls, including but not limited to: Mandatory Liability Insurance, Titles, New Residents, Motor Vehicles, Boats, Business License, Driver License, and Manufactured Homes.
2. Promptly assess each phone call in order to determine the issue.
3. Use proper tools to convey solutions to the caller, while maintaining a superior level of customer service.
4. Properly obtain customer's information for fax request documentation, confirm that faxes are sent to lienholders, then process that fax request over whichever location the customer plans to visit.
5. Has the ability to accept and process payments over the phone and mail receipts/stickers.
6. Use multiple telephone and computer systems to handle inquiries, research answers, and assist callers. This includes but is not limited to Ingenuity, MVTRIP, Knowledgebase, Openscape, TextMyGov, Office Communicator, Microsoft Outlook, Word, internet search engines, Property databases, and a shared department ZDrive.
7. Able to share and maintain a call center email, as well as individual emails.
8. Needs to be able to effectively correspond with dealers and lienholders via phone or email.
9. Process payments when the need arises.
10. Process a daily closeout of each day's work.

#### **Knowledge, Skills, and Abilities**

1. Fluency in the English language, both written and verbal.
2. Ability to speak with a clear, well-modulated voice and to use proper grammar.
3. Excellent interpersonal and communications skills to deal tactfully and effectively.
4. Ability to convey concise and accurate information.
5. Ability to respond to difficult or demanding callers.
6. Ability to enforce rules and policies with calmness, firmness, and fairness.
7. Ability to type a minimum of 40wpm.
8. Must be willing to participate in counter training to learn additional skills.
9. Basic math skills needed, to be able to calculate ad valorem, tag fees, and/or sales tax.
10. Must be able to communicate effectively with counter staff in order to obtain information about miscellaneous items, including returned mail.

#### **Other Characteristics**

1. Must be willing to attend additional training.
2. Must be able to wear a lightweight headset while taking calls.
3. Must be able to sit for long periods of time.
4. Must be able to handle a large volume of incoming calls (as many as 450 a day).
5. Must be able to work in close proximity to others, while handling calls.
6. Must be able to operate computer and other office equipment which requires repetitive arm, hand and eye movement.

7. Must be able to maintain confidentiality.
8. Must be willing to train and provide assistance to PCSSI staff.

#### **Minimum Qualifications**

1. 5 year's consecutive experience as a Probate Customer Service Specialist I or in a Probate related field.

## **POSITION DESCRIPTION**

Title: Probate Training Coordinator

Department: Probate Department

Job Analysis: September 2024

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: Deputy Chief Clerk, Probate Compliance Officer

Subordinate Staff: None

Internal Contacts: Members of Probate Office

External Contacts: General Public, Training Organizations

Status: Classified/Non-Exempt (312)

### **Job Summary**

The Probate Training Coordinator develops, administers, or coordinates training for all new Probate employees. This role is responsible for analyzing training needs and implementing changes when needed, under the guidance of the Probate Compliance Officer. In addition to training new hires, this role will conduct additional training to seasoned staff members as policies change.

### **Job Domains**

1. Develop or coordinate curriculum needed to train employees on a variety of topics.
2. Conduct training in accordance with AATA Licensing Administration and Registration courses.
3. Plan and develop training programs by analyzing job performance requirements and operational problems.
4. Facilitate learning through a variety of delivery methods including classroom instruction, on-site training sessions, computer-based training, and on the job coaching.
5. Assess course outcomes and effectiveness through participant and supervisor feedback.
6. Helps keep training materials up to date with current protocols.
7. Preserve training records accordingly.
8. Monitor required certifications, re-certifications, and licenses.

9. Assist managers/compliance officer with implementing performance improvement processes with non-performing employees.

### **Knowledge, Skills, and Abilities**

1. Leadership skills to effectively direct employees while in a training class environment and ability to properly evaluate comprehension and application of subject material.
2. Knowledge of departmental policies and procedures and ability to apply them to work related problems.
3. Ability to communicate professionally with all levels of employees.
4. High-level of effective interpersonal communication skills, both written and verbal.
5. Excellent written and oral communication skills are necessary to produce and deliver quality training programs.
6. Knowledge of protocols within the AATA Licensing Administration.
7. Strong multitasking, attention to detail, and organizational skills.
8. Ability to work with confidential information.
9. Knowledge of Driver License manual, Code of Alabama, Acts of Legislature.
10. Be able to assist Probate staff with transaction related issues.
11. Assist Probate Compliance Officer in reviewing transactions as new hires begin counter duties.

### **Other Characteristics**

1. Be willing to travel to attend workshops, conferences, seminars, etc., out of town as needed.
2. Be willing to work overtime, non-standard hours, or weekends to complete work within a specific time period.
3. Be able to work positively and effectively with all new hires and seasoned staff.

### **Minimum Requirements**

1. Minimum of 3 years' experience in Probate.
2. Completed the AATA Licensing Administration and Registration courses.
3. (1) year training experience in Probate Department (preferred)

## **POSITION DESCRIPTION**

Title: Commercial Appraiser – Real Property

Department: Revenue Commission

Job Analysis: September 2024

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: Administrator of Real Property Appraisal (Chief Appraiser) and Revenue Commissioner

Subordinate Staff: This position has no direct supervisory responsibility but does serve as a coach and mentor for other positions in the department. Participants in cross-training of staff.

Internal Contacts: All Departments within the Revenue Commissioner's Office, as directed and coordinated with supervisory staff and Chief Appraiser.

External Contacts: Taxpayers, Taxpayer Representatives, Accountants, Real Estate Agents, Real Estate Appraisers, Title Companies, Attorneys, Other County Departments, Alabama Department of Revenue, Revenue Departments from other Counties within Alabama, and the Board of Equalization, as coordinated with supervisory staff and Chief Appraiser.

Status: Classified/Exempt (S317)

### **Job Summary**

Under the administrative direction of the Revenue Commissioner and Chief Appraiser, the Commercial Appraiser is responsible for the valuation of commercial real property for ad valorem tax purposes using industry-accepted methods for determining value. This position requires field inspections of commercial properties to collect and review property data characteristics. The commercial appraiser will collect market data related to application of the sales comparison approach, cost approach and income approach and recommend final valuations to the Chief Appraiser.

### **Job Domains**

A. Research and Analysis (50%)

1. Field Inspects commercial properties to collect and review property data characteristics. Responsible for discovery, listing and valuation of all commercial properties within the county subject to taxation, for the Chief Appraisers review, consideration, and modification as necessary.
2. Collects and validates market data, including:
  - a. Sales transactions
  - b. Rental data, lease data, including vacancy and capitalization rates.
  - c. Cost Data, including effective age and depreciation.
  - d. Review information submitted by taxpayers.
  - e. Develops commercial land valuation tables, market value modifiers and assists in the creation and maintenance of commercial valuation models.
  - f. Reviews property characteristics from aerial imagery, appraisal record card data, maps and other sources.

**B. Commercial Tax Appraisal (45%)**

1. Applies the valuation method/model as developed from market research and analysis to all commercial properties subject to taxation, for the Chief Appraisers review, consideration, and modification as necessary.
3. Reviews information submitted by taxpayers, including income and expense statements, cost data, and sales data.
4. Prepares appraisal reports/valuation disclosures for appeal hearings to defend the valuations as necessary and appropriate.
5. Works with the Personal Property staff to ensure that property is correctly identified as either real property or personal property.

**C. Miscellaneous (5%)**

1. Assists public examiners by answering questions and/or furnishing data upon request.
2. At the direction of the Chief Appraiser, participants in the valuation of Industrial properties.

**Knowledge, Skills, and Abilities**

1. Extensive knowledge of current laws, methods, procedures and practices of real property appraisal as outlined in the Alabama Real Property Appraisal Manual.
2. Knowledge of current laws, methods, procedures and practices of personal property appraisal and audits as outlined in the Alabama Personal Property Appraisal Manual and the Alabama Personal Property Audit Manual.
3. Extensive knowledge of appraisal methods and techniques for the valuation of commercial property utilizing standard industry methods including Appraisal Institute guidelines.

4. Highly skilled in measuring buildings, calculation of square footage, building perimeter, sketching and documenting property characteristics.
5. Skilled in the ability to read/understand plats and blueprints.
6. Extensive knowledge of all aspects of the Computer Assisted Mass Appraisal System (CAMA). Works collaboratively with Chief Appraiser and CAMA provider to ensure accuracy.
7. Extensive knowledge of departmental regulations, policies, and procedures.
8. Knowledge of various assessment procedures, tax laws, files, forms, and computations.
9. Knowledge of proper application of tax abatements and applies such abatements to the property using the CAMA system.
10. Extensive knowledge of modern office management and supervision.
11. Knowledge of real estate appraisal and assessment protocol.
12. Knowledge of building construction costs.
13. Knowledge of Probate Judge's office concerning deeds, mortgages, and covenants.
14. Ability to communicate in writing to include proper usage of English, grammar, punctuation, spelling, and business writing to prepare letters, memoranda, reports, and forms.
15. Ability to communicate orally with individuals such as co-workers, taxpayers, taxpayer agents, government officials and attorneys in order to obtain and provide information.
16. Ability to establish and maintain effective working relationships with taxpayers and co-workers.
17. Ability to receive and resolve complaints and questions from the public.
18. Ability to operate standard office equipment including calculator, fax machine, and copier.
19. Ability to operate a computer and software such as database, spreadsheets, and word processing as needed to analyze and compile data.
20. Must be legally permitted to operate a County Vehicle.
21. Completes other duties related to the assessment of property as assigned by the Chief Appraiser.

### **Other Characteristics**

1. Must be 21 years of age.
2. Work is conducted both within the office and outdoors. Work is conducted at the property location and may occur during inclement weather.
3. This position includes physical demands to perform the duties of the job. The employee is frequently required to walk, stand, stoop, and reach. The functions occur both within commercial structures and externally on the property site.
4. This position routinely uses measuring devices, laptops, desktops, cell phones and photocopiers.

### **Minimum Requirements**

1. Must possess a high school diploma.
2. Three (3) years of experience in the valuation of commercial property.
3. State certification and/or a professional designation is highly desirable.
5. Consideration will be given for the successful completion of certain courses offered by IAAO. Specifically, IAAO Course 101, 102, 112, and 300, along with commercial appraisal classes from Appraisal Institute and other related appraisal organizations.
6. Must possess a valid driver's license and be insurable through the County Commission.



## **POSITION DESCRIPTION**

Title: Mapping Supervisor

Department: Revenue Commission

Job Analysis: September, 2010, August, 2011, **September 2024**

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: Administrator of Mapping

Subordinate Staff: Mapper III, Mapper II, Mapper I  
Mapping Support Tech I, Mapping Support Tech II,  
Mapping Specialist

Internal Contacts: Other employees of Revenue Commissioner's office

External Contacts: Members of Probate office, surveyors, attorneys, property owners,  
general public

Status: Classified/~~Non~~-Exempt (~~314~~ **S314**)

### **Job Summary**

Maintains and updates master maps. Plots all changes generated by deeds and plats in the digital file. Attribute parcels in digital file with pertinent annotation. Performs records research activities. Assists surveyors, title workers, lawyers, property owners as requested. Supervises, reviews, and assigns work of office staff. Trains personnel in mapping department procedures and digital cadastral drafting and map maintenance. Updates county abstract inquiry with city annexations.

### **Job Domains**

#### **A. Supervision**

1. Supervise, assign and review work done by office staff.
2. Train personnel in mapping procedures (manual and digital).
3. Organize and assign work for mapping personnel.
4. Coordinate work with other Revenue Commission departments.
5. Update county maps when city annexations are received.

#### **B. Plotting**

1. Gather information from Probate Judge's office regarding changes in deeds.
2. Locate property on map by reading deeds.
3. Determine whether deed will require name change or split.
4. Verify ownership by abstract inquiry/mapping and assessment records before making any changes.
5. Locate and plot parcels digitally utilizing bearings and distances provided in legal descriptions.
6. Update parcel information in the digital attribute tables after making line changes or creating new parcels.
7. Locate newly developed subdivisions utilizing recorded subdivision plats and construct these in our digital files (by cogo or import of digital files from surveyors).
8. Complete property change forms to reflect current ownership and write brief legal description when line changes are made.
9. Obtain copies of ROW plans from county highway department or state highway department as needed.
10. Contact attorneys to correct deeds when errors or discrepancies exist in recorded documents.
11. Make corrections/revisions to digital files when discrepancies are noted by property owners.
12. Make revisions (additions and deletions) to the abstract when cities update their corporate limits.

#### C. Assisting Public and Other County Departments

1. Assist property owners in resolving discrepancies or errors in ownership and property.
2. Access aerial photographs for public to verify property lines in question.
3. Assist title company, realtors, attorneys and surveyors with questions regarding ownerships and plotting of parcels, and access aerial photographs to verify property lines utilizing ground detail.
4. Resolve discrepancies regarding ownership between mapping records and assessment division.
5. Verify parcel numbers and ownership from information provided by assessing division.
6. Assist collections division in determining if Tax Sale was due to a mapping error.

#### D. Working Error Requests (Parcel Error Change Forms)

1. Resolve discrepancies using documentation provided by property owners.
2. Verify ownership by abstract inquiry.
3. Perform record searches as needed.
4. Make ownership changes using certificates of sale, death certificates, marriage certificates and other documentation provided by property owners to support their request for a change in the abstract.
5. Make line changes on tax maps as necessary.
6. Verify whether deed reference on change form has been updated on mapping records, if not, obtain copy from appropriate office and make the necessary changes.

#### E. Clerical

1. Complete error request (Parcel Error Change Forms).
2. Answer phones and route calls.

#### F. Record Research

1. Refer to old plat books.
2. Use direct and reverse indexes in Probate office to research title when discrepancies occur in ownership or property lines.
3. Use Will indexes to locate references.
4. Use index in Circuit Clerk's office to locate pertinent documents.
5. Refer to apartment books and miscellaneous books to map new condominiums.

### **Knowledge, Skills, and Abilities**

1. Verbal skills to communicate effectively with supervisor, co-workers and public.
2. Intermediate math skills which includes knowledge of geometry to calculate acreage, convert methods of measure into feet, etc.
3. Writing skills to write legal descriptions neatly and accurately.
4. Reading skills to read and understand legal documents, department forms, basic records, etc.
5. Skills to analytically resolve property boundary questions and title problems.
6. Ability to analyze aerial photography ground detail.
7. Operate office equipment such as blue line copier, plotter, calculator, and copy machine, etc.
8. Knowledge of computerized drafting as it pertains to ad valorem tax procedures.
9. Ability to interpret and understand highway plans, surveys, and recorded subdivision plats.
10. Knowledge and understanding of surveying terminology.
11. Knowledge of the Alabama State Specifications for Property Ownership Maps and Computer Assisted Mapping.
12. Knowledge and ability to use computer and GIS software to update and maintain the digital GIS project files for Baldwin County.
13. Ability to establish and maintain effective working relationships with subordinates, supervisor, department head, and the public.
14. Ability to supervise office staff, establish and issue work assignments, and generate accurate production reports periodically.
15. Assist in training of new personnel (Support Technicians, Mapping Specialist, and Mappers I, II, and III).

### **Physical Characteristics**

(in cases of physical handicap, reasonable accommodations will be made)

1. Must see well enough to read small details or fine print on maps, deeds, aerial photos, etc.
2. Hear well enough to talk on telephone and respond to verbal communication.

3. Speak well enough to communicate with public, attorneys and property owners.
4. Body movement or mobility to bend, lift, move, stand, or climb stairs.
5. Strength to lift or move heavy books and boxes of filed cards, etc.
6. Needs to be able to use hands and fingers to write, keypunch, draw, and file.
7. Must have physical tolerance to work under stressful conditions.
8. Stamina to work long hours during peak tax periods.

### **Minimum Qualifications**

1. High school diploma or equivalent.
2. Completion of two years college level courses from a recognized college or university in geography or civil engineering including course work in GIS, computer mapping, computer aided drafting or cartography and a minimum of five (5) years experience of which three (3) are performed as a Mapper III with experience in GIS database maintenance and experience supervising mapping activities.
3. Special consideration will be given to experience in compiling and updating property ownership maps; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.
4. Consideration will be given for successful completion of IAAO or other such organization courses.
5. Be willing to travel to attend workshops, conferences, etc., as required.
6. Be willing to work overtime as workloads dictate.

*Preference may be given to applicants with experience using ArcInfo, Computer Aided Design, or GIS (Geographical Information Systems) software.*

## **POSITION DESCRIPTION**

Title: Personal Property Appraiser I

Department: Revenue Commission

Job Analysis: Sept 2018, Dec 2020, Sept 2021, Sept 2022, **Sept 2024**

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 Supervisor, Administrator of Personal Property, Assistant Chief Appraiser, Chief Appraiser, and Revenue Commissioner

Subordinate Staff: None

Internal Contacts: All Members of Revenue Commissioner's Office

External Contacts: Taxpayers, Taxpayer Representatives, Accountants, Attorneys, Board of Equalization members, other County Departments, State Department of Revenue, and Revenue Departments from other Counties within Alabama

Status: Classified/Non-Exempt (~~309~~ **310**)

### **Job Summary**

Under the direction of the Appraisal Supervisor or Administrator of Personal Property, the Appraiser I performs business personal property discovery, appraisals, physical inspections, and audits to ensure the accurate and lawful valuation and collection of tax revenue in the county. Positions in this class are distinguished from the Appraiser Trainee by ability to audits of small to medium size businesses and the exercise of more independent judgement regarding appraisal situations. Performs other duties as assigned by supervisor.

### **Essential Job Functions**

- A. Discovery:
1. Identifies all businesses within the taxing jurisdiction using all available sources, including but not limited to real property appraisal reports and Property Record Cards; state, county and municipal business licenses and sales tax accounts; telephone directories; news media; and physical canvass.
- B. Administration:

1. Compiles and maintains an accurate listing of all businesses within the taxing jurisdiction.
  2. Ensures that each business is mailed a Business Personal Property Return and demand notices are mailed to all taxpayers not filing by December 31 of each year.
- C. Appraisal:
1. Calculates the market value of personal property using the three approaches to value: cost, sales comparison, and income as well as the Grid Method as outlined in the Alabama Personal Property Appraisal Manual.
- D. Auditing:
1. Performs review audits on returns filed each year and telephone audits as needed.
  2. Performs physical inspection audits, detailed desk audits, and detailed on-site audits of small to medium size businesses.
- E. Physical Inspections:
1. Performs on-site physical inspections of the assets located at each business.
  2. Compares listing of assets as reported by the taxpayer on their Personal Property Return with assets as observed during inspections.
  3. Gathers necessary information to accurately list all observed assets.
  4. Makes appropriate adjustments so that all assets are correctly assessed
- F. Office Management
1. Cross-training among other staff to include teaching and learning the duties and functions of other positions within the Revenue office.
  2. Assists in training new or less experienced staff on various aspects of the appraisal process.
  3. Locate parcel numbers or PPINs for personal property returns.
  4. Answer telephone.
  5. Filing as needed.
  6. Maintain accurate daily report of amount of work and time spent.
- G. Board of Equalization
1. Hold informal hearings as part of Board of Equalization process.
  2. Explain appraisal methods and values.
  3. Give reports to the Board of Equalization as necessary.

### **Knowledge, Skills, and Abilities**

1. Knowledge of mathematics to include addition, subtraction, multiplication, division and percentages as needed to calculate data such as personal property market values, assessed values and taxes.
2. Knowledge of accounting and auditing principles and procedures.
3. Knowledge of accounting data processing systems.
4. Knowledge of standard business and financial records.

5. Knowledge of current laws, methods, procedures, and practices of business personal property appraisal as outlined in the Alabama Personal Property Appraisal Manual.
6. Ability to detect accounting and reporting irregularities.
7. Ability to read and comprehend legal documents, state and federal laws and regulations, court decisions and business records.
8. Ability to communicate in writing to include proper usage of English, grammar, punctuation, spelling, and business writing to prepare letters, memoranda, reports, and forms.
9. Ability to communicate orally with individuals such as co-workers, taxpayers, taxpayer agents, government officials and attorneys in order to obtain and provide information.
10. Ability to prepare audit reports for small to medium size businesses.
11. Ability to assist other appraisal personnel performing personal property clerical and discovery activities.
12. Ability to establish and maintain effective working relationships with taxpayers and coworkers.
13. Ability to operate standard office equipment including calculator, fax machine, and copier.
14. Ability to operate a computer and software such as database, spreadsheets, and word processing as needed to analyze and compile data.

### **Physical Characteristics**

1. See well enough to read fine print, maps and aerial photos.
2. Hear well enough to respond to verbal communication.
3. Speak well enough to testify in court and explain appraisal process to the Board of Equalization.
4. Body movement or mobility to be able to move about on all types of construction sites and different terrain.
5. Stamina to withstand adverse weather conditions such as heat and cold when reviewing parcels in the county.
6. Physical ability or mobility to successfully perform in an office environment including everyday tasks such as typing; sitting; standing; bending; lifting; moving or carrying file boxes or boxes of paper.

### **Other Characteristics**

1. Must be 21 years of age.
2. Must possess a valid Alabama driver's license and be insurable through the County Commission.
3. Be willing to travel throughout the county.
4. Be willing to work overtime and on weekends as required.
5. Be willing to travel in and out of the state of Alabama for appraisal schools.

### **Minimum Requirements**

1. Two (2) years of college level courses (Associate Degree preferred) in business administration, accounting, taxation, law, property valuation or related fields. Prior appraisal training and/or closely related experience may be considered in lieu of college education.

2. Must have a minimum of two (2) years tax appraisal experience.
3. Must have successfully completed the following Alabama Department of Revenue Property Tax Education and Certification Program courses: Alabama Personal Property Appraisal Manual and IAAO 101 Fundamentals of Real Property Appraisal.
4. Consideration will be given for successful completion of certain courses offered by IAAO, SRA, or other recognized appraisal organizations.



## **POSITION DESCRIPTION**

Title: Personal Property Appraiser II

Department: Revenue Commission

Job Analysis: Dec 2020, Sept 2021, Sept 2022, **Sept 2024**

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 Supervisor, Administrator of Personal Property, Assistant Chief Appraiser, Chief Appraiser, and Revenue Commissioner

Subordinate Staff: None

Internal Contacts: All Members of Revenue Commissioner's Office

External Contacts: Taxpayers, Taxpayer Representatives, Accountants, Attorneys, Board of Equalization members, other County Departments, State Department of Revenue, and Revenue Departments from other Counties within Alabama

Status: Classified/Non-Exempt (~~310~~ **311**)

### **Job Summary**

Under the direction of the Appraisal Supervisor or Administrator of Personal Property, the Appraiser II performs business personal property discovery, appraisals, physical inspections, and audits to ensure the accurate and lawful valuation and collection of tax revenue in the county. Positions in this class are distinguished from the Appraiser I by ability to perform more complex appraisals, audits of larger businesses and the exercise of more independent judgement regarding appraisal situations. Performs other duties as assigned by supervisor.

### **Essential Job Functions**

- A. Discovery:
1. Identifies all businesses within the taxing jurisdiction using all available sources, including but not limited to real property appraisal reports and Property Record Cards; state, county and municipal business licenses and sales tax accounts; telephone directories; news media; and physical canvass.

- B. Administration:
  - 1. Compiles and maintains an accurate listing of all businesses within the taxing jurisdiction.
  - 2. Ensures that each business is mailed a Business Personal Property Return and demand notices are mailed to all taxpayers not filing by December 31 of each year.
- C. Appraisal:
  - 1. Calculates the market value of personal property using the three approaches to value: cost, sales comparison, and income as well as the Grid Method as outlined in the Alabama Personal Property Appraisal Manual.
- D. Auditing:
  - 1. Performs review audits on returns filed each year and telephone audits as needed.
  - 2. Performs physical inspection audits, detailed desk audits, and detailed on-site audits of businesses within the taxing jurisdiction.
- E. Physical Inspections:
  - 1. Performs on-site physical inspections of the assets located at each business.
  - 2. Compares listing of assets as reported by the taxpayer on their Personal Property Return with assets as observed during inspections.
  - 3. Gathers necessary information to accurately list all observed assets.
  - 4. Makes appropriate adjustments so that all assets are correctly assessed
- F. Office Management
  - 1. Cross-training among other staff to include teaching and learning the duties and functions of other positions within the Revenue office.
  - 2. Assists in training new and less experienced staff on various aspects of the appraisal process.
  - 3. Locate parcel numbers or PPINs for personal property returns.
  - 4. Answer telephone.
  - 5. Filing as needed.
  - 6. Maintain accurate daily report of amount of work and time spent.
- G. Board of Equalization
  - 1. Attend board meetings as needed.
  - 2. Hold informal hearings as part of Board of Equalization process.
  - 3. Submit evidence to support values set, such as comparable sales data.
  - 4. Explain appraisal methods and values.
  - 5. Answer questions concerning appraisal.

### **Knowledge, Skills, and Abilities**

- 1. Knowledge of mathematics to include addition, subtraction, multiplication, division, and percentages as needed to calculate data such as personal property market values, assessed values and taxes.
- 2. Knowledge of accounting and auditing principles and procedures.

3. Knowledge of accounting data processing systems.
4. Knowledge of standard business and financial records.
5. Knowledge of current laws, methods, procedures, and practices of business personal property appraisal as outlined in the Alabama Personal Property Appraisal Manual.
6. Ability to detect accounting and reporting irregularities.
7. Ability to read and comprehend legal documents, state and federal laws and regulations, court decisions and business records.
8. Ability to communicate in writing to include proper usage of English, grammar, punctuation, spelling, and business writing to prepare letters, memoranda, reports, and forms.
9. Ability to communicate orally with individuals such as co-workers, taxpayers, taxpayer agents, government officials and attorneys in order to obtain and provide information.
10. Ability to prepare complex audit reports.
11. Ability to assist other appraisal personnel performing personal property clerical, discovery, appraisal, and auditing activities.
12. Ability to establish and maintain effective working relationships with taxpayers and coworkers.
13. Ability to receive and resolve complaints and questions from the public.
14. Ability to operate standard office equipment including calculator, fax machine, and copier.
15. Ability to operate a computer and software such as database, spreadsheets, and word processing as needed to analyze and compile data.

### **Physical Characteristics**

1. See well enough to read fine print, maps and aerial photos.
2. Hear well enough to respond to verbal communication.
3. Speak well enough to testify in court and explain appraisal process to the Board of Equalization.
4. Body movement or mobility to be able to move about on all types of construction sites and different terrain.
5. Stamina to withstand adverse weather conditions such as heat and cold when reviewing parcels in the county.
6. Physical ability or mobility to successfully perform in an office environment including everyday tasks such as typing; sitting; standing; bending; lifting; moving or carrying file boxes or boxes of paper.

### **Other Characteristics**

1. Must be 21 years of age.
2. Must possess a valid Alabama driver's license and be insurable through the County Commission.
3. Be willing to travel throughout the county.
4. Be willing to work overtime and on weekends as required.
5. Be willing to travel in and out of the state of Alabama for appraisal schools.

### **Minimum Requirements**

1. Two (2) years of college level courses (Associate Degree preferred) in business administration, accounting, taxation, law, property valuation or related fields. Prior appraisal training and/or closely related experience may be considered in lieu of college education.
2. Five (5) years of practical appraisal and auditing experience in personal property, or an equivalent combination of education and experience.
3. Alabama Department of Revenue's ACA Certification, or prior appraisal and auditing experience involving extensive personal property valuation may be considered.
4. Must have successfully completed the following Alabama Department of Revenue Property Tax Education and Certification Program courses: Alabama Personal Property Appraisal Manual, Alabama Personal Property Audits, IAAO 101 Fundamentals of Real Property Appraisal, and IAAO 500 Assessment of Personal Property.
5. Consideration will be given for successful completion of certain courses offered by IAAO, SRA, or other recognized appraisal organizations.

## **POSITION DESCRIPTION**

Title: Personal Property Appraiser III

Department: Revenue Commission

Job Analysis: July 2010, Aug 2011, Dec 2020, Sept 2022, **Sept 2024**

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 Supervisor, Administrator of Personal Property, Assistant Chief Appraiser, Chief Appraiser, and Revenue Commissioner

Subordinate Staff: None

Internal Contacts: All Members of Revenue Commissioner's Office

External Contacts: Taxpayers, Taxpayer Representatives, Accountants, Attorneys, Board of Equalization members, other County Departments, State Department of Revenue, and Revenue Departments from other Counties within Alabama

Status: Classified/Non-Exempt (~~311~~**312**)

### **Job Summary**

Under the direction of the Appraisal Supervisor or Administrator of Personal Property, the Appraiser III performs business personal property discovery, appraisals, physical inspections, and audits to ensure the accurate and lawful valuation and collection of tax revenue in the county. Positions in this class are distinguished from the Appraiser II by ability to perform all levels of appraisals and audits, are delegated a greater range of responsibilities and the exercise of more independent judgement regarding appraisal situations. Performs other duties as assigned by supervisor.

### **Essential Job Functions**

- A. Discovery:
1. Directs the discovery of all businesses within the taxing jurisdiction using all available sources, including but not limited to real property appraisal reports and Property Record Cards; state, county and municipal business licenses and sales tax accounts; telephone directories; news media; and physical canvass.

B. Administration

1. Ensures that an accurate listing of all businesses within the taxing jurisdiction is compiled and maintained.
2. Ensures that each business is mailed a Business Personal Property Return and demand notices are mailed to all taxpayers not filing by December 31 of each year.

C. Appraisal

1. Calculates the market value of personal property using the three approaches to value: cost, sales comparison, and income approach.
2. Calculates market value of personal property using the Grid Method as outlined in the Alabama Personal Property Appraisal Manual.
3. Gathers and analyzes market data used in the calculation of market value by the sales comparison and income approach to value.

D. Auditing

1. Oversees the performance and completion of review audits on returns filed each year and telephone audits as needed.
2. Performs physical inspection audits, detailed desk audits, and detailed on-site audits of businesses within the taxing jurisdiction.

E. Physical Inspections

1. Performs on-site physical inspections of the assets located at each business.
2. Compares listing of assets as reported by the taxpayer on their Personal Property Return with assets as observed during inspections.
3. Gathers necessary information to accurately list all observed assets.
4. Makes appropriate adjustments so that all assets are correctly assessed.

F. Office Management

1. Cross-training among other staff to include teaching and learning the duties and functions of other positions within the Revenue office.
2. Leads in training new and less experienced staff on various aspects of the appraisal process.
3. Locate parcel numbers or PPINs for personal property returns.
4. Answer telephone.
5. Filing as needed.
6. Maintain accurate daily report of amount of work and time spent.

G. Board of Equalization

1. Attend board meetings as needed.
2. Hold informal hearings as part of Board of Equalization process.
3. Submit evidence to support values set.
4. Explain appraisal methods and values.
5. Answer questions concerning appraisal.

**Knowledge, Skills, and Abilities**

1. Knowledge of mathematics to include addition, subtraction, multiplication, division and percentages as needed to calculate data such as personal property market values, assessed values, taxes and escape taxes and penalties.
2. Knowledge of accounting and auditing principles and procedures.
3. Knowledge of accounting data processing systems.
4. Knowledge of standard business and financial records.
5. Knowledge of current laws, methods, procedures and practices of business personal property appraisal as outlined in the Alabama Personal Property Appraisal Manual.
6. Knowledge of the three common approaches to value: cost, sales comparison, and income approach.
7. Knowledgeable in the calculation of market value by use of the Grid Method.
8. Ability to detect accounting and reporting irregularities.
9. Ability to read and comprehend legal documents, state and federal laws and regulations, court decisions and business records.
10. Ability to communicate in writing to include proper usage of English, grammar, punctuation, spelling, and business writing to prepare letters, memoranda, reports and forms.
11. Ability to communicate orally with individuals such as co-workers, taxpayers, taxpayer agents, government officials and attorneys in order to obtain and provide information.
12. Ability to prepare complex audit reports.
13. Ability to assist other appraisal personnel performing personal property clerical, discovery, appraisal, and auditing activities.
14. Ability to establish and maintain effective working relationships with taxpayers and co-workers.
15. Ability to receive and resolve complaints and questions from the public.
16. Ability to operate standard office equipment including calculator, fax machine and copier.
17. Ability to operate a computer and software such as database, spreadsheets, and word processing as needed to analyze and compile data.

### **Physical Characteristics**

1. See well enough to read fine print, maps and aerial photos.
2. Hear well enough to respond to verbal communication.
3. Speak well enough to testify in court and explain appraisal process to the Board of Equalization.
4. Body movement or mobility to be able to move about on all types of construction sites and different terrain.
5. Stamina to withstand adverse weather conditions such as heat and cold when reviewing parcels in the county.
6. Physical ability or mobility to successfully perform in an office environment including everyday tasks such as typing; sitting; standing; bending; lifting; moving or carrying file boxes or boxes of paper.

### **Other Characteristics**

1. Must be 21 years of age.

2. Must possess a valid Alabama driver's license and be insurable through the County Commission.
3. Be willing to travel throughout the county.
4. Be willing to work overtime and on weekends as required.
5. Be willing to travel in and out of the state of Alabama for appraisal schools.

### **Minimum Requirements**

1. Associate Degree (Bachelor's Degree preferred) from an accredited college or university in business administration, accounting, taxation, law, property valuation or a related Prior appraisal training and/or closely related experience may be considered in lieu of college education.
2. Ten (10) years of practical appraisal and auditing experience in personal property, or an equivalent combination of education and experience.
3. Alabama Department of Revenue's ACA Certification, or prior appraisal and auditing experience involving extensive personal property valuation may be considered.
4. Must have successfully completed the following Alabama Department of Revenue Property Tax Education and Certification Program courses: Alabama Personal Property Appraisal Manual, Alabama Personal Property Audits, IAAO 101 Fundamentals of Real Property Appraisal, and IAAO 500 Assessment of Personal Property.
5. Consideration will be given for successful completion of certain courses offered by IAAO, SRA, or other recognized appraisal organizations.



## **POSITION DESCRIPTION**

Title: Personal Property Appraiser Trainee

Department: Revenue Commission

Job Analysis: Dec 2020, Sept 2021, Sept 2022, **Sept 2024**

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 Supervisor, Administrator of Personal Property, Assistant Chief Appraiser, Chief Appraiser, and Revenue Commissioner

Subordinate Staff: None

Internal Contacts: Appraisal Department Employees, Revenue Office Personnel

External Contacts: Taxpayers, Taxpayer Representatives, Accountants, Attorneys, Board of Equalization members, other County Departments, State Department of Revenue, and Revenue Departments from other Counties within Alabama

Status: Classified/Non-Exempt (~~308~~ **309**)

### **Job Summary**

Under the direction of the Appraisal Supervisor or Administrator of Personal Property, the Appraiser Trainee's job duties consist mainly of the discovery of business personal property and the maintenance of an accurate listing of all business personal property accounts within the tax jurisdiction. The Appraiser Trainee also performs review audits and telephone audits to ensure the accurate and lawful reporting of taxable business personal property. In addition, the Appraiser Trainee assists in the performance of business personal property physical inspections to ensure the accurate and lawful valuation and collection of tax revenue in the county. Performs other duties as assigned by supervisor.

### **Essential Job Functions**

- A. Discovery:
1. Identifies businesses within the taxing jurisdiction using all available sources, including but not limited to real property appraisal reports and Property Record Cards; state, county

and city business licenses and sales tax accounts; telephone directories; news media; and physical canvass.

**B. Administration:**

1. Compiles and maintains an accurate listing of all businesses within the taxing jurisdiction.
2. Ensures that each business is mailed a Business Personal Property Return.
3. Mails demand notices to all taxpayers not filing by December 31 of each year.

**C. Appraisal:**

1. Calculates the market value of personal property using the three approaches to value: cost, sales comparison, and income as well as the Grid Method as outlined in the Alabama Personal Property Appraisal Manual.

**D. Auditing:**

1. Performs review audits on returns filed each year and telephone audits as instructed.
2. Assist in physical inspection audits, detailed desk audits, and detailed on-site audits of small to medium size businesses.

**E. Physical Inspections:**

1. Assists in the performance of on-site physical inspections of the assets located at each business.
2. Compares listing of assets as reported by the taxpayer on their Personal Property Return with assets as observed during inspections.
3. Gathers necessary information to accurately list all observed assets.
4. Makes appropriate adjustments so that all assets are correctly assessed.

**F. Office Management**

1. Cross-training among other staff to include teaching and learning the duties and functions of other positions within the Revenue office.
2. Assists in training new or less experienced staff on various aspects of the appraisal process.
3. Locate parcel numbers or PPINs for personal property returns.
4. Answer telephone.
5. Filing as needed.
6. Maintain accurate daily report of amount of work and time spent.

**G. Board of Equalization**

1. Hold or assist in informal hearings to listen to property owner and answer questions and amend incorrect appraisal data when discovered.
2. Explain appraisal methods and values.
3. Give reports to the Board of Equalization as necessary.

**Knowledge, Skills, and Abilities**

1. Knowledge of mathematics to include addition, subtraction, multiplication, division and percentages as needed to calculate data such as personal property market values, assessed values and taxes
2. Ability to communicate in writing to include proper usage of English, grammar, punctuation, spelling, and business writing to prepare letters, memoranda, reports, and forms.
3. Ability to communicate orally with individuals such as coworkers, taxpayers, taxpayer agents, government officials and attorneys to obtain and provide information.
4. Ability to read and comprehend maps, records, deeds, legal documents, financial reports, state and federal laws and regulations, court decisions, business records and other correspondence.
5. Ability to assist other appraisal personnel performing personal property clerical and discovery activities.
6. Ability to establish and maintain effective working relationships with taxpayers and coworkers.
7. Ability to operate standard office equipment including calculator, fax machine, and copier.
8. Ability to operate a computer and software such as database, spreadsheets, and word processing as needed to analyze and compile data.

### **Physical Characteristics**

1. See well enough to read fine print, maps and aerial photos.
2. Hear well enough to respond to verbal communication.
3. Speak well enough to testify in court and explain appraisal process to the Board of Equalization.
4. Body movement or mobility to be able to move about on all types of construction sites and different terrain.
5. Stamina to withstand adverse weather conditions such as heat and cold when reviewing parcels in the county.
6. Physical ability or mobility to successfully perform in an office environment including everyday tasks such as typing; sitting; standing; bending; lifting; moving or carrying file boxes or boxes of paper.

### **Other Characteristics**

1. Must be 21 years of age.
2. Be willing to travel throughout the county.
3. Be willing to work overtime and on weekends as required.
4. Be willing to travel in and out of the state of Alabama for educational requirements and training.

### **Minimum Requirements**

1. High school diploma or equivalent with two (2) years of college level courses in business administration, accounting, taxation, law, property valuation or related fields. Prior appraisal training and/or closely related experience may be considered in lieu of college education.

2. Must successfully complete the following Alabama Department of Revenue Property Tax Education and Certification courses within 24 months of employment date: Alabama Personal Property Appraisal Manual and IAAO 101 – Fundamentals of Real Property Appraisal.
3. Must possess a valid Alabama driver's license and be insurable through the County Commission.

## **POSITION DESCRIPTION**

Title: Real Property Analyst I

Department: Revenue Commission

Job Analysis: September 2004, August 2011, **September 2024**

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 Administrator, Assistant Appraisal Administrator, and Revenue Commissioner

Subordinate staff: None

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/Non-Exempt (~~313~~ **314**)

### **Job Summary**

Appraise residential and commercial properties in the county. Conducts research regarding sales and reviews data for usable sales. Appears before various courts on cases as needed. Assists in training staff members on various aspects of the appraisal process. Provides input to the Board of Equalization on Appraisals.

### **Job Domains**

#### **A. Appraisal**

1. Measure and list residential properties.
2. Measure and list commercial and miscellaneous improvements.
3. Assist supervisor with quality control.
4. Assist supervisor with training.
5. Be able to input land and improvements data into computer for final value.
6. Be able to conduct an index study for the Alabama Appraisal Manual and determine what index to apply.

7. Ability to analyze and interpret financial statements and other records reflecting property value.
8. Be able to use the three (3) approaches to value.

**B. Research**

1. Gather sales data for a specific period.
2. Review data for usable sales.
3. Be able to conduct ratios, market studies, and compile market data relating construction costs and land values.
4. Assist supervisor with solutions to problem areas.

**C. Office management**

1. Continue training on data entry.
2. Locate parcel numbers for building permits.
3. Copy new maps for appraisal.
4. Answer telephone.
5. Continue training on in-house computer software.

**D. Establish Land Values**

1. Verify land sales through local Realtors and property owners.
2. Analyze land sales.
3. Conduct on-site inspection of land and review to determine classification grade.
4. Compare known costs or sales price to final value.

**E. Board of Equalization**

1. Attend board meetings as needed.
2. Submit evidence to support values set, such as comparable sales data.
3. Explain method used.
4. Answer questions concerning appraisal.

**Knowledge, Skills, and Abilities**

1. Verbal skills to communicate effectively with the public, co-workers, and supervisor.
2. Math skills to accurately calculate land and buildings values and perform basic mathematical operations.
3. Writing skills to record data and complete reports neatly and clearly.
4. Reading skills to understand deeds, maps, appraisal manuals, Alabama tax laws.
5. Thorough knowledge of the principles and methods of appraisal.
6. Thorough knowledge of the sources of information useful in the appraisal process.
7. Thorough knowledge of the factors affecting real property and improvements.
8. Good knowledge of the use of engineering maps, plans and profiles.

9. Good knowledge of the methods of estimating building construction costs for appraisal purposes.
10. Good working knowledge of computer data entry.
11. Ability to establish and maintain effective working relationships with co-workers, supervisor, general public, and municipal officials.
12. Knowledge of the county lay-out.
13. Ability to work independently and exercise good judgment in making decisions in accordance with applicable laws and policies.

### **Physical Characteristics**

1. See well enough to read fine print, maps, and aerial photos.
2. Hear well enough to respond to verbal communication.
3. Speak well enough to testify in court and explain appraisal process to the Board of Equalization.
4. Body movement or mobility to be able to move about on all types of construction sites and different terrain.
5. Stamina to withstand adverse weather conditions such as heat and cold when reviewing parcels in the county.

### **Minimum Qualifications**

1. Possess a valid Alabama Driver's License.
2. Be willing to travel throughout the county.
3. Be willing to work overtime and on weekends as required.
4. Be willing to travel in and out of the state of Alabama for appraisal schools.
5. Must have minimum of five (5) years and/or experience involving commercial and residential properties, or a 4-year degree in accounting, finance, business administration or a closely related field.
6. Must successfully complete the Alabama Appraisal Manual residential and commercial courses and IAAO I & II and/or ACA Designation within five (5) year time period.

## **POSITION DESCRIPTION**

Title: Real Property Analyst II

Department: Revenue Commission

Job Analysis: September 2020, **September 2024**

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: Appraiser Supervisor, Assistant Chief Appraiser, Chief Appraiser, and Revenue Commissioner

Subordinate staff: None

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/Non-Exempt (~~313~~ **315**)

### **Job Summary**

In addition to performing the same duties as other appraisers in the department, will assist all appraisers in an ongoing basis to insure uniform values of like properties for equalization of ad valorem taxes. Take the lead in special assignments on property types and areas to ensure accuracy and equity of appraisals. Makes appraisals of all type properties; gives testimony in court when necessary in reference to validity of appraisals made by the department; complies data on new construction to be used for the index; study ratios and determine which areas and/or neighborhoods to be repriced; research sales; develop market trends; performs related duties as required.

### **Job Domains**

#### **A. Appraisal**

1. Measure and list residential properties.
2. Measure and list commercial and miscellaneous improvements.
3. Assist supervisor with quality control.
4. Assist supervisor with training.



5. Input land and improvements data into computer for final value.
6. Conduct an index study for the Alabama Appraisal Manual and determine what index to apply.
7. Analyze and interpret financial statements and other records reflecting property value
8. Be able to use the three approaches to value.

#### B. Research

1. Gather sales data for a specific period.
2. Review data for usable sales.
3. Conduct ratios, market studies, and compile market data relating construction costs and land values.
4. Assist supervisor with solutions to problem areas.

#### C. Office management

1. Continue training on data entry.
2. Locate parcel numbers for building permits.
3. Copy new maps for appraisal.
4. Answer telephone.
5. Continue training on in-house computer software.

#### D. Establish Land Values

1. Verify land sales through local Realtors and property owners.
2. Analyze land sales.
3. Conduct on-site inspection of land and review to determine classification grade.
4. Compare known costs or sales price to final value.

#### E. Appraisal Review

1. Spot review appraisals done.
2. Assist in field review of appraisals in problem areas.
3. Formulate solutions for problem areas.
4. Gather building data to be used in the index study.
5. Write appraisal reports as needed

#### F. Board of Equalization

1. Attend board meetings as needed.
2. Hold informal hearings as part of Board of Equalization process.
3. Submit evidence to support values set, such as comparable sales data.
4. Explain method used.
5. Answer questions concerning appraisal.

#### G. Training Responsibilities

1. Leads in training the new and experienced staff appraisers on various aspects of the appraisal process.
2. Monitors and instructs Re-Appraisal staff concerning existing and newly implemented rules, regulation, policies and procedures.

### **Knowledge, Skills, and Abilities**

1. Verbal skills to communicate effectively with the public, co-workers and supervisors.
2. Math skills to accurately calculate land and buildings values and perform basic mathematical operations.
3. Writing skills to record data and complete reports neatly and clearly.
4. Reading skills to understand deeds, maps, appraisal manuals and Alabama tax laws.
5. Thorough knowledge of the principles and methods of appraisal.
6. Thorough knowledge of the sources of information useful in the appraisal process.
7. Thorough knowledge of the factors affecting real property and improvements.
8. Good knowledge of the use of engineering maps, plans and profiles.
9. Good knowledge of the methods of estimating building construction costs for appraisal purposes.
10. Good working knowledge of computer data entry, along with competency of basic word processing and spreadsheet packages utilized by the Revenue Commission.
11. Ability to establish and maintain effective working relationships with co-workers, supervisor, general public and municipal officials.
12. Knowledge of the county geographical lay-out.
13. Ability to work independently and exercise good judgment in making decisions in accordance with applicable laws and policies.
14. Thorough knowledge of the ADOR Alabama Property Manual, along with ability to monitor and instruct other Re-Appraisal staff in the Baldwin County Revenue Office concerning both existing and newly implemented rules, regulations, policies and procedures that are not completely understood by staff.

### **Physical Characteristics**

1. See well enough to read fine print, maps, and aerial photos.
2. Hear well enough to respond to verbal communication.
3. Speak well enough to testify in court and explain appraisal process to the Board of Equalization.
4. Body movement or mobility to be able to move about on all types of construction sites and different terrain.
5. Stamina to withstand adverse weather conditions such as heat and cold when reviewing parcels in the county.

### **Other Characteristics**

1. Be willing to travel throughout the county.
2. Be willing to work overtime and on weekends as required.

3. Be willing to travel in and out of the state of Alabama for appraisal schools.

### **Minimum Requirements**

1. Possess a valid driver's license and be insurable through the County Commission.
2. Must have minimum of five (5) years of experience involving commercial and residential properties, or a bachelor's degree in accounting, finance, business administration or a closely related field.
3. Alabama Department of Revenue's ACA Certification required.

## POSITION DESCRIPTION

Title: Real Property **Appraisal** Specialist I

Dept: Revenue Commission

Job Analysis: Nov 2005, June 2010, Aug 2011, Sept 2022, **Sept 2024**

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 Clerk Supervisor, Appraisal Administrator, Assistant Appraisal Administrator, and Revenue Commissioner

Subordinate staff: None

Internal contacts: Members of the Revenue Commissioner's Office

External contacts: General Public, Elected Officials

Status: Classified/Non-Exempt (~~307~~ **308**)

### Job Summary

Work involves advanced clerical duties, sometimes complex due to the wide array of policies, guidelines, and regulations. Work is performed by standard operating procedures but requires using independent judgment and initiative based on knowledge and adhering to the laws, rules, regulations, policies & procedures governing the department. Specialization of duties is based on responsiveness, precision, accuracy, analysis, initiative to follow through/follow up and knowledge gained through experience on the job. These employees may provide assistance or answer questions of less experienced coworkers. **Employees are delegated a greater range of supervisory responsibility.** They do not require close supervision.

### Essential Functions of Work

The employee, based on their knowledge of our office practice, policies, and requirements:

1. Provides a range of clerical responsibilities and actions without repeated instruction and/or review.
2. These employees train and instruct subordinates in operating procedures and practices.
3. They assist and relieve their supervisor of a wide range of administrative details such as updating coworkers on policy and procedure changes, responding to complaints and inquiries

from the public, ordering supplies or services, overseeing the maintenance of record keeping and filing systems, and assisting the appraisers.

4. Their essential domain is data input and retrieval, maintaining building permits and change forms, and preparing and assisting with the informal hearings and BOE meetings.
5. Utilize CAMA system queries to isolate outlier valuation changes and sales ratio inconsistencies.
6. Assist in developing and maintaining quality control procedures on improvement features, land valuations, and sales verifications.

### **Supervision Exercised**

~~The employee assists in orienting, training, and reviewing the work of subordinate clerical employees.~~

### **Working Environment/Physical Demands**

~~Office environment with everyday risks or discomforts. Work is mostly sitting with occasional walking, standing, bending & carrying a file drawer or box of papers or files.~~

### **Knowledge, Skill, and Abilities**

1. Knowledge of modern office practices, procedures & equipment.
2. Knowledge of business English, spelling and math.
3. Ability to use mathematical principles to make accurate and rapid calculations.
4. Proficient in using Excel spreadsheets and other Microsoft Office products, and ability to learn and effectively use various in-house computer software.
5. Knowledge and ability to follow and apply departmental rules, regulations, procedures, and functions.
6. Ability to accurately prepare, process, sort and file a variety of forms, reports, records, and documents.
7. Ability to read, comprehend, and follow simple oral and written instructions.
8. Ability to establish and maintain effective working relationships with other employees and the public.
9. Ability to work effectively as part of a team.  
~~Ability to direct the work of subordinate clerical personnel performing a variety of functions.~~
10. Ability to receive and resolve questions and complaints from the public or other departments.
11. Skills are needed for the operation of standard office equipment including a computer, phone, printer, scanner, copy machine, fax machine and calculator.

### **Minimum Qualifications**

1. High school diploma or equivalent.
2. Must have successfully completed the Alabama Appraisal Manual course and one additional course as outlined for Support Staff designation by the Alabama Property Tax Education and Certification Program.
3. Encouraged to obtain Support Staff designation through the Alabama Property Tax Education and Certification Program.

~~Must have Support Staff designation through the Alabama Property Tax Education and Certification Program and a minimum of 5 years as a Real Property Support Technician.~~

4. Minimum of 3 years as a Real Property Support Technician. Other related work experience may be considered.

## POSITION DESCRIPTION

Title: Real Property **Appraisal** Specialist II

Department: Revenue Commission

Job Analysis: September 2020, **Sept 2024**

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 Clerk Supervisor, **Appraisal Clerk Coordinator**, **Assistant Administrator of Real Property Appraisal**, **Administrator of Real Property Appraisal**, **Appraisal Administrator**, **Assistant Appraisal Administrator**, and Revenue Commissioner

Subordinate Staff: None

Internal contacts: Revenue Commissioner Office Staff

External contacts: General Public, Elected Officials

Status: Classified/Non-Exempt (310)

### Job Summary

Work involves advanced clerical duties, sometimes complex due to the wide array of policies, guidelines and regulations. Work is performed by standard operating procedures but requires using independent judgment and initiative based on knowledge and adhering to the laws, rules, regulations, policies and procedures governing the department. Specialization of duties is based on responsiveness, precision, accuracy, analysis, initiative to follow through/follow up and knowledge gained through experience on the job. These employees may provide assistance or answer questions of less experienced coworkers. Employees are delegated a greater range of autonomy than Real Property **Appraisal** Specialist I. They do not require close supervision. This position also involves staying informed on Re-Appraisal schedules and plans to meet annual requirements (**Current Use, Rollbacks, BOE schedule**, data entry deadlines, etc.) and consults with **Supervisory Staff**, **Assistant Chief Appraiser**, **Real Property Appraisal Supervisors** and **Appraisal Clerk Coordinator** to make task specific decisions. This position also involves occasionally assisting with other tasks in the Re-Appraisal Department, including Personal Property, Mapping and Scanning, when necessary for the Department and directed by Supervisory Staff.

## A. Essential Functions of Work

The employee, based on his or her knowledge of our office practice, policies and requirements:

1. Provide a range of clerical responsibilities and actions without repeated instruction and/or review.
2. Train and instruct subordinates in operating procedures and practices.
3. Assist and relieve the supervisor of a wide range of administrative details such as: updating coworkers on policy and procedure changes, responding to complaints and inquiries from the public, ordering supplies or services, overseeing the maintenance of record keeping and filing systems and assisting the appraisers.
4. Data input and retrieval, maintaining building permits and change forms, and preparing and assisting with the informal hearings and BOE meetings.
5. Utilize CAMA system queries to isolate outlier valuation changes and sales ratio inconsistencies. ~~Provide information to Revenue employees about scanned images.~~
6. Assist in developing and maintaining quality control procedures on improvement features, land valuations, and sales verifications. ~~Provide information and instructions for use of Paper Link for Revenue employees.~~
7. Responsible for Current Use process including collecting and maintaining applications and files, research of soil classifications.
8. Ensuring Current Use costs tables are updated as provided by ADOR, and updating parcel data to accurately reflect Current Use values.
9. Responsible for tracking and calculating Rollbacks and maintaining records. Establish and maintain relationships with title companies, closing agents, and developers to gather information that may assist with Rollbacks.
10. Assist with maintaining Abatement parcel data and records.

## B. Supervision

1. Assists in orienting, training and reviewing the work of clerical staff.
2. Review work and instruct others as needed to ensure consistency of data entry methods.
3. Assist in formulating solutions to problem areas and developing new methods or procedures as needed.
4. Takes the lead on special assignments and training of staff on changes or newly implemented methods or procedures.
5. Assist in scheduling and organizing Appraisal (data entry, filing, etc.) and BOE processes.
6. Responsible for maintaining Current Use process and Rollbacks.

## Knowledge, Skills, and Abilities

1. Knowledge of modern office practices, procedures and equipment.
2. Knowledge of business English, spelling and math.
3. Ability to use mathematical principles to make accurate and rapid calculations.



4. Knowledge and ability to follow and apply departmental rules, regulations, procedures and functions.
5. Ability to accurately prepare, process, sort and file a variety of forms, reports, records and documents.
6. Ability to read, comprehend and follow **simple** oral and written instructions.
7. Ability to establish and maintain effective working relationships with other employees and the public.
8. Ability to direct the work of subordinate clerical personnel performing a variety of functions.
9. Ability to receive and resolve questions and complaints from the public or other departments.
10. Skills for operation of standard office equipment including a **personal** computer, **AS400**, printer, copy machine, fax machine, scanner and calculator.
11. **Proficient in using Excel spreadsheets and other Microsoft Office products, and ability to learn and effectively use various in-house computer software.**

### **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 Requirements**

1. High school diploma or equivalent.
2. Must have Support Staff designation through the Alabama Property Tax Education and Certification Program and a minimum of **three (3) five years combined** experience as **Real Property Support Technician or Real Property Appraisal Specialist. Other education, or work experience may be considered.**

## **POSITION DESCRIPTION**

Title: Real Property Appraiser I

Department: Revenue Commission

Job Analysis: February 2000, August 2011, **September 2024**

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 Administrator, Assistant Appraisal Administrator, and Revenue Commissioner

Subordinate staff: None

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/Non-Exempt (~~340~~ **311**)

### **Job Summary**

Measure and list residential property. Conduct research regarding sales. Hold informal hearings with property owners to be aware of problems and complaints.

### **Job Domains**

#### **A. Appraisal**

1. Measure and list residential property based on the Alabama Appraisal Manual.
2. Locate and identify property from maps.
3. Gather and list construction data on new construction as well as improvements and values.
4. Check quality and condition of improvements.

#### **B. Sales Research**

1. Gather sales data for current time period.

2. Confirm sales through Property Owner, Realtor, MLS, Probate, Assessment, and any other related source.
3. Confirm all sales before use.

#### C. Office Management

1. Price land.
2. Train on data entry.
3. Locate parcel numbers for building permits.
4. Copy new maps for appraisal.
5. Answer telephone.
6. File property record cards.
7. Maintain accurate daily report of amount of work and time spent.

#### D. Land Valuation and Calculation

1. Study sales data in order to price land.
2. Determine what method to use.
3. Set value consistent with location.

#### E. Board of Equalization

1. Hold informal hearings to listen to problems and complaints of property owners.
2. Explain appraisal methods and values.
3. Give reports to the Board of Equalization as necessary.

### **Knowledge, Skills, and Abilities**

1. Verbal skills to communicate effectively with the public, co-workers, supervisor.
2. Math skills to accurately calculate land and building values and perform basic mathematical operation.
3. Writing skills to record data and complete reports neatly and clearly.
4. Reading skills to understand deeds, maps, appraisal manuals, Alabama tax laws.
5. Ability to learn the principles and methods of appraisal.
6. Some knowledge of the sources of information useful in the appraisal process.
7. Ability to gather relevant data on property values.
8. Ability to learn the factors affecting real property and improvements.
9. Ability to establish and maintain effective working relationships with co-workers, general public and municipal officials. Ability to maintain accurate records.
10. Knowledge of county lay-out.
11. Ability to work independently and exercise good judgment in making decisions in accordance with applicable laws and policies.

### **Physical Characteristics**

1. See well enough to read fine print, maps and aerial photos.

2. Hear well enough to respond to verbal communication.
3. Speak well enough to explain appraisal process to the Board of Equalization and to the public.
4. Body movement or mobility to be able to move about on all types of construction sites and different terrain.
5. Stamina to withstand adverse weather conditions such as heat and cold when reviewing parcels in the county.

### **Minimum Qualifications**

1. Possess a valid Alabama Driver's License.
2. Be willing to travel throughout the county.
3. Be willing to work overtime and on weekends as required.
4. Be willing to travel in and out of the state of Alabama for appraisal schools.
5. Minimum of six (6) months related experience is desirable.
6. Must successfully complete the Alabama Appraisal Manual residential and commercial courses within one (1) year of employment.
7. A 2-year degree in accounting, finance, business administration, or a closely related field.

## **POSITION DESCRIPTION**

Title: Real Property Appraiser II

Department: Revenue Commission

Job Analysis: February 2000, August 2011, **September 2024**

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 Administrator, Assistant Appraisal Administrator, and Revenue Commissioner

Subordinate staff: None

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/Non-Exempt (~~344~~ **312**)

### **Job Summary**

Appraises residential and commercial properties in the county. Conducts research regarding sales and review data for usable sales. Appears before various courts on cases as needed. Assists in training staff members on various aspects of the appraisal process. Provides input to the Board of Equalization on appraisals.

### **Job Domains**

#### **A. Appraisal**

1. Measure and list residential properties.
2. Measure and list commercial and miscellaneous improvements.
3. Rate the quality of construction and estimate depreciation.
4. Be able to input land and improvements data into computer for final value.
5. Appear before courts as needed.
6. Assist in training other staff members in fundamentals of measuring and listing a building, applying appraisal theory.

B. Sales Research

1. Gather sales data for current time period.
2. Confirm sales through Property Owner, Realtor, MLS, Probate, Assessment, and any other related source.
3. Confirm all sales before use.

C. Office Management

1. Price land.
2. Train on data entry.
3. Locate parcel numbers for building permits.
4. Copy new maps for appraisal.
5. Answer telephone.
6. File property record cards.
7. Maintain accurate daily report of amount of work and time spent.

D. Establish Land Values

1. Verify land sales through local Realtors and property owners.
2. Analyze land sales.
3. Conduct on-site inspection of land and review to determine classification grade.
4. Compare known cost or sales price to final value.

E. Board of Equalization

1. Attend board meetings as needed.
2. Submit evidence to support values set, such as comparable sales data.
3. Explain method used.
4. Answer questions concerning appraisal.

**Knowledge, Skills, and Abilities**

1. Verbal skills to communicate effectively with the public, co-workers and supervisor.
2. Math skills to accurately calculate land and building values and perform basic mathematical operations.
3. Writing skills to record data and complete reports neatly and clearly.
4. Reading skills to understand deeds, maps, appraisal manuals, Alabama tax laws.
5. Thorough knowledge of the principles and methods of appraisal.
6. Thorough knowledge of the sources of information useful in the appraisal process.
7. Thorough knowledge of the factors affecting real property and improvements.
8. Good knowledge of the use of engineering maps, plans and profiles.
9. Good knowledge of the methods of estimating building construction costs for appraisal purposes.
10. Good working knowledge of computer data entry.

11. Ability to establish and maintain effective working relationships with co-workers, supervisor, general public, and municipal officials.
12. Establish good relationships with Realtors regarding sales and appraisals.
13. Knowledge of the county lay-out.
14. Ability to work independently and exercise good judgment in making decisions in accordance with applicable laws and policies.

### **Physical Characteristics**

1. See well enough to read fine print, maps and aerial photos.
2. Hear well enough to respond to verbal communication.
3. Speak well enough to testify in court and explain appraisal process to the Board of Equalization.
5. Body movement or mobility to be able to move about on all types of construction sites and different terrain.
6. Stamina to withstand adverse weather conditions such as heat and cold when reviewing parcels in the county.

### **Minimum Qualifications**

1. Possess a valid Alabama Driver's License.
2. Be willing to travel throughout the county.
3. Be willing to work overtime and on weekends as required.
4. Be willing to travel in and out of the state of Alabama for appraisal schools.
5. Minimum of two (2) years experience as an Appraiser I or a combination of related experience and course work in the appraisal field.
6. Must successfully complete the Alabama Appraisal Manual residential and commercial courses and IAAO I & II.
7. A four (4) year degree in accounting, finance, business administration, or a closely related field.

## **POSITION DESCRIPTION**

Title: Real Property Appraiser Trainee  
Department: Revenue Commission  
Job Analysis: February 2000, January 2015, March 2016, **September 2024**

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: Revenue Commissioner, Appraisal Administrator (Chief Appraiser), Real Property Appraisal Supervisors, and Real Property Analyst-Trainers  
Subordinate staff: None  
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/Non-Exempt (~~309~~ **310**)

### **Job Summary**

Work involves measuring and listing residential and commercial property, conducting research regarding sales, and holding or assisting in informal hearings in the Board of Equalization process.

### **Job Domains**

#### **A. Field Appraisal**

1. Locate and identify property from maps.
2. Measure and list residential and commercial property based on the Alabama Appraisal Manual.
3. Gather and list construction data on new construction as well as improvements and values.
4. Rate the quality of construction and estimate depreciation.
5. Discuss/communicate with property owners, tenants, agents, or other interested parties on job-site.
6. Read and understand property record card, arrange work in driving/inspection order.



## B. Sales Research

1. Gather sales data for current time period.
2. Confirm sales through property owner, realtor, MLS, Probate, Assessment, Title Insurance Companies and any other related source.
3. Confirm all sales before use.

## C. Office Procedure

1. Train on data entry.
2. Locate parcel numbers for appraisal process.
3. Print maps as necessary.
4. Answer telephone, communicate with property owners and real estate professionals or related parties.
5. File property record cards.
6. Maintain accurate daily report of amount of work and time spent.

## D. Land Valuation and Calculation

1. Study, understand, and confirm sales data in order to price land.
2. Determine correct valuation methodology.
3. Set value consistent with location and physical characteristics.
4. Determine land use, understand land use codes and report accurately.

## E. Board of Equalization

1. Hold or assist in informal hearings to listen to property owner and answer questions and amend incorrect appraisal data when discovered.
2. Explain appraisal methods and values.
3. Give reports to the Board of Equalization or supervisors as necessary.

## **Knowledge, Skills and Abilities**

1. Verbal skills to communicate effectively with the public, co-workers and supervisor.
2. Math skills to accurately calculate land and building values and perform basic mathematical operations.
3. Writing skills to record data and complete reports neatly and clearly.
4. Reading skills to understand deeds, maps, appraisal manuals and Alabama tax laws.
5. Ability to learn the principles and methods of appraisal.
6. Some knowledge of the sources of information useful in the appraisal process.
7. Ability and knowledge to gather relevant data on property values.
8. Ability to learn the factors affecting real property and improvements.
9. Ability to establish and maintain effective working relationships with co-workers, the general public and both County and municipal officials.
10. Ability to produce and maintain accurate records.
11. Geographical knowledge of county.

12. Ability to work independently and exercise good judgment in making decisions in accordance with applicable laws and policies.
13. Experience working with computers, including basics of word processing, spreadsheets and data entry.

### **Physical Characteristics**

1. See well enough to read fine print, maps and aerial photography.
2. Hear well enough to respond to verbal communication.
3. Communicate well enough to explain appraisal process to the Board of Equalization and to the public.
4. Body movement or mobility to be able to move about on all types of construction sites and different terrain.
5. Stamina to withstand adverse weather conditions such as heat and cold when reviewing and inspecting parcels in the county.

### **Other Characteristics**

1. Be willing to travel throughout the county.
2. Be willing to work overtime and on weekends as required.
3. Be willing to travel in and out of the state of Alabama for appraisal classes.

### **Minimum Qualifications**

1. Must possess a valid driver's license and be insurable through the County Commission.
2. High school diploma with two (2) years of college level courses in business administration, real estate, taxation, law, property valuation or related fields. Prior real property appraisal, sales, taxation or related experience will be considered in lieu of college education.
3. Consideration will be given for successful completion of certain courses offered by IAAO, Appraisal Institute, or other recognized real property appraisal organizations.
4. Must successfully complete the Alabama Appraisal Manual residential and commercial courses within two (2) years of employment.

## POSITION DESCRIPTION

Title: **Assessment Specialist I, II, Specialist I, II**

Department: Revenue Commission

Job Analysis: 09/2010, 08/2011, 06/2014, 09/2014, 10/2019, **09/2024**

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: Administrator of Assessments, **Assistant Administrator of Assessments**

Internal Contacts: Revenue Commission Office Staff

External Contacts: General Public, Attorneys, Title and Real Estate Companies, Members of other County Departments; Various State Agencies

Status: Classified/Non-Exempt: ~~I (305), II (306), Specialist I (309), Specialist II (310)~~ **(309)**

### Job Summary

Assist the public with various requests relating to the Revenue Department. Assess new deeds and documents. Gather proper documentation. Enter changes of ownership, property descriptions, addresses and exemptions. Accurately post data to parcels. Identify errors and make corrections. Answer phone calls and emails. Conduct property owner research as necessary. Process returned mail. Calculate taxes. Collect payments. Balance cash drawers and make deposits. Ability to use independent judgement in a multitask office environment.

*(Responsibilities will vary according to job classification and location.)*

### Job Domains

#### Assessment

1. Assist the public with all matters relating to the Revenue Department.
2. Prepare assessments and various applications for the public.
3. Assess any new deeds and documents which have been recorded in the Probate Office.
4. Enter changes of ownership, property descriptions, addresses and exemptions.
5. Determine the correct classification and proper assessments for properties.
6. Gather proper documentation to copy and scan for record keeping.
7. Identify errors and make necessary corrections.

8. Accurately post data to parcels.
9. Answer phone calls and respond to emails in a timely manner.
10. Process returned mail.
11. File necessary paperwork and documents as required.
12. Calculate tax estimates as requested.
13. Assist collections with payments, refunds, redemptions, etc.
14. Check up and balance cash drawer and checks daily and prepare bank deposits.

### **Knowledge, Skills, and Abilities**

1. Verbal skills to communicate effectively with the public, co-workers, and supervisors.
2. Math skills to calculate taxes, estimate split values and calculate property dimensions.
3. Ability to handle cash drawers and balance daily.
4. Reading & Writing skills to accurately perform your duties.
5. Ability to operate office machines such as computers, scanners, copiers, printers, etc.
6. Ability to exercise independent judgement.
7. Willingness to work with others in a fast-paced/multitask office environment.
8. Willingness to learn other department functions within the Revenue Department.

### **Physical Characteristics**

**(In cases of physical handicap, reasonable accommodation will be made)**

1. Ability to see, speak and hear well enough to accurately perform the job duties.
2. Ability to sit and work at a computer/keyboard for long periods of time.

### **Other Characteristics**

1. Assist with training Tech I & Tech II employees and communicate progress with supervisors.
2. Gain a basic understanding of the different departments within Revenue.
3. Willingness to continue your education through available courses to gain certification.
4. Must be willing to work non-standard hours and overtime as necessary.
5. Must be willing to travel as job requires and to attend various workshops, training sessions, etc.

### **Minimum Requirements**

1. Possess a valid driver's license and be insurable by the county insurance standards.
2. Minimum of (6) years' experience.
3. (2) successfully completed courses towards a Support Staff Level 1 Certification.
4. Advanced knowledge of job duties.

## POSITION DESCRIPTION

Title: **Assessment Specialist II, ~~II, Specialist I, II~~**

Department: Revenue Commission

Job Analysis: 09/2010, 08/2011, 06/2014, 09/2014, 10/2019, **09/2024**

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: Administrator of Assessments, **Assistant Administrator of Assessments**

Internal Contacts: Revenue Commission Office Staff

External Contacts: General Public, Attorneys, Title and Real Estate Companies, Members of other County Departments; Various State Agencies

Status: Classified/Non-Exempt: ~~I (305), II (306), Specialist I (309), Specialist II (310)~~ **(310)**

### Job Summary

Assist the public with various requests relating to the Revenue Department. Assess new deeds and documents. Gather proper documentation. Enter changes of ownership, property descriptions, addresses and exemptions. Accurately post data to parcels. Identify errors and make corrections. Answer phone calls and emails. Conduct property owner research as necessary. Process returned mail. Calculate taxes. Collect payments. Balance cash drawers and make deposits. Ability to use independent judgement in a multitask office environment.

*(Responsibilities will vary according to job classification and location.)*

### Job Domains

#### Assessment

1. Assist the general public with all matters relating to the Revenue Department.
2. Prepare assessments and various applications for the general public.
3. Assess any new deeds and documents which have been recorded in the Probate Office.
4. Enter changes of ownership, property descriptions, addresses and exemptions.
5. Determine the correct classification and proper assessments for properties.
6. Gather proper documentation to copy and scan for record keeping.
7. Identify errors and make necessary corrections.

8. Accurately post data to parcels.
9. Answer phone calls and respond to emails in a timely manner.
10. Process returned mail.
11. File necessary paperwork and documents as required.
12. Calculate tax estimates as requested.
13. Assist collections with payments, refunds, redemptions, etc.
14. Check up and balance cash drawer and checks daily and prepare bank deposits.

### **Knowledge, Skills and Abilities**

1. Verbal skills to communicate effectively with the general public, co-workers and supervisors.
2. Math skills to calculate taxes, estimate split values and calculate property dimensions.
3. Ability to handle cash drawers and balance daily.
4. Reading & Writing skills to accurately perform your duties.
5. Ability to operate office machines such as computers, scanners, copiers, printers, etc.
6. Ability to exercise independent judgement.
7. Willingness to work with others in a fast-paced/multitask office environment.
8. Willingness to learn other department functions within the Revenue Department.

### **Physical Characteristics**

**(In cases of physical handicap, reasonable accommodation will be made)**

1. Ability to see, speak and hear well enough to accurately perform the job duties.
2. Ability to sit and work at a computer/keyboard for long periods of time.

### **Other Characteristics**

1. Must have obtained a Support Staff Level I Certification.
2. Leadership skills to assist all technicians and specialists as needed.
3. Ability to make good judgement decisions without supervision.
4. Willingness to assist supervisors with special assignments as needed.
5. General understanding of all areas within the Revenue Department.
6. Must be willing to work non-standard hours and overtime as necessary.
7. Must be willing to travel as job requires and to attend various workshops, training sessions, etc.

### **Minimum Requirements**

1. Possess a valid driver's license and be insurable by the county insurance standards.
2. Minimum (10) years' experience.
3. Successful completion of a Support Staff Level I Certification.

## POSITION DESCRIPTION

Title: ~~Assessment Support Technician I, II, Specialist I, II~~

Department: Revenue Commission

Job Analysis: 09/2010, 08/2011, 06/2014, 09/2014, 10/2019, 09/2024

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: Administrator of Assessments, ~~Assistant Administrator of Assessments~~

Internal Contacts: Revenue Commission Office Staff

External Contacts: General Public, Attorneys, Title and Real Estate Companies, Members of other County Departments; Various State Agencies

Status: Classified/Non-Exempt: ~~I (305), II (306), Specialist I (309), Specialist II (310) (306)~~

### Job Summary

Assist the public with various requests relating to the Revenue Department. Assess new deeds and documents. Gather proper documentation. Enter changes of ownership, property descriptions, addresses and exemptions. Accurately post data to parcels. Identify errors and make corrections. Answer phone calls and emails. Conduct property owner research as necessary. Process returned mail. Calculate taxes. Collect payments. Balance cash drawers and make deposits. Ability to use independent judgement in a multitask office environment.

*(Responsibilities will vary according to job classification and location.)*

### Job Domains

#### Assessment

1. Assist the general public with all matters relating to the Revenue Department.
2. Prepare assessments and various applications for the general public.
3. Assess any new deeds and documents which have been recorded in the Probate Office.
4. Enter changes of ownership, property descriptions, addresses and exemptions.
5. Determine the correct classification and proper assessments for properties.
6. Gather proper documentation to copy and scan for record keeping.
7. Identify errors and make necessary corrections.

8. Accurately post data to parcels.
9. Answer phone calls and respond to emails in a timely manner.
10. Process returned mail.
11. File necessary paperwork and documents as required.
12. Calculate tax estimates as requested.
13. Assist collections with payments, refunds, redemptions, etc.
14. Check up and balance cash drawer and checks daily and prepare bank deposits.

### **Knowledge, Skills, and Abilities**

1. Verbal skills to communicate effectively with the general public, co-workers and supervisors.
2. Math skills to calculate taxes, estimate split values and calculate property dimensions.
3. Ability to handle cash drawers and balance daily.
4. Reading & Writing skills to accurately perform your duties.
5. Ability to operate office machines such as computers, scanners, copiers, printers, etc.
6. Ability to exercise independent judgement.
7. Willingness to work with others in a fast-paced/multitask office environment.
8. Willingness to learn other department functions within the Revenue Department.

### **Physical Characteristics**

**(In cases of physical handicap, reasonable accommodation will be made)**

1. Ability to see, speak and hear well enough to accurately perform the job duties.
2. Ability to sit and work at a computer/keyboard for long periods of time.

### **Other Characteristics**

1. Must be willing to work non-standard hours and overtime as necessary.
2. Must be willing to travel as job requires and to attend various workshops, training sessions, etc.

### **Minimum Requirements**

1. High school diploma or equivalent required.
2. Possess a valid driver's license and be insurable by the county insurance standards.



## POSITION DESCRIPTION

Title: ~~Assessment Support Technician II, II, Specialist I, II~~

Department: Revenue Commission

Job Analysis: 09/2010, 08/2011, 06/2014, 09/2014, 10/2019, 09/2024

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: Administrator of Assessments, ~~Assistant Administrator of Assessments~~

Internal Contacts: Revenue Commission Office Staff

External Contacts: General Public, Attorneys, Title and Real Estate Companies, Members of other County Departments; Various State Agencies

Status: Classified/Non-Exempt: ~~I (305), II (306), Specialist I (309), Specialist II (310) (307)~~

### Job Summary

Assist the public with various requests relating to the Revenue Department. Assess new deeds and documents. Gather proper documentation. Enter changes of ownership, property descriptions, addresses and exemptions. Accurately post data to parcels. Identify errors and make corrections. Answer phone calls and emails. Conduct property owner research as necessary. Process returned mail. Calculate taxes. Collect payments. Balance cash drawers and make deposits. Ability to use independent judgement in a multitask office environment.

*(Responsibilities will vary according to job classification and location.)*

### Job Domains

#### Assessment

1. Assist the general public with all matters relating to the Revenue Department.
2. Prepare assessments and various applications for the general public.
3. Assess any new deeds and documents which have been recorded in the Probate Office.
4. Enter changes of ownership, property descriptions, addresses and exemptions.
5. Determine the correct classification and proper assessments for properties.
6. Gather proper documentation to copy and scan for record keeping.
7. Identify errors and make necessary corrections.

8. Accurately post data to parcels.
9. Answer phone calls and respond to emails in a timely manner.
10. Process returned mail.
11. File necessary paperwork and documents as required.
12. Calculate tax estimates as requested.
13. Assist collections with payments, refunds, redemptions, etc.
14. Check up and balance cash drawer and checks daily and prepare bank deposits.

### **Knowledge, Skills, and Abilities**

1. Verbal skills to communicate effectively with the general public, co-workers and supervisors.
2. Math skills to calculate taxes, estimate split values and calculate property dimensions.
3. Ability to handle cash drawers and balance daily.
4. Reading & Writing skills to accurately perform your duties.
5. Ability to operate office machines such as computers, scanners, copiers, printers, etc.
6. Ability to exercise independent judgement.
7. Willingness to work with others in a fast-paced/multitask office environment.
8. Willingness to learn other department functions within the Revenue Department.

### **Physical Characteristics**

**(In cases of physical handicap, reasonable accommodation will be made)**

1. Ability to see, speak and hear well enough to accurately perform the job duties.
2. Ability to sit and work at the computer/keyboard for long periods of time.

### **Other Characteristics**

1. Assist with training Support Tech I employees and communicate progress with supervisors.
2. Willingness to learn the roles of Specialist within the Collection and Assessment departments.
3. Willingness to continue your education through available courses.
4. Must be willing to work non-standard hours and overtime as necessary.
5. Must be willing to travel as job requires and to attend various workshops, training sessions, etc.

### **Minimum Requirements**

1. High school diploma or equivalent required.
2. Possess a valid driver's license and be insurable by the county insurance standards.
3. Minimum of (3) years' experience.
4. General knowledge of job duties.

## **POSITION DESCRIPTION**

Title: Collections Bookkeeper I

Department: Revenue Commission

Job Analysis: September 2010, August 2011, June 2014, **September 2024**

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: Administrator of Collections, **Assistant Administrator of Collections**

Subordinate Staff: None

Internal Contacts: Revenue Commission Office Staff

External Contacts: Commission, School Board, Local Financial Institutions and other Agencies

Status: Classified/Non-Exempt (309)

### **Job Summary**

This position is responsible accounting work at a beginning professional level in the maintenance of fiscal records. Employees in this class are responsible for the detailed operation of the accounting processes. Work involves maintaining important control of accounts, preparing special financial reports and statements and performing independent auditing of fiscal transactions and records. Employees work with considerable freedom of action in the more technical aspects of the work but receive instructions and confer with an administrative superior on matters of policy and deviations from established procedures. Employees in this class must be able to transcribe notes, type reports, maintain files of all documents and perform all routine office procedures.

### **Job Domains**

#### **A. Bookkeeping**

1. Keeps accounts including control and subsidiary ledgers covering varied financial transactions; classifies and indexes all entries.
2. Participates in the preparation of bi-monthly, monthly, and annual financial and disbursement reports; prepares special financial reports.

3. Maintains control records of receipts and disbursements, prepares operating and financial statements.
4. Assists in detailed and comprehensive audits of financial operations of County tax collection.
5. Maintains inventory control. Performs typing and filing of correspondence and records. Performs related work as required.
6. Makes bank deposits; reconciles bank statements to ledgers and cashbook.

### **Knowledge, Skills and Abilities**

1. Skills to communicate effectively with office staff and general public.
2. Math skills to perform accounting and bookkeeping operations.
3. Skills to prepare reports, complete forms, compose letters and accurately and neatly post journals and ledgers.
4. Skills to read and understand written instructions, manuals and correspondence.
5. Skills to understand verbal communications with co-workers and public.
6. Ability to operate office machines such as calculator, computer terminal and copy machine.
7. Thorough knowledge of basic bookkeeping and accounting principles and procedures.
8. Knowledge of general office procedures.
- ~~9. Thorough knowledge of departmental policies and procedures and ability to apply them to work problems (will be taught on the job).~~

### **Other Characteristics**

1. Willing to work non-standard hours as necessary.

### **Minimum Qualifications**

1. High School diploma and two (2) years of accounting or bookkeeping experience is desired.
2. Valid driver's license required.

## POSITION DESCRIPTION

Title: Collections Bookkeeper II

Department: Revenue Commission

Job Analysis: September 2020, **September 2024**

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: Administrator of Collections, **Assistant Administrator of Collections**

Subordinate Staff: None

Internal Contacts: Revenue Commission Office Staff

External Contacts: Commission, School Board, Local Financial Institutions and other Agencies

Status: Classified/Non-Exempt (310)

### Job Summary

This position is responsible accounting work at a beginning professional level in the maintenance of fiscal records. Employees in this class are responsible for the detailed operation of the accounting processes. Work involves maintaining important control of accounts, preparing special financial reports and statements and performing independent auditing of fiscal transactions and records. Employees work with considerable freedom of action in the more technical aspects of the work but receive instructions and confer with an administrative superior on matters of policy and deviations from established procedures. Employees in this class must be able to transcribe notes, type reports, maintain files of all documents and perform all routine office procedures.

### Job Domains

#### A. Bookkeeping

1. Keeps accounts including control and subsidiary ledgers covering varied financial transactions; classifies and indexes all entries.
2. Participates in the preparation of bi-monthly, monthly, and annual financial and disbursement reports; prepares special financial reports.

3. Maintains control records of receipts and disbursements, prepares operating and financial statements.
4. Assists in detailed and comprehensive audits of financial operations of County tax collection.
5. Maintains inventory control. Performs typing and filing of correspondence and records. Performs related work as required.
6. Makes bank deposits; reconciles bank statements to ledgers and cashbook.

### **Knowledge, Skills, and Abilities**

1. Skills to communicate effectively with office staff and general public.
2. Math skills to perform accounting and bookkeeping operations.
3. Skills to prepare reports, complete forms, compose letters and accurately and neatly post journals and ledgers.
4. Skills to read and understand written instructions, manuals and correspondence.
5. Skills to understand verbal communications with co-workers and public.
6. Ability to operate office machines such as calculator, computer terminal and copy machine.
7. Thorough knowledge of basic bookkeeping and accounting principles and procedures.
8. Knowledge of general office procedures.
9. Thorough knowledge of departmental policies and procedures and ability to apply them to work problems ~~(will be taught on the job).~~

### **Other Characteristics**

1. Willing to work non-standard hours as necessary.

### **Minimum Qualifications**

1. High School diploma and five (5) years of accounting or bookkeeping experience is desired.
2. Valid driver's license required.

## POSITION DESCRIPTION

Title: Collections ~~Support Technician~~ Specialist I

Department: Revenue Commission

Job Analysis: November 2014, ~~September 2024~~

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: Administrator of Collections, ~~Assistant Administrator of Collections~~

Subordinate Staff: None

Internal Contacts: Revenue Commission Office Staff

External Contacts: General Public, Attorneys, Title and Real Estate Companies and members of other County Departments

Status: Classified/Non-Exempt ~~(306)~~ (309)

### Job Summary

Posts various accounting ledgers, records, etc., collects tax payments, issues receipts. Maintains up-to-date accounting records on the computer and balances printouts with various reports. Conducts research as requested. Answers telephone, greets visitors, provides assistance and/or information, ~~and works on redemptions~~. Types various correspondence, records, reports, etc. Balances and maintains a daily cash drawer. Makes bank deposits. ~~Assess changes of ownership, property descriptions, addresses, and exemptions per new deeds and documents. Assists seasonal temporary employees. Assists seasonal temporary employees. Assist the Technician II staff in training new hires as needed. Employees in this position may perform/cross train duties in one or multiple options as outlined in Job Domains.~~

*(Responsibilities will vary according to job classification and location)*

### Job Domains

#### ~~A. Accounting and Financial Management~~

- ~~1. Check up and balance collections in ledger daily.~~
- ~~2. Calculate redemptions, collect taxes, and write receipts.~~
- ~~3. Prepare daily bank deposits.~~

## ~~B. Electronic Data Processing~~

- ~~1. Post accounts paid and enter into computer daily.~~
- ~~2. Perform searches of property by name and parcel numbers.~~
- ~~3. Inform public of breakdown of taxes by appraised and assessed values and calculate tax owed. Report to owner.~~
- ~~4. Balance computer printout of collections with daily and weekly reports.~~

## ~~C. Research and Analysis~~

- ~~1. Map legal descriptions on deeds and compare with abstracts.~~
- ~~2. Conduct searches on property in tax sale which may have sold in another name.~~
- ~~3. Conduct research on delinquent properties and try and contact owner.~~
- ~~4. Maintain up to date bankruptcy files and claims.~~

## ~~D. Assessing~~

- ~~1. Prepare assessment sheets, change forms, current use applications, summer home applications, homestead exemption forms and other related forms.~~
- ~~2. Assess any new deeds that have been recorded in the Probate office; assess corporations, mineral rights, personal property.~~
- ~~3. Verify assessments, map reviews and property ownership, check description and date of deed. If in prior owners' name, go to mapping department and get parcel number.~~
- ~~4. Assess parcel to grantee; determine if homestead is needed and what type. Check summer home or current use and determine correct classification. Calculate correct type of homestead.~~
- ~~5. Determine if parcel is mapped to correct error.~~
- ~~6. Make request; explain who needs the information and give to all.~~
- ~~7. If error has been made, post correction to abstract.~~
- ~~8. Make photo-static copies of various documents such as letters of disability, assessments, abstracts, GEO printouts, death certificates and wills, etc., and write receipts.~~
- ~~9. Calculate a taxpayer's taxes as requested.~~
- ~~10. Calculate current use values.~~
- ~~11. Show the public, title workers, etc., the records and how to use them.~~

## ~~E. Clerical~~

- ~~1. Post redemptions of property in tax sale.~~
- ~~2. Process documents relating to properties in tax sale.~~
- ~~3. Open and sort incoming mail.~~
- ~~4. Type various correspondence, envelopes, etc.~~

## ~~F. Reception and Referral~~

- ~~1. Answer telephone, route calls, take messages and provide information.~~



- ~~2. Greet visitors, route them to appropriate person or office, provide assistance~~
- ~~3. and/or information.~~

### Redemption Option

1. Research properties involved in tax sale/lien.
2. Determine the right to redeem.
3. Collect any required documents (i.e., wills, death certificates, affidavit of heirship, driver's license). Scan these documents into the property owner's account.
4. Calculate redemptions for all years involved in tax sale/lien.
5. Prepare and transmit redemption paperwork to the party that is redeeming.
6. Collect and post redemption payments. Prepare receipts.
7. Document prior year redemptions in tax sale docket books.
8. Notify tax investors of redeemed parcels.
9. Issue payments to tax investors upon receipt of proper documentation.

### Mortgage Option

1. Upload and post mortgage company payment files using software for parcels that are being paid.
2. Generate overpayment/error lists and issue refund checks.
3. Assist mortgage companies via email or phone with any inquiries.
4. Assist property owners via conference calls with mortgage companies to resolve issues.
5. Research mortgage company payments if any errors occur.

### Bankruptcy Options

1. Compile bankruptcy report from Government Blue Sheets and cross reference with property owners in our county.
2. Maintain and file records for each property in bankruptcy.
3. Change the status of parcels to bankruptcy in the computer program once delinquent tax notices are mailed.
4. Prepare bankruptcy claims and file electronically with the Bankruptcy Court.
5. Keep track of active bankruptcy cases. If they are no longer active, request Assessment to issue tax bill.

### **Knowledge, Skills and Abilities**

1. Verbal skills to communicate effectively with general public regarding status of taxes, tax regulations, etc.
2. Math skill to figure taxes, interest and to perform basic mathematical operations.
3. Writing skills to complete records neatly and to answer mail.
4. Reading skills to understand legal documents, tax laws, and regulations, etc.
5. Operate office machines such as typewriter, copy machine, computer terminal.
6. Knowledge of general office procedures.
7. Ability to deal with public in courteous and polite manner.

8. Ability to follow routine oral and written instructions.
9. Knowledge of tax laws, regulations, etc.
10. ~~Some~~ Knowledge of basic bookkeeping functions and principles.
11. Knowledge of the Code of Alabama pertaining to property taxes.

### **Other Characteristics**

1. Must be willing to work nonstandard hours as necessary.
2. Be willing to travel within the county to Satellite offices as job requires and to attend various workshops, training sessions, etc.
3. ~~Must be cross trained in Assessment functions.~~
4. ~~Train and develop new staff.~~
5. ~~Cross train Collections Tech staff in special options.~~

### **Minimum Requirements**

1. ~~High School diploma or equivalent for Level I required.~~
2. ~~Valid driver's license required.~~
  1. Possess a valid driver's license and be insurable by the County insurance standards.
  2. Minimum of six (6) years' experience.
  3. Successful completion of two (2) courses towards a Support Staff Level I certification.

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### **Advancement**

~~The advancement to Level II, or III will be determined on:~~

1. ~~Experience on the job.~~
2. ~~Educational courses pertaining to job.~~

## POSITION DESCRIPTION

Title: Collections ~~Support Technician~~-Specialist II

Department: Revenue Commission

Job Analysis: November 2014, ~~September 2024~~

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: Administrator of Collections, ~~Assistant Administrator of Collections~~

Subordinate Staff: None

Internal Contacts: Revenue Commission Office Staff

External Contacts: General Public, Attorneys, Title and Real Estate Companies and members of other County Departments

Status: Classified/Non-Exempt ~~(306)~~ (310)

### Job Summary

Posts various accounting ledgers, records, etc., collects tax payments, issues receipts. Maintains up-to-date accounting records on the computer and balances printouts with various reports. Conducts research as requested. Answers telephone, greets visitors, provides assistance and/or information, and works on redemptions. Types various correspondence, records, reports, etc. Balances and maintains a daily cash drawer. Makes bank deposits. Assists seasonal temporary employees. ~~Assess changes of ownership, property descriptions, addresses, and exemptions per new deeds and documents. Assists seasonal temporary employees. Aid in the development of all Technician staff and Specialist I staff while serving as a liaison between management and Collections employees to ensure effective workflow.~~

*(Responsibilities will vary according to job classification and location)*

### Job Domains

#### ~~A. Accounting and Financial Management~~

- ~~1. Check-up and balance collections in ledger daily.~~
- ~~2. Calculate redemptions, collect taxes, and write receipts.~~

- ~~3. Prepare daily bank deposits.~~

#### ~~B. Electronic Data Processing~~

- ~~1. Post accounts paid and enter into computer daily.~~
- ~~2. Perform searches of property by name and parcel numbers.~~
- ~~3. Inform public of breakdown of taxes by appraised and assessed values and calculate tax owed. Report to owner.~~
- ~~4. Balance computer printout of collections with daily and weekly reports.~~

#### ~~C. Research and Analysis~~

- ~~1. Map legal descriptions on deeds and compare with abstracts.~~
- ~~2. Conduct searches on property in tax sale which may have sold in another name.~~
- ~~3. Conduct research on delinquent properties and try and contact owner.~~
- ~~4. Maintain up-to-date bankruptcy files and claims.~~

#### ~~D. Assessing~~

- ~~1. Prepare assessment sheets, change forms, current use applications, summer home applications, homestead exemption forms and other related forms.~~
- ~~2. Assess any new deeds that have been recorded in the Probate office; assess corporations, mineral rights, personal property.~~
- ~~3. Verify assessments, map reviews and property ownership, check description and date of deed. If in prior owners' name, go to mapping department and get parcel number.~~
- ~~4. Assess parcel to grantee; determine if homestead is needed and what type. Check summer home or current use and determine correct classification. Calculate correct type of homestead.~~
- ~~5. Determine if parcel is mapped to correct error.~~
- ~~6. Make request; explain who needs the information and give to all.~~
- ~~7. If error has been made, post correction to abstract.~~
- ~~8. Make photo-static copies of various documents such as letters of disability, assessments, abstracts, GEO printouts, death certificates and wills, etc., and write receipts.~~
- ~~9. Calculate a taxpayer's taxes as requested.~~
- ~~10. Calculate current use values.~~
- ~~11. Show the public, title workers, etc., the records and how to use them.~~

#### ~~E. Clerical~~

- ~~1. Post redemptions of property in tax sale.~~
- ~~2. Process documents relating to properties in tax sale.~~
- ~~3. Open and sort incoming mail.~~
- ~~4. Type various correspondence, envelopes, etc.~~

#### ~~F. Reception and Referral~~

- ~~1. Answer telephone, route calls, take messages and provide information.~~
- ~~2. Greet visitors, route them to appropriate person or office, provide assistance~~
- ~~3. and/or information.~~

#### Redemption Option

1. Research properties involved in tax sale/lien.
2. Determine the right to redeem.
3. Collect any required documents (i.e., wills, death certificates, affidavit of heirship, driver's license). Scan these documents into the property owner's account.
4. Calculate redemptions for all years involved in tax sale/lien.
5. Prepare and transmit redemption paperwork to the party that is redeeming.
6. Collect and post redemption payments. Prepare receipts.
7. Document prior year redemptions in tax sale docket books.
8. Notify tax investors of redeemed parcels.
9. Issue payments to tax investors upon receipt of proper documentation.

#### Mortgage Option

1. Upload and post mortgage company payment files using software for parcels that are being paid.
2. Generate overpayment/error lists and issue refund checks.
3. Assist mortgage companies via email or phone with any inquiries.
4. Assist property owners via conference calls with mortgage companies to resolve issues.
5. Research mortgage company payments if any errors occur.

#### Bankruptcy Option

1. Compile bankruptcy report from Government Blue Sheets and cross reference with property owners in our county.
2. Maintain and file records for each property in bankruptcy.
3. Change the status of parcels to bankruptcy in the computer program once delinquent tax notices are mailed.
4. Prepare bankruptcy claims and file electronically with the Bankruptcy Court.
5. Keep track of active bankruptcy cases. If they are no longer active, request Assessment to issue tax bill.

### **Knowledge, Skills and Abilities**

1. Verbal skills to communicate effectively with general public regarding status of taxes, tax regulations, etc.
2. Math skills to figure taxes, interest and to perform basic mathematical operations.
3. Writing skills to complete records neatly and to answer mail.
4. Reading skills to understand legal documents, tax laws, regulations, etc.
5. Operate office machines such as typewriter, copy machine, computer terminal.
6. Knowledge of general office procedures.
7. Ability to deal with public in courteous and polite manner.
8. Ability to follow routine oral and written instructions.

9. Knowledge of tax laws, regulations, etc.
10. ~~Some~~ Knowledge of basic bookkeeping functions and principles.
11. Knowledge of the Code of Alabama pertaining to property taxes.
12. Ability to use independent judgment in a multitask office environment.

### **Other Characteristics**

1. Must be willing to work nonstandard hours as necessary.
2. Be willing to travel within the county to Satellite offices as job requires and to attend various workshops, training sessions, etc.
3. ~~Cross train in assessment function and understand that process.~~ Must be cross trained in Assessment functions.
4. Aid in the development of all lower-level staff by assisting in addressing their concerns.
5. Collaborate with management to maintain good communication and morale.

### **Minimum Requirements**

- ~~1. High School diploma or equivalent for Level I required.~~
- ~~2. Valid driver's license required.~~
1. Possess a valid driver's license and be insurable by the County insurance standards.
2. Minimum ten (10) years' experience.
3. Successful completion of a Support Staff Level I Certification

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### **~~Advancement~~**

~~The advancement to Level II, or III will be determined on:~~

- ~~1. Experience on the job.~~
- ~~2. Educational courses pertaining to job.~~

## POSITION DESCRIPTION

Title: Collections ~~Support~~ Technician I, ~~II, III~~

Department: Revenue Commission

Job Analysis: September 2010, August 2011, June 2014, ~~September 2014~~ September 2024

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: Administrator of Collections, ~~Assistant Administrator of Collections~~

Subordinate Staff: None

Internal Contacts: Revenue Commission Office Staff

External Contacts: General Public, Attorneys, Title, and Real Estate Companies and members of other County Departments

Status: Classified/Non-Exempt ~~I-(305)-II~~ (306) ~~III-(307)~~

### Job Summary

Posts various accounting ledgers, records, etc., collects tax payments, and issues receipts. Maintains up-to-date accounting records on the computer and balances printouts with various reports. Conducts research as requested. Answers telephone, greets visitors, assists and/or provides information. ~~and works on redemptions~~. Types various correspondence, records, reports, etc. Balances and maintains a daily cash drawer ~~and~~ makes bank deposits. ~~Assess changes of ownership, property descriptions, addresses, and exemptions per new deeds and documents~~. Assists seasonal temporary employees.  
*(Responsibilities will vary according to job classification and location)*

### Job Domains

#### A. Accounting and Financial Management

1. ~~Check-up and~~ Balance ~~tax~~ collections in ledger daily.
- ~~2. Calculate redemptions, collect taxes, and write receipts.~~
2. Collect current year and redemption taxes. Prepare receipts.
3. Prepare daily bank deposits.

## B. Electronic Data Processing

1. Post accounts paid and enter into computer daily.
2. Perform searches of property by name and parcel numbers.
3. Inform public of breakdown of taxes by appraised and assessed values and calculate tax owed. ~~Report to owner.~~
4. Balance computer printout of collections with daily and weekly reports.

## C. Research and Analysis

1. Map legal descriptions on deeds and compare with abstracts.
2. ~~Conduct searches on property in tax sale which may have sold in another name.~~
2. Conduct research on ~~tax~~ delinquent properties and ~~try and~~ contact owner.

## D. Assessing

- ~~1. Prepare assessment sheets, change forms, current use applications, summer home applications, homestead exemption forms and other related forms.~~
- ~~2. Assess any new deeds that have been recorded in the Probate office; assess corporations, mineral rights, personal property.~~
- ~~3. Verify assessments, map reviews and property ownership, check description and date of deed. If in prior owners' name, go to mapping department and get parcel number.~~
- ~~4. Assess parcel to grantee; determine if homestead is needed and what type. Check summer home or current use and determine correct classification. Calculate correct type of homestead.~~
- ~~5. Determine if parcel is mapped to correct error owner.~~
- ~~6. Make request; explain who needs the information and give to all.~~
- ~~7. If error has been made, post correction to abstract.~~
- ~~8. Make photo static copies of various documents such as letters of disability, assessments, abstracts, GEO printouts, death certificates and wills, etc., and write receipts.~~
- ~~9. Calculate a taxpayer's taxes as requested.~~
- ~~10. Calculate current use values.~~
- ~~11. Show the public, title workers, etc., the records and how to use them.~~

1. Prepare assessments and various applications for the general public.
2. Assess any new deeds and documents that have been recorded in the Probate Office.
3. Enter changes of ownership, property descriptions, addresses and exemptions.
4. Determine the correct classification and proper assessments for properties.
5. Gather proper documentation to copy and scan to assessments for record keeping.
6. Identify errors in assessments and make necessary changes.
7. Accurately post data to parcels.

## E. Clerical

1. Post current year property tax and redemption payments in software program.
2. ~~Process Transmit~~ documents relating to ~~properties in tax sale~~ tax delinquent properties.



3. Open and sort incoming mail. ~~Process and apply postage to outgoing mail and transport mail to post office as needed.~~
4. Type various correspondence, envelopes, etc.

#### F. Reception and Referral

1. Answer telephone, route calls, take messages and provide information.
- ~~2. Greet visitors, route them to appropriate person or office, provide assistance and/or information. Greet visitors, assist and/or provide information, direct them to appropriate person or office.~~
3. Accept and process phone payments in software program when requested.

### Knowledge, Skills, and Abilities

1. Verbal skills to communicate effectively with general public regarding status of taxes, tax regulations, etc.
2. Math skill to figure taxes, interest and to perform basic mathematical operations.
3. Writing skills to complete records neatly and to answer mail.
4. Reading skills to understand legal documents, tax laws, and regulations, etc.
5. Operate office machines such as typewriter, copy machine, computer terminal.
6. Knowledge of general office procedures.
7. Ability to deal with public in courteous and polite manner.
8. Ability to follow routine oral and written instructions.
9. ~~Some~~ knowledge of tax laws, regulations, etc.
- ~~10. Some knowledge of basic bookkeeping functions and principles.~~

### Other Characteristics

1. Must be willing to work nonstandard hours as necessary.
2. Be willing to travel within the county to Satellite offices as job requires and to attend various workshops, training sessions, etc.
3. Cross train in assessment ~~functions. and understand that process.~~
4. ~~Cross train with Collections Support Specialist in the specialized options.~~

### Minimum Requirements

1. High School diploma or equivalent ~~for Level I~~ required.
2. ~~Valid driver's license required.~~ Possess a valid driver's license and be insurable by the County insurance standards.

### ~~Advancement~~

~~The advancement from Level I, II, or III will be determined on:~~

- ~~1. Experience on the job.~~
2. ~~Educational courses pertaining to job.~~

## POSITION DESCRIPTION

Title: Collections ~~Support~~ Technician ~~I, II, III~~

Department: Revenue Commission

Job Analysis: September 2010, August 2011, June 2014, ~~September 2014~~ September 2024

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: Administrator of Collections, ~~Assistant Administrator of Collections~~

Subordinate Staff: None

Internal Contacts: Revenue Commission Office Staff

External Contacts: General Public, Attorneys, Title and Real Estate Companies and members of other County Departments

Status: Classified/Non-Exempt ~~I(305) II(306) III~~ (307)

### Job Summary

Posts various accounting ledgers, records, etc., collects tax payments, and issues receipts. Maintains up-to-date accounting records on the computer and balances printouts with various reports. Conducts research as requested. Answers telephone, greets visitors, and provides assistance and/or information. ~~and works on redemptions.~~ Types various correspondence, records, reports, etc. Balances and maintains a daily cash drawer ~~and~~ makes bank deposits. Assists seasonal temporary employees. ~~Assess changes of ownership, property descriptions, addresses, and exemptions per new deeds and documents. Assists seasonal temporary employees. Trains new Collections Technician I's as directed by management, and with the aid of Collections Specialist I's as needed.~~

*(Responsibilities will vary according to job classification and location)*

### Job Domains

#### A. Accounting and Financial Management

1. ~~Check-up and~~ Balance tax collections in ledger daily.
2. ~~Calculate redemptions, collect taxes, and write receipts.~~ Collect current year and redemption taxes. Prepare receipts.

3. Prepare daily bank deposits.
4. ~~Transport daily cash deposits to the bank as needed.~~

#### B. Electronic Data Processing

1. Post accounts paid and enter into computer daily.
2. Perform searches of property by name and parcel numbers.
3. Inform public of breakdown of taxes by appraised and assessed values and calculate tax owed. ~~Report to owner.~~
4. Balance computer printout of collections with daily ~~and weekly~~ reports.

#### C. Research and Analysis

1. Map legal descriptions on deeds and compare with abstracts.
- ~~2. Conduct searches on property in tax sale which may have sold in another name~~
2. Conduct research on ~~tax~~ delinquent properties and ~~try and~~ contact owner.
3. ~~Conduct in depth research at the request of supervisor or citizens.~~

#### D. Assessing

- ~~1. Prepare assessment sheets, change forms, current use applications, summer home applications, homestead exemption forms and other related forms.~~
  - ~~2. Assess any new deeds that have been recorded in the Probate office; assess corporations, mineral rights, personal property.~~
  - ~~3. Verify assessments, map reviews and property ownership, check description and date of deed. If in prior owners' name, go to mapping department and get parcel number.~~
  - ~~4. Assess parcel to grantee; determine if homestead is needed and what type. Check summer home or current use and determine correct classification. Calculate correct type of homestead.~~
  - ~~5. Determine if parcel is mapped to correct error owner.~~
  - ~~6. Make request; explain who needs the information and give to all.~~
  - ~~7. If error has been made, post correction to abstract.~~
  - ~~8. Make photo-static copies of various documents such as letters of disability, assessments, abstracts, GEO printouts, death certificates and wills, etc., and write receipts.~~
  - ~~9. Calculate a taxpayer's taxes as requested.~~
  - ~~10. Calculate current use values.~~
  - ~~11. Show the public, title workers, etc., the records and how to use them.~~
1. Prepare assessments and various applications for the general public.
  2. Assess any new deeds and documents that have been recorded in the Probate Office.
  3. Enter changes of ownership, property descriptions, addresses and exemptions.
  4. Determine the correct classification and proper assessments for properties.
  5. Gather proper documentation to copy and scan to assessments for record keeping.
  6. Identify errors in assessments and make necessary changes.
  7. Accurately post data to parcels.

#### E. Clerical

1. ~~Post redemptions of property in tax sale.~~ Post current year property tax and redemption payments in software program.
2. ~~Process~~ Transmit documents relating to ~~properties in tax sale~~ tax delinquent properties.
3. Open and sort incoming mail. ~~Process and apply postage to outgoing mail and transport mail to post office as needed.~~
4. Type various correspondence, envelopes, etc.

#### F. Reception and Referral

1. Answer telephone, route calls, take messages and provide information.
2. ~~Greet visitors, route them to appropriate person or office, provide assistance and/or information.~~ Greet visitors, assist and/or provide information, direct them to the appropriate office or person.
3. Accept and process phone payments in software program when requested.

### **Knowledge, Skills, and Abilities**

1. Verbal skills to communicate effectively with general public regarding status of taxes, tax regulations, etc.
2. Math skills to figure taxes, interest and to perform basic mathematical operations.
3. Writing skills to complete records neatly and to answer mail.
4. Reading skills to understand legal documents, tax laws, and regulations, etc.
5. Operate office machines such as typewriter, copy machine, computer terminal.
6. Knowledge of general office procedures.
7. Ability to deal with public in courteous and polite manner.
8. Ability to follow routine oral and written instructions.
9. **Some** knowledge of tax laws, regulations, etc.
10. Some knowledge of basic bookkeeping functions and principles.

### **Other Characteristics**

1. Must be willing to work nonstandard hours as necessary.
2. Be willing to travel within the county to Satellite offices as job requires and to attend various workshops, training sessions, etc.
3. Cross train in assessment ~~functions. and understand that process.~~
4. ~~Cross train with Collections Specialist in the specialized options.~~
5. ~~Train and develop new Collections Tech I employees.~~
6. ~~Communicate training progress with management.~~

### **Minimum Requirements**

1. ~~High School diploma or equivalent for Level I required.~~ Minimum of three (3) years' experience.

2. ~~Valid driver's license required.~~ Possess a valid driver's license and be insurable by the County insurance standards.

### **~~Advancement~~**

~~The advancement from Level I, II, or III will be determined on:~~

- ~~1. Experience on the job.~~
- ~~2. Educational courses pertaining to job.~~

## POSITION DESCRIPTION

Title: Collections Switchboard Operator

Department: Revenue Commission

Job Analysis: September 2010, August 2011, June 2014, **October 2024**

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: Administrator of Collections, **Assistant Administrator of Collections**

Subordinate Staff: None

Internal Contacts: Revenue Commission Office Staff

External Contacts: General Public

Status: Classified/Non-Exempt (304)

### Job Summary

Receives and dispatches all calls within Revenue Commission office. Takes and relays messages and routes calls to **the** proper department. Makes copies of reports and other documents. Assists with sorting and distributing incoming mail.

### Job Domains

#### A. Reception and Referral

1. Receives and dispatches calls using **Pro-Center Technology Openscape Technology**.
2. Refers calls to proper offices based on knowledge of department functions.
3. Takes and relays messages.

#### B. Miscellaneous

~~1. Other assigned tasks.~~

1. Cross train with Collections Technicians to assist in various duties.

### Knowledge, Skills and Abilities

1. Skills to communicate with the public in a polite and efficient manner.
2. Skills to accurately transcribe messages.
3. Listening skills to accurately understand verbal instructions and relay messages based on those instructions.
4. Ability to coordinate several ~~simultaneously~~ simultaneous incoming calls.
5. Basic knowledge of Revenue Commission departmental organization and function (will be taught on the job).

### **Minimum Qualifications**

- ~~2. One (1) year experience in switchboard operation and/or certificate of proficiency from an approved training agency institution is desirable.~~
1. High school diploma or equivalent required.
2. Possess a valid driver's license and be insurable by the County insurance standards.