



TOWN OF SUNDERLAND MASSACHUSETTS
JOB DESCRIPTION FORM
POSITION TITLE: ADMINISTRATIVE ASSISTANT
DEPARTMENT: BOARD OF ASSESSORS

STATUS: ☐ Regular ☒ Non-Benefited

DATE PREPARED:

HRS WORKED PER WK: 12-14 hrs

APPOINTED BY: Selectboard

Scheduled Work Hours: Varies

GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES

Performs customer service and clerical support duties, assisting the Board of Assessors in the discharge of its duties. Serves as a liaison between the Assessors' office and the public, as well as vendors associated with the Assessors' office. Attends Board of Assessors meetings, other town meetings, and MAOA and DLS meetings as required.

SUPERVISION RECEIVED

Works under the policy direction of the Board of Assessors and the administrative oversight of the Selectboard.

DIRECT REPORTING STAFF

None

DETAILED STATEMENT OF DUTIES AND RESPONSIBILITIES:

Specify Key Elements/Tasks and Specialized Tasks to be accomplished.

- Provides information and assistance in person, by telephone, and by computer to taxpayers, appraisers, public, etc.
- Processes all incoming correspondence to the Assessors' Office. Prepares outgoing correspondence, forms, lists including abutters' lists, reports, and notices; maintains files and cards; performs data entry.
- Prepares agendas for, attends, and records minutes of Board of Assessors' meetings, as required.
- Reports to Board of Assessors on departmental activities. Informs the Assessors of pertinent changes in statute, regulations, and assessment practices; refers unusual or urgent matters to the Board of Assessors.
- Prepares the budget for the Assessors' approval and monitors department budget; prepares bill and payroll warrants for Assessors' approval and timely submission.
- Prepares the Assessors' submission of the Annual Report for their approval.
- Provides courteous and expeditious customer service to the public and Town department staff. Maintains records of all property values, coordinates, and monitors data processing by contracted valuation vendor for annual tax commitment and quinquennial revaluation.
- Serves as the liaison to, and provides oversight of, contracted valuation vendor. Prepares RFP at end of contract term.
- Serves as Board of Assessors' liaison in working with the Department of Revenue to set annual tax rate.
- Prepares reports and forms for submission to Department of Local Services, including the annual Real Estate and Water District tax rate recapitulation and enters relevant data into the DLS Gateway online reporting system.
- Prepares presentation for annual tax classification hearing with the Selectboard.
- Prepares semiannual tax extracts and uploads to billing vendor so tax bills can be issued.
- Maintains and updates property tax maps in accordance with deeds received and other changes.
- Serves as the liaison to, and provides oversight of, mapping vendor (CAI Technologies) and maintains GIS online mapping and data.
- Prepares deeds for map updates, numbers and dates deed transfers, and uploads to GIS.
- Prepares Property Sales Report.
- Identifies map and lot numbers for land transfers and building permits. Performs administrative duties associated with updating Maps, Plots, and Codes.
- Monitors online building permit software for new permits and keeps owners and addresses current.
- Updates and records name and address changes, corrections, and building permit information on appraisal cards.
- Accepts and processes Chapter 61/61A/61B forms, calculates conveyance/roll-back taxes due, prepares certification, presents to the Board of Assessors for approval and maintains chapter land files.
- Processes and maintains accurate records of abatements and exemptions, checking calculations and information to ensure qualification. Assists individuals with completion of abatement and exemption forms, as necessary.
- Prepares Appellate Tax Board Forms.
- Processes and submits monthly reports of abatements and exemptions to the Accountant and warrants to the Tax Collector.
- Prepares state reimbursement forms.
- Addresses issues related to Auto Excise, Real Estate, and Personal Property taxes and provides copies to Tax Collector.
- Processes motor vehicle excise bills; reviews and updates for accuracy; submits warrants to the Tax Collector.
- Researches and resolves taxpayer inquiries.
- Prepares, verifies, and submits commitments to the Tax Collector.
- Calculates, posts, and maintains records of motor vehicle tax abatements.
- Processes bills received from other towns; performs other similar or related duties as required, or as situation dictates.
- Maintains Assessors' page on the Town of Sunderland website. Keeps information current including forms, maps, and any new information available.
- Works closely with the Sunderland Water District to maintain current data. Enters water liens annually into software.

QUALIFICATIONS REQUIRED AT HIRE (List knowledge, skills, abilities, and physical requirements)

- High School Diploma or GED equivalent.
- Two to three years of demonstrated experience in office administration and/or record keeping, preferably in a municipal setting.
- Familiarity with municipal assessment and appraisal practices and procedures, including an understanding of legal documents such as deeds, tax maps, plans, etc.
- Considerable knowledge of Microsoft Office particularly Excel and Word for data entry, word processing, and data management.
- Knowledge of AssessPro Valuation Software by Patriot Properties.
- Ability to communicate effectively and tactfully both verbally and in writing; work independently; maintain confidentiality of sensitive information; perform multiple tasks and detailed work with accuracy; understand, interpret and explain laws, regulations, policies and procedures pertaining to municipal assessing; and make timely decisions requiring interpersonal skills and good judgment.
- Ability to stand and sit for extended periods of time; to walk, reach, bend, speak, hear; use hands, fingers and arms; push, lift, move and carry books, records and boxes weighing up to 30 pounds. Vision requirements include depth perception, the ability to use a computer monitor, read routine and complex documents and adjust focus.

LICENSE AND/OR CERTIFICATION REQUIREMENTS

Must be certified by Department of Revenue. Must attend and complete the Assessing 101 course.

REMARKS

SIGNATURE OF SUPERVISOR

PRINTED NAME AND TITLE --- DATE

SIGNATURE OF INCUMBENT

PRINTED NAME AND TITLE --- DATE

RECOMMENDED BY: _____
Signature of Town Administrator

PRINTED NAME – DATE

APPROVED BY: _____
Signature Selectboard, Chair

PRINTED NAME – DATE

Copies to: ☐ Personnel Committee

DATE LAST REVIEWED: _____

DATE LAST AMENDED: _____

5.3.05

Revised 5.9.07, 7.01.10, 12.16.10, 2.07.11, 2.6.14, 12.7.20