


TOWN OF WINDHAM

Position Title: Administrative Assistant
Department: Assessing
Reports to: Assessor
Classification: Non-Exempt 8

Date: _____
Incumbent: _____
Supervisor: _____
Town Manager: 

General Summary:

This is an administrative position assisting the Tax Assessor in carrying out activities of the Assessing Department. Responsibilities include dealing effectively with the public concerning department activities, and performing specific delegated tasks, all under the general guidance and direct supervision of the Assessor. Performance is evaluated based on daily observation and results.

Essential Functions:

- Answer the phone; greet customers; provide forms and applications; photocopy requested records for customers as needed.
- Serve as customer support back-up to the Code Enforcement and Planning Departments.
- Process daily mail; order office supplies; prepare and track purchase orders; and monitor expenses.
- Maintain departmental petty cash and collect fees for sale of maps, copies, etc.
- Perform research concerning properties, valuations, values, and property tax cards.
- Provide general information regarding tax assessment procedures; explain and interpret maps and record books.
- Prepare annual media notifications of exemption application deadlines.
- Serve as secretary to the Board of Assessment Review.
- Process property tax abatement and supplemental tax paperwork.
- Data entry and export of information to various formats using specialized assessing software.
- Prepare and process correspondence and regularly scheduled mailings, as directed; generate annual tax commitment/valuation books.
- Deal effectively and positively with the general public and other employees regarding all aspects of the department.

Other Duties and Responsibilities:

- Perform other work as may be required in support of the Assessing Department.

Competencies:

- Knowledge of general office procedures and standards;
- Some understanding of property valuation;

- Familiarity with MS Office, Excel, Outlook and Word programs, NDS, and specialized tax assessing software;
- Excellent oral and written communications skills; and
- The ability to maintain confidentiality, and maintain working relationships with other employees, vendors, public officials and the general public.

Required Education/Experience:

- High School diploma;
- Two or more years of experience in a progressively responsible general office position;
- Ability to organize and manage multiple activities; or
- Any equivalent combination of education and experience which demonstrates possession of the necessary knowledge, skills and abilities.

Additional Eligibility Qualifications:

- Knowledge of and ability to use calculator, photocopier, answering machine, and FAX machine.
- Experience using Microsoft Office software to prepare correspondence and spreadsheets.

Working Conditions/Physical Demands:

Moderate physical effort required; normally seated or standing with freedom of movement on a regular basis; operating office equipment, and handling books and supplies. Extensive periods may be spent standing or operating a computer and using hands and wrists in frequent repetitive motions. Interaction with others via face-to-face communication, telephone, email, and written correspondence; flexibility of motion – up and down a lot assisting staff and citizens; ability to lift up to 25 pounds is required.

The above statements are intended to describe the general nature and the level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

EEO Statement:

The Town of Windham provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, the Town complies with applicable state and local laws governing nondiscrimination in employment in every location in which the Town has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation and training.