

**CITY OF CONCORD
CLASS SPECIFICATION**

CLASS TITLE: ADMINISTRATIVE ASSISTANT
DEPARTMENT: ASSESSING
REPORTS TO: DIRECTOR OF REAL ESTATE ASSESSMENTS

JOB CODE: 5110
DATE: 9/09

JOB SUMMARY:

Uses independent discretion and judgment in overseeing the administrative operations of the Assessor's Office, including supervision of clerical staff. Relieves manager of administrative details by composing correspondence on own initiative, scheduling appointments and meetings, responding to requests for information and assistance, resolving problems and complaints, and handling telephone calls. Handles confidential and/or sensitive information requiring the use of discretion. Serves as administrative assistant to department-level manager of a large department.

ESSENTIAL JOB FUNCTIONS:

Receives and processes abatement applications according to policies and procedures; routes applications to the Board of Assessors; completes granted applications; generates a report of all granted abatement listing totals; notifies applicant by letter of denial or grant.

Supervises clerical staff within the office environment, including assigning and directing work, providing necessary instructions, and appraising annual performances; reviews applications; interviews and hires clerical staff.

Prepares supplemental billing and warrants pertaining to current use release, real estate, and jeopardy assessments.

Formats and types letters, reports, charts, and other documents requiring special formatting or containing complex terminology, such as contracts, legal documents, and financial reports.

Develops and maintains database management system for the purpose of tracking and retrieving data for statistical reports/information and updating records.

Processes Board of Tax and Land Appeals; prepares reports required for Superior Court.

Proves abatements and supplemental totals for month end with the Tax Collector's office.

Assists the public in explaining the abatement process, appraisal cards, exemptions, and credits; directs the public to the appropriate departments and policies.

Notifies eligible applicants of exemption status and processes related paperwork.

Prepares and processes elderly tax lien information.

Prepares financial reports on the City's Overlay Accounts; tracks & updates spreadsheets on multiple years.

Prepares TIF district calculations for bond & tax payments and reporting.

Calculates & Processes Payments in Lieu of tax; enters and posts bills in tax collection system.

Calculates and processes Intent to Cut Timber; calculates & collects timber bond as applicable.

Interacts with staff from other departments, elected officials, and the general public in person or by telephone in order to respond to inquiries, receive complaints, and resolve problems.

Processes and disperses incoming mail.

Prepares and maintains payroll records.

Verifies monthly accumulation reports pertaining to sick and annual leave.

Prepares and maintains records pertaining to accounts payable.

Prepares annual operating budget and monitors monthly expenditures; works with the Finance Department to reconcile discrepancies.

Orders supplies and equipment for the office by preparing requisitions and purchase orders; interacts with vendors regarding specifications and availability of supplies and equipment.

Develops and maintains the department Web site.

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Computer
Fax Machine

Typewriter
Calculator

Copier
Laser Printer

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

High school diploma or GED; and, three to five years of progressively responsible administrative experience, which includes some experience interacting with high level officials and managers; or, any combination of education, training and experience which provides the knowledge, skills and abilities required for the job.

Licenses and Certifications:

Computer Courses (Desirable).

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Administrative policies and procedures related to the area of assignment.

Basic budgetary principles and practices.

Office administrative and secretarial practices and procedures, such as business letter writing and the operation of standard office equipment.

Record keeping, report preparation, filing methods, and records management techniques.

Technical terminology appropriate to the area of assignment, such as legal or financial terminology.

Modern office methods, procedures, equipment, business letter writing and standard clerical techniques.

Techniques of effective time management.

Correct English usage, including spelling, grammar, punctuation, and vocabulary.

Standard business arithmetic.

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Administration of staff and activities, either directly or through subordinate supervision.

Computer applications related to the work.

New Hampshire state statutes.

City Administration policies and procedures.

Payroll and purchasing policies and procedures.

Property taxes and MUPS.

Skill in:

Communicating effectively with others, orally and in writing.

Using tact, discretion, initiative, and independent judgment within established guidelines.

Dealing courteously and diplomatically with the general public.

Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.

Applying logical thinking to solve problems or accomplish tasks and to understand, interpret, and communicate complicated policies, procedures, and protocols.

Accurately proofreading copy with accompanying knowledge of grammar, punctuation, and spelling.

Planning, organizing, assigning, directing, reviewing, and evaluating the work of staff.

Preparing clear and concise reports, correspondence, and other written materials.

Organizing, processing, and maintaining information and documents in an orderly fashion.

Web site development.

Mental and Physical Abilities to:

Establish and maintain effective working relationships with others.

Read and interpret documents such as safety rules, operation and maintenance instructions, and procedure manuals.

Write reports, correspondence, and procedure manuals.

While performing the essential functions of this job, the incumbent is regularly required to talk or hear, to reach with hands and arms, and to use hands to finger, handle or feel objects.

Working Conditions:

Works is performed in a normal and sometimes hectic office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt, and the like.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.