

SNOHOMISH COUNTY JOB DESCRIPTION

ASSESSMENT TECHNICIAN II

Spec No. 6227

BASIC FUNCTION

To provide customer service assistance as primary first point of contact to the public within the Assessor's office.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Assists the general public in person and via email or phone by answering questions, taking complaints, explaining services, policies, procedures and schedules; locates information from assessor's records and provides to the public as required; refers customers to departments and/or agencies as needed.
2. Receives, determines, and processes senior citizen and disabled exemption eligibility according to rules and regulations; receives and processes forms for segregation's, special classifications, and combination requests; creates recall/review requests within the appraisal contact management data base.
3. Assists in the training of Assessment Technician I positions.
4. Collects fees and makes change for various maps, copies and other Assessor products.
5. Communicates to the public and/or other departments, via email, in person or via phone, the Assessor's valuation procedures and processes regarding real property.
6. Learns the basic rules, regulations and procedures of the personal property department for electronic filing purposes; assist the public by answering basic questions pertaining to personal property.

STATEMENT OF OTHER JOB DUTIES

7. May provide guidance and instruction to employee in lower level classifications. May perform all the duties of subordinate level employees.
8. Performs other duties as required.

MINIMUM QUALIFICATIONS

One (1) year experience as an Assessment Technician I; OR, any equivalent combination of training and/or experience that provides the required knowledge and abilities. Must pass job related tests.

SPECIAL REQUIREMENTS

Must have attended the "Fundamentals of the Assessor's Office" class, or equivalent, sponsored by the Washington State Department of Revenue within 2 years of employment

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SPECIAL REQUIREMENTS (Continued)

Must be able to type 40 wpm.

KNOWLEDGE AND ABILITIES

Knowledge of:

- standard office practices and procedures
- rules of grammar, spelling, punctuation and word usage
- basic arithmetic/geometry
- basic operation of personal computers and programs
- Washington State laws, policies and procedures governing real and personal property assessments for property tax purposes
- Snohomish County Government

Ability to:

- assist the public in determining what their needs are
- quickly learn the names, location and functions of County wide departmental activities
- communicate effectively both orally and in writing
- accurately process data and maintain record
- deal tactfully and courteously with the public, county employees, state agencies and outside parties in regard to property tax laws
- learn, interpret and categorize data rapidly and accurately
- operate standard office equipment
- read and understand maps
- read legal descriptions
- work well in a team setting

SUPERVISION

The employee receives supervision from the Exemption Division Supervisor.

WORKING CONDITIONS

The work is performed in the usual office environment.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

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Class Established: November 1997
Revised: August 2000, January 2006, July 2017
EEO Category: 6 – Administrative Support
Pay Grade: 308 – Clerical Pay Plan
Workers Comp: 5306 Non-Hazardous