



Job Description

TITLE: Document Specialist III	JOB CODE: 4320
DEPARTMENT: County Assessor	FLSA: Non-Exempt
PREPARED: September 11, 2018	FLSA CLASS: Clerical
UPDATED: April 12, 2022	WORK LOCATION: Aztec, NM
	REMOTE WORK ELIGIBLE: YES

Summary: Under general supervision, maintains and updates current records of property ownership from documents recorded in the County Clerk's Office and MVD; follows up to gather additional information as necessary; answers the phones and provides service to customers at the counter. This position also verifies information and insures the accuracy of assessment of records for all mobile homes located within the county that are subject to property taxes.

Essential Job Functions: *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Transfers property ownership based on legal documents received from the Clerk's Office; gathers additional information as necessary; enters data to ensure that the proper owners receive their tax bills.
- Processes the more complex transfers; assists other property clerks with difficult transactions.
- Proofs all changes within the established timeframe.
- Composes and sends letters to the public to collect general information concerning changes of ownership.
- Works with the general public by phone and in person; provides a high level of service in a courteous and knowledgeable manner.
- Reads and verifies maps and plat information from the legal description and recorded documents.
- Performs complete and accurate data entry.
- Assists the public in the transfer of mobile home titles, moving permits and deactivation of titles through the issuance of tax releases.
- Enters data on mobile homes into database to ensure accurate assessment records; enters names, mailing addresses, physical locations, land cross-reference information, taxing districts and all mobile title information necessary for the assessment records.
- Enters data into the CAMA software to determine the assessed value for mobile homes.
- Collects information from the Department of Motor Vehicles to ensure that mobile homes are correctly assessed.
- Ensures that all necessary forms are completed correctly to allow mobile home titles to be deactivated for purposes of valuing as real property.
- Gathers information and quotes taxes to the public for mobile tax releases.
- Assists in gathering information for protests on the values of mobile homes.
- Works with the field appraisers to ensure that mobile home located by field inspection are placed on the tax rolls; mails letters to property owners; researches DMV records and local utilities records to identify owners.
- Assists in training more junior staff. References manufactured home information to the corresponding land record on which the manufactured home sits.
- Performs other related duties as assigned.

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Document Specialist III

Required Knowledge and Skills:

- Knowledge of filing and indexing procedures.
- Knowledge of real estate and related legal documents.
- Knowledge of other agencies, including their roles, responsibilities, service, hours of operation.
- Knowledge of customer service practices and techniques.
- Knowledge of County policies and procedures.
- Knowledge of the regulations governing mobile home valuation and taxation.
- Knowledge of mobile home assessed values.
- Knowledge of DMV procedures and reports.
- Knowledge of administrative procedures, methods and practices.
- Skill in establishing and maintaining effective working relationships with County staff and the public.
- Skill in providing a high level of customer service.
- Skill in organizing and prioritizing work to meet established deadlines.
- Skill in communicating effectively, both orally and in writing.
- Skill in preparing clear, concise and grammatically correct letters.
- Skill in performing basic mathematical calculations and functions.
- Skill in the use of a personal computer and specialized software applications including Realware.

Education and Experience

- High School Diploma or GED equivalent and three (3) years of experience with real estate transfers and transactions.
- Valid State of New Mexico Driver's license or able to obtain within six (6) months of employment.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in an office environment; may be subject to repetitive motion such as typing, data entry and vision to monitor; may be subject to extended periods of intense concentration in the review of documents and reports.
- May be subject to bending, reaching, kneeling and lifting such as retrieving files, records, and reports.
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County's electronic ERP system as necessary and appropriate based on the needs and requirements of this position.
- Some work duties may be performed "remotely" outside of County facilities. For remote access you must complete and maintain a current remote work agreement.

Equipment and Tools Utilized:

- Equipment utilized includes computerized and conventional office equipment.

Approvals:

Employee: _____ **Date:** _____

Supervisor _____ **Date:** _____

Department Head: _____ **Date:** _____