



Job Description

TITLE:	Document Specialist II	JOB CODE:	4321
DEPARTMENT:	County Assessor	FLSA:	Non-Exempt
PREPARED:	September 2, 2012		
UPDATED:	August 31, 2020	LOCATION:	Aztec, NM

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, and verifies information and insures the accuracy of assessment of records for all mobile homes located within the county that are subject to property taxes. This position also provides customer service to the public as well as answers the phones.

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.
- 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.
- 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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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 two (2) years of office clerical experience.
- 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.

Equipment and Tools Utilized:

- Equipment utilized includes computerized and conventional office equipment.

Approvals:

Employee:	_____	Date:	_____
Supervisor	_____	Date:	_____
Department Head:	_____	Date:	_____



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