



Job Description

TITLE: Appraisal-Appeals Clerk II	JOB CODE: 4344
DEPARTMENT: County Assessor	FLSA: Non-Exempt
PREPARED: November 2005	FLSA CLASS: Clerical
UPDATED: April 12, 2022	WORK LOCATION: Aztec, NM
REMOTE WORK ELIGIBLE: YES	

Summary: Under general supervision, assists the appraisal department in preparation for the appeals process; proofs the appraiser's data entry into the Computer-Assisted Mass Appraisal (CAMA) System and verifies property records are accurate, equitable, and in compliance with state and federal regulations.

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.*

- Manages taxpayer appeals into Appeals Database; logs incoming/outgoing correspondence via certified mail; creates mailings for Assessor and Deputy; prepares appeal records for the appraiser to conduct the field inspection; prepares maps and worksheets as needed; works with the property owner to schedule appointment with the appraiser.
- Coordinates work with the Quality Control Supervisor; assists in tracking and updating the status of appeals as required. Creates protest hardbound booklets for hearings.
- Coordinates with the Chief Appraiser and Quality Control Supervisor to assist in the preparation of documentation needed for formal and informal appeals and protests; ensures that required documents are sent to the property owner prior to protest hearings; ensures that documentation is in place to prove that the documentation was received by the property owner (notations in accounts and certified mailers).
- Trains appraisal Quality Control clerks in the general procedures used in the appraisal data entry and proofing processes.
- Assists in data entry and terminology training for new residential and commercial appraisers through the proofing process. Allowing them to identify areas that might be unclear during their apprenticeship. Confers with Quality Control Supervisor, Chief Appraiser, and/or Residential Appraisal manager about any areas where an appraiser may need additional training.
- Manages and coordinates the Valuation Limitation for Low Income, 65 years old or older, or disabled database with the Quality Control Supervisor and/or Property Records Maintenance Manager.
- Answers the phone and assists property owners with questions and appointment scheduling.
- Proofs residential, commercial, and personal property appraiser's data entry into CAMA System using field drawings, field worksheets, rendition forms, and notes.
- Converts/verifies property records into CAMA System.
- Assists appraisers in the office with preparation of maps, worksheets and other documentation necessary to complete field inspections.
- Assists appraisers in the field as necessary; measures improvements; takes pictures; reads maps; drives and performs other duties as assigned.
- Assists in the entry of building permits from both the City of Farmington and the County building inspectors into the CAMA system; may perform field work to locate permits when addresses are unclear.

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- Performs other related duties as assigned.

Required Knowledge and Skills:

- Knowledge of Marshall & Swift valuation manuals.
- Knowledge of Assessor's Office valuation procedure manuals.
- Knowledge of customer service methods and techniques.
- Knowledge of County policies and procedures.
- Skill in organizing and prioritizing work to meet established deadlines.
- Skill in defining problems, identifying solutions and selecting appropriate solution.
- Skill in entering data accurately and proofing results.
- Skill in filing and maintaining accurate records.
- Skill in establishing and maintaining effective working relationships with County staff and the public.
- Skill in keyboarding and the use of a personal computer, 10-key calculator, MS Office Suite, and specialized software including Computer-Assisted Mass Appraisal (CAMA) System and Mapping software.
- Skill in communicating effectively, both orally and in writing.

Education and Experience

- High School Diploma or GED equivalent and two (2) years of experience in a related field.
- 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 outdoor weather conditions; 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 in measuring and evaluating property.
- 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 and field measuring tools.

Approvals:

Employee: _____ Date: _____

Supervisor _____ Date: _____

Department Head: _____ Date: _____

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