

**Job Description – Administrative Assistant**  
**Mahaska County Assessor’s Office**

This is a full-time, non-exempt, salaried position (2080 hours annually) with a comprehensive benefits package including medical, dental, and life insurance; paid vacation and sick leave; and IPERS. Starting annual salary is \$41,750.

Salaries of the Assessor’s Office personnel are set by the Mahaska County Conference Board each fiscal year and are determined at the Board’s discretion.

Office hours are Monday-Friday 8:00 a.m. - 4:30 p.m.

**Summary of the Administrative Assistant position:**

Primarily responsible for entering real estate transaction information, credits and exemptions, appraisal information, and other records into assessment software.

Updates and maintains the accuracy of the Assessor’s plat maps.

Performs customer service either in person, by phone, or by email.

Performs other assessment duties as assigned to ensure the efficiency of the office.

The Administrative Assistant is under the direct supervision of the Assessor and must adhere to the rules and laws set forth in the Iowa Code, Iowa Administrative Rules, Mahaska County Employee Handbook, Assessor’s Office Disciplinary Schedule, and the Iowa Real Property Appraisal Manual.

The Administrative Assistant will at times be the first person from the office to have contact with customers; therefore, it is imperative that the Assistant convey a courteous and helpful attitude with the public and present him/herself in a manner of professional dress and appearance, as well as keep his/her workspace orderly and organized.

The Assistant will be required to attend continuing education workshops and meetings as deemed necessary and appropriate by the Assessor. Expenses are paid for by the County.

Applicants are advised that any absence from work of more than two days during the months of January through April is strongly discouraged and will be limited at the Assessor’s discretion.

The Assistant may at times be asked to work from home using county-issued equipment should circumstances arise that cause the Office or the Courthouse to close.

Applicants are advised that inclement weather is a possibility and should expect to report to work during these times. An employee's vacation time will be used in the event of absence.

Professional dress is required. As a representative of the Assessor's Office, you will be expected to present yourself to the public in a clean, hygienic, and properly clothed manner.

The Assistant should be willing to continually add to their assessment skill set and achieve a high level of professionalism and knowledge in the property assessment field.

**Applicant Prerequisites:**

High school diploma or GED and at least five years of experience in a professional office environment.

Proficient in Microsoft Office Suite programs. This position requires the use of Word, Excel, PowerPoint, Outlook, and Teams. Applicants must be able to use these from day one of employment with minimal training from the Assessor's Office staff.

Possess extreme attention to detail and organization.

Experience with clerical duties such as typing, filing, answering phones, sending and receiving emails, sending and receiving regular mail, balancing a cash drawer, writing receipts, and fulfilling records requests.

Able to use all equipment common to an office environment, including computers, printers, copiers, fax machines, laptop computers, adding machines, paper shredders, and digital cameras.

Customer service experience and the ability to handle confrontational situations in a professional manner.

Experience in the areas of real estate sales, taxation, appraisal theory, and assessment procedures are beneficial to this position.

**Essential duties to be performed:**

Daily entry of parcel information into assessment and taxation software programs, and other assessment programs as necessary.

Maintenance of plat maps and other assessment records.

Data entry of all recorded real estate transactions in Mahaska County into assessment software program.

Assist customers applying for credits and exemptions either in person, by telephone, or by email.

Review and enter property record card changes submitted by office or appraisal staff.

Compute property assessment changes and maintain an accurate reconciliation record of such changes within the tax software.

Review legal descriptions, surveys, and plats of subdivision as required and locate the corresponding parcels on plat maps.

Assist in preparing assessment notices to taxpayers.

Assist in the property appraisal process, both in the field and the office, as deemed necessary by the Assessor. This includes using a digital camera to update property photos upon inspection.

Flag properties for changes as reported by the taxpayer or assigned by the Assessor.

Assist the County Treasurer in the maintenance of mobile home ownership records within the County.

Update mailing and physical addresses within the tax and appraisal software.

Generate computer reports as needed; maintain in-office and website sales reports for public use in spreadsheet and query results format.

Analyze customer requests and direct them to the proper employee, office, department, or building as needed, either in person, by telephone, or by email.

Assist customers with requests for public information as allowed by law, either in person, by telephone, or by email

Field questions from taxpayers regarding assessments and provide accurate explanations of such, either in person, by telephone, or by email. **It is imperative that the correct information be given to a customer and the employee will be expected to provide answers that are accurate according to Iowa law and assessment policy.** The Administrative Assistant should expect to job shadow senior staff until he/she can answer questions accurately on their own.

Collect fees for services and make proper change; make deposits to the County Treasurer and balance a receipt book.

Perform clerical duties such as answering phones, conveying messages, running office errands, preparing outgoing mail, collecting and distributing incoming mail, using a fax machine, using a calculator, copying, collating, typing and filing.

Attend schools, conferences, and meetings as required by the Assessor

Maintain a valid driver's license and have at your disposal a reliable vehicle with proper insurance coverage, as county vehicles may not always be available to use. Mileage is reimbursed in qualifying situations.

Follow the direction of the Assessor and other officials as given.

Complete assigned work in a timely and efficient manner.

Arrive on time for work and off-site training or education.

Cooperate with other staff members and deal with other offices in a congenial and professional manner, understanding that it is in the best interest of this office to cooperate with other offices and their personnel.

Handle confrontational situations professionally and calmly.

Refrain from any activity inside or outside of the office that may have an adverse effect on the public opinion or general effectiveness of the office.

Respect the property of the County and use supplies in an efficient manner. Property of the County or this office is not to be taken home with an employee.

Any other duties as mandated by the Assessor or Iowa Law.

### **Performance Requirements:**

To perform the Administrative Assistant job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge and skill that will be required to be shown by an individual who is successfully performing the job.

Performance evaluation is based on, but not limited to, the proper execution of these tasks. **The Administrative Assistant's performance will be reviewed every six months by the Assessor. Evaluations will be documented and kept in the employee's personnel file. Inability to perform these core requirements may result in termination of employment at the discretion of the Assessor.** Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential duties.

Once hired and performing the job duties required, the Administrative Assistant must show him/herself to be proficient or gaining proficiency in the following:

Interpret directions north, south, east, west, northeast, northwest, southeast, and southwest; interpret the United States Public Land Survey on plat maps and identify townships and sections within the townships; read and interpret metes and bounds legal descriptions and locate them on plat maps.

Demonstrate an understanding of assessment procedures, appraisal theory, jurisdictional market trends, Iowa tax structure, individual and departmental responsibilities, and credits and exemptions maintained by the Assessor's Office.

Demonstrate the ability to use the office's software programs correctly to look up information such as parcel numbers, owner names, addresses, DBA's, and other pertinent information.

Demonstrate a cooperative attitude and a willingness to learn the information needed to perform the job.

Demonstrate knowledge of the County's geography and locate property using legal descriptions, addresses, and property owner names.

Read and comprehend all types of maps.

Read and comprehend business periodicals, professional journals, office policy manuals, county rules and regulations, state rules and regulations, emails, memorandums, and any other literature required to perform the job.

Recognize and understand the different types of legal documents used to record sales information (Warranty Deeds, Quit Claim Deeds, Affidavits, etc.); interpret chains of title and legal descriptions.

Speak to individuals or groups of people with excellent communication skills, professionalism, and confidence.

Read, speak, and understand English fluently.

Perform mathematical calculations including adding or subtracting, some geometry, and calculating tax estimates upon request. Demonstrate an ability to calculate acres as divided into sections, quarter-sections, and so on.

Answer questions from the public and co-workers accurately, with answers as prescribed by law and as directed by the Assessor. This should be done in a timely and efficient manner.

Complete assigned work on time and with accuracy, with the understanding that there are deadlines this office is required to adhere to by law.

Have punctual and reliable attendance, both in the office and at off-site work-related activities.

Keep workspace orderly in appearance and keep careful track of all work assigned. An orderly workspace is required, as it is the first impression a customer has when they walk into the Assessor's Office.

Attend continuing education courses, meetings, and lectures to further his or her knowledge of the profession as assigned by the Assessor.

Report work progress to the Assessor as required.

Convey a cooperative attitude when given directions and be willing to continue learning, as the Assessment field is constantly changing.

Work under stressful conditions with potentially irate customers. The inability to handle irate customers in a professional manner may result in termination of employment at the Assessor's discretion.

Perform the clerical duties necessary to facilitate the efficient operation of the office, including the use of all office machinery and equipment.

Prioritize workloads, especially under deadlines; use time wisely.

Work well with other county offices and their employees, as well as private businesses that have any dealings with the County. Cooperate and work well with co-workers in the Assessor's Office.

Self-motivate and work with minimal supervision; perform job duties as expected at times when the Assessor is out of the office.

### **Work Environment:**

These work environment characteristics are representative of a typical environment encountered by employees of the Assessor's Office:

Work performed inside of the office will be subject to a moderate noise level in a temperature-controlled environment; employees may sit for long periods of time; employees may have to deal with potentially irate or upset customers. The Administrative Assistant should expect to perform the majority of their duties inside of the office.

Work performed outside of the office will be subject to all weather conditions and types of terrain, pets and animals, and potentially irate citizens.

**Physical Demands:**

These physical demands are representative of those that must be met by an employee to successfully perform the duties of Administrative Assistant. Reasonable accommodations may be made to enable individuals with disabilities to perform the demands.

Employee must be able to sit, stand, lift, reach, grab, climb, balance and stoop.

Employee must be able to carry loads of up to 25 pounds.

Employee must be able to see a computer screen clearly and be able to see up close, from a distance, and peripherally; must also be able to read very small print.

Employee must be able to drive a motor vehicle with a valid driver's license.

Employee must be able to hold a tape measure and accurately read its measurements.

Employee must be able to speak clearly and hear well.

**For further information, please contact the Mahaska County Assessor's Office at:**

**Phone: 641-673-5805**

**Email: [thomas@mahaskacountyia.gov](mailto:thomas@mahaskacountyia.gov)**