

TOWN OF STOUGHTON

DIRECTOR OF ASSESSING

Department:	Assessors	Date:	3-6-2023
Reports to:	Town Manager	Hours Worked:	35
FLSA Status:	Exempt		

Statement of Duties

- Supervisory, technical and administrative duties managing the Assessing Department.
- Assists the Board of Assessor's in implementing policies in accordance with State regulations; other related work, as required.
- Performs responsible and complex work requiring a great deal of attention to details and sequencing of actions in processing work, and in maintaining financial records consistent with department policies and procedures; all other related work as required.
- Acts as a representative of the Assessor's Office to receive and answer inquiries regarding public record information.
- Interacts with public to answer taxpayer questions and assessment explanations.
- Assists public with qualifications and application processes of statutory exemptions (which includes Veterans, Widows, Elderly and the Blind) chapter land, Real Estate and Excise Tax abatements.
- Assists other Town departments with parcel and title research.

Supervision

Works under the supervision of the Town Manager with general direction from the Board of Assessors. Generally, establishes own work plan and priorities. Work is performed in strict accordance with the directives and policies of the Department of Revenue and compliance with Massachusetts General Law and Town bylaws.

Work Environment:

- Work is generally performed in office conditions; some fieldwork is required to perform site visits; the employee is required to attend evening meetings as needed. The employee operates standard office equipment and an automobile.
- The employee has regular contact with town departments, the general-public, the Department of Revenue and with peers in other communities. The employee has access to department-related legal proceedings, employee personnel records, medical information and financial records of taxpayers (MGL C 59).
- Errors could result in monetary loss of legal repercussions.

Essential functions

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

- Directs the operations of the Assessing Department, oversees the work of placing value on residential and commercial property, evaluates land and land changes; determines assessed valuations of property for annual tax commitment in timely fashion.
- Maintains current inventories of all real, personal and exempt property within the Town.

- Supervises the commitment of all real, personal property, excise and special commitments to the Treasurer/Collector.
- Prepares Values for Tax Recapitulation purposes.
- Assists the Board of Assessor's in reviewing and approving requests for abatements and exemptions of assessments; negotiates settlements; testifies before Appellant Tax Board; appears before Superior Court as expert witness for the Town.
- Provides information regarding property valuations to property owners, bank officials, professional appraisers, engineers and attorneys.
- Assists in maintaining town-wide G.I.S. system on a current basis, coordinates the revision of Assessors maps, subdivision of property and deed updates.
- Plans, manages and implements a revaluation of all real estate and personal property parcels tri-annually by training field inspectors as needed, customizes reports, preparing accumulation data and setting and obtaining state certification of new values.
- Provides contact administration and review for revaluation work done by outside consultants.
- Keeps up to date on all laws pertaining to real estate, personal property, excise tax and exemptions.
- Prepares annual departmental budget and town report.
- Performs similar or related work as required, or as situation dictates.

Recommended Minimum Qualifications

Education and Experience

- Requires a bachelor's degree with three to five years of experience in assessment administration, real estate appraisal or related business experience; or equivalent combination of education and experience.
- Two year of management or supervisory duties in assessment administration and real estate appraisal.
- Must be a Massachusetts Accredited Assessor (MAA) or other related professional designation.
- Computer skills with Microsoft Word and Excel and familiarity with the AssessPro C.A.M.A. system preferred

Knowledge, Ability and Skill

Knowledge

- Thorough knowledge of the principles and practices of municipal assessing and of applicable provision of the Massachusetts General Laws.
- Knowledge of Massachusetts General laws pertaining to the appraisal of real property (MGL C58-61B)
- Working knowledge of operations of Appellate Tax Board; knowledge
- Working knowledge of computer applications for assessing and financial management, including CAMA, GIS, Excel and Word software programs

Ability

- Ability to analyze and interpret financial data and to present findings clearly.
- Ability to draft decisions
- Ability to establish and maintain cooperative relationships with town officials and governmental representatives.
- Ability to determine work priorities and to meet established schedules and deadlines.

Skill

- Skill in working with numbers and detail.
- Excellent analytical and communication skills.
- Excellent written and oral communication skills
- Excellent planning and organizational skills
- Computer skills including proficiency with intermediate spreadsheet analysis, database updating, report generation, and internet research.

Physical and Mental Requirements

- Minimal physical effort required to perform functions under typical office conditions.
- Position requires the ability to operate a keyboard and standard office equipment at an efficient speed.
- The employee is frequently required to remain in a stationary position and communicate.
- Occasionally may be required to move objects up to 30 pounds.
- Specific vision requirements include close vision, distance vision, and the ability to adjust focus.

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TOWN OF STOUGHTON
PROGRAM ADMINISTRATOR ASSESSING DEPARTMENT

Department:	Assessing	Date:	8-3-23
Reports to:	Assessor/Dept. Manager	Hours Worked:	35
FLSA Status:	Non-Exempt		

Statement of Duties

Performs professional, technical and administrative work in assisting the Assessor and/or Assessing Manager in managing the assessment and appraisal function for the Town, including establishing property valuations, preparing tax rates with accompanying schedules and taxable property inventory lists, defending assessments, maintaining and enhancing the Town's Legal database, providing appraisal support in accordance with state and local statute and regulations and policies of the Board of Assessors; performs all other related work as required.

Supervision

Supervision Scope: Assists the Director of Assessing and Assessing Manager in performing responsible duties under their direction that would require independent judgment and initiative in assisting in the administration of the assessor's office and in establishing property values; work is performed in strict accordance with the directives and policies of the Massachusetts Department of Revenue (DOR) and in compliance with the Massachusetts General Laws.

Supervision of staff may be required if the Assessor or Manager is out of the office.

Job Environment

Administrative work is performed under typical office conditions.

Makes frequent contact with the general public, other city officials and town departments, attorneys, appraisers, real estate agents' surveyors, and governmental agencies in person, by written correspondence, email, and by telephone.

Has access to department related confidential material related to exemption requests and records, and data related to business and industrial activities.

Errors could result in loss of municipal tax revenue, inequitable assessments, legal and/or financial ramifications and poor public relations.

Essential functions

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Assists with annual property value adjustment analysis and data verification and prepares for certification of property values by the Department of Revenue.

Assists the Director with conducting inspections of building permit properties and determining full market value of all property.

May participate in the preparation of tax rate documentation for state certification.

Assists in establishing taxable values and in the absence of the Director advises the board as to property assessment of new, remodeled or enlarged residential, commercial or industrial buildings according to market data, replacement costs and/or capitalization or income approach.

Assists with the commitment of real estate, personal property, motor vehicle, boat excise, supplemental withdrawal penalty tax, special assessments, and PILOT agreements tax bills to the Collector of Taxes; Assists with the responsibility for researching and negotiating in developing Payment in Lieu of Tax agreements and Tax Increment Financing programs.

Assists with analyzing real estate market conditions and events to determine trends and changes in the market, collects data from the planning board, Building Inspector and others whose actions may reflect a change in value.

Assists with investigating requests for abatements and exemptions of property taxes; prepares comparative costs and sale studies.

Assists with the development of training programs and record maintenance.

Specialized Functions

Prepares and maintains property record cards

Updates departmental records for abatements, exemptions, and permits

Prepares departmental warrants

Enters motor vehicle abatements into Munis

Enters exemptions into Munis

Participate in/or produce billing in Munis of Motor Vehicle and Real Estate/Personal Property

Proper recording of deeds

Monitoring sales, legal ownership of properties

Maintaining the annual update of Assessors maps with new ANR lots and subdivisions

Budget preparation for department and enter bills to be paid through Munis

Turn over Payroll and Attendance bi-weekly to Human Resources

Prepare agendas and material for bi-monthly board meetings

Recommended Minimum Qualifications

Associate's or Bachelor's degree in economics or business Administration and/or combination of education and work experience equivalent. Massachusetts or Five years' experience in Real Estate and personal property appraisal and customer service; Knowledge of MA General Laws. Experience with CAMA systems and completion/and or on path to complete MAAO courses.

Special Requirements

A valid Massachusetts motor vehicle license is required; Completion of appropriate Massachusetts Department of Revenue assessing courses. Relevant experience in a

Massachusetts municipal assessing department and appraisal is preferred and employee should hold or be working towards a designation Massachusetts Accredited Assessor (MAA) issued by the Massachusetts Association of Assessing Officers (MAAO) Must be versed in Patriot, Assesspro, Mass Dept of Revenue, Gateway, Munis, Excel, GIS and Crystal reports a plus.

Knowledge. Ability and Skill

Knowledge: Basic knowledge of modern property appraisal principles and practices including MGL laws. Knowledge of the Massachusetts tax laws and working knowledge of zoning and building codes, knowledge of Geographic Information Systems (GIS) and mapping procedures and knowledge of CAMA systems.

Ability: Ability to maintain overview of detailed and accurate records, using data processing; ability to compute using various statistical methods; ability to establish and maintain effective working relationship with town officials and the public, ability to work accurately and independently with constant interruptions and frequently under pressure to meet deadlines.

Skill: Must possess basic skills in the use of computer assisted mass appraisal software, must be proficient in the use of GIS, spreadsheet software and word processing software; good public relations skills and good oral and written communication skills. Must be able to multi-task and meet deadlines.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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TOWN OF STOUGHTON

PROPERTY LISTER/DATA COLLECTOR

Department:	Assessors	Date:	3-6-2023
Reports to:	Director of Assessing	Hours Worked:	35
FLSA Status:	Non-Exempt		

Statement of Duties

Responsible for the discovery, collection, and maintenance and auditing of property data used in the assessment of properties for property taxation. Provides backup coverage for the Assistant to the Board of Assessors as needed.

Supervision

Works under the administrative direction of the Director of Assessing & Program Administrator I. Generally establishes own work plan and priorities. May utilize initiative to complete work assignments. New or unusual assignments may require additional instruction and supervisory review. Performs varied and responsible complex functions requiring a thorough knowledge of departmental operations. Will be responsible for training new Data Collectors.

Job Environment

Work is normally performed both outside and inside the office. Much of the work will be conducted at the site of properties being inspected and holds the potential for injuries related to falls, vicious animals, and hazardous construction areas. Work is performed under typical office conditions. Operates computer and general office equipment, such as a personal computer, calculator, copier, facsimile machine and telephone. Has access to confidential information, reports and personal information regarding citizens. Has some access to litigation and billing documents, and to confidential communication from legal counsel, department heads and citizens, employees and other outside agencies. Errors in the application of established departmental procedures could result in monetary loss, reduced levels of service, confusion and delay in the provision of services and could have legal and/or financial repercussions for the town.

Essential functions

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or logical assignment to the position.

- Tracks building permits and maintains records on the status of construction.
- Lists and measures properties that have undergone construction or other changes that would yield a difference in assessment.
- Periodically inspects properties to insure that property assessment data is accurate and complete.
- Conducts periodic inspections and audits of taxable personal property to insure complete and accurate assessments.
- May at the request of the Director of Assessing conduct special property inspections.
- Conducts sales verification inspections.
- May inputs some property data changes, additions, and deletions to the office Computer Assisted Mass Appraisal system (CAMA).

- Prepares and reviews CAMA reports to verify the accuracy of data inputs.
- May assist in the processing of personal property "Forms of List" filed annually by property owners
- Provides backup office coverage to the Staff of the Board of Assessors for personal, educational, or vacation leave and performs such duties as may be required of same position.
- Attends professional meetings, training programs, and seminars in order to stay abreast of changes or trends in the field and to remain familiar with Massachusetts laws and regulations concerning tax assessments
- Performs other duties as required.
- Works independently on special projects as assigned

Recommended Minimum Qualifications

Education and Experience

- High School Diploma or GED required including or supplemented by business training and computer courses; three (3) years work experience in an office setting, which includes significant public contact; working knowledge of Massachusetts Assessing Laws, procedures, and valuation methods; any equivalent combination of education and experience.
- Associate Degree and a minimum of three (3) years real estate appraisal experience or professional training preferred.

Knowledge, Ability and Skill

Knowledge

- Thorough knowledge of business practices, records management, municipal procedures, office terminology, and equipment.
- Familiar with Town bylaws, other policies, and current legislation which may affect the department operations.
- Working knowledge of state laws, local bylaws and town government procedures.
- Working knowledge of computers and electronic data processing in order to input, maintain, and extract assessment data.
- Working knowledge of applicable office and financial software programs.

Ability

- Ability to read a variety of professional, technical, and administrative documentation, directions, regulations, instructions, methods and procedures such as assessor's maps, property record cards, deeds, technical manuals, Department of Revenue reports, regulations and memoranda.
- Ability to utilize mathematical formulas, add and subtract; multiply and divide; determine percentages; compute percentages, interest, profit and loss, ratios and proportions; and interpret same as may be appropriate.
- Ability to read blueprints and maps
- Ability to effectively communicate state and local assessment procedures, regulations and laws concerning property taxation.
- Ability to deal effectively and appropriately with the general public as well as town, state, and federal officials.
- Ability to communicate effectively, orally and in writing.
- Ability to maintain detailed and accurate records and to execute oral and written instruction in a precise manner.

- Ability to use a personal computer and related office software.
- Ability to work effectively under time constraints to meet deadline.
- Ability to work independently and manage multiple unrelated projects at one time.
- Ability to maintain highly confidential information.
- Ability to use advanced computer and word processing skills including Microsoft Word, Access, Excel, Publisher, Outlook; advanced database skills including creating and maintaining multiple databases and spreadsheets.

Physical and Mental Requirements

- Must be able to walk, climb, and negotiate without mechanical assistance around properties and construction sites.
- Must be physically able to operate a variety of automated office machinery and equipment, including, but not limited to computers, calculators, facsimile machines, copiers, tape recorders, digital cameras, and telephones.
- Occasionally required to move office equipment weighing no more than 30 pounds.
- Must be physically capable of reaching to obtain various books, printouts, file boxes, computer paper, etc.
- The employee is frequently required to remain in a stationary position and communicate.
- Must be legally and physically able to operate a motor vehicle.
- Specific vision requirements include close vision, distance vision and to adjust focus.

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TOWN OF STOUGHTON

SENIOR CLERK II

Department:	Assessors	Date:	3-6-2023
Reports to:	Director of Assessing	Hours Worked:	35
FLSA Status:	Non-Exempt		

Statement of Duties

Provides administrative, basic bookkeeping, secretarial, and clerical support to department staff; provides administrative support in the keeping and maintenance of official municipal records and files; all other related work as required.

Supervision

Works under the close supervision of the Department Head or senior grade employee.

Job Environment

- Work is performed under typical office conditions, with continuous interruptions from the general public; may be required to work outside of normal business hours. In addition, may be required to work on weekends.

Essential functions

The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not excluded them from the position if the work is similar, related, or a logical assignment to the position.

- Performs routine clerical and administrative support in answering phones, receiving the public, providing customer assistance and data processing.
- Answers in-coming calls and routes callers or provides information as required.
- Responds to inquiries from employees, citizens and others and refers, when necessary, to appropriate persons.
- Receives, stamps, and distributes incoming mail, processes outgoing mail.
- Reviews forms, lists, documents, correspondence and/or applications for accuracy and completeness.
- Inputs data to standard office and department forms; makes simple postings to accounts; compiles data for various reports.
- Maintains filing systems, control records and indexes using moderate independent judgment.
- Maintains inventories and prepares orders office supplies and materials for approval.
- Schedules appointments and performs other administrative and clerical duties.
- Serves as back-up for other administrative and/or clerical personnel
- Plans, coordinates, and schedules meetings and events
- Performs similar or related work, as required, or as situation dictates
- Prepares and maintains property record cards as needed
- Updates departmental records for abatements, exemptions, and permits

- Prepares departmental warrants
- Enters motor vehicle abatements into Munis
- Enters exemptions into Munis

Secondary Duties *Must Be Trained:*

- GIS – perform lookups of certified abutters
- Website – perform departmental updates and online forms
- DOR course 101 through Gateway: Introduction to Assessment Administration

Specialized Functions

- Prepares and maintains property record cards
- Updates departmental records for abatements, exemptions, and permits
- Prepares departmental warrants
- Enters motor vehicle abatements into Munis
- Enters exemptions into Munis

Recommended Minimum Qualifications

- High school diploma or equivalent plus at least four (4) years' experience in office setting; or an equivalent combination of education and experience.
- Must be proficient with Microsoft Office.
- Munis experience, Patriot experience

Special Requirements

- Experience in real and personal property record keeping;
- Experience with Patriot Assessing Software

Knowledge, Ability and Skill

Knowledge:

- Thorough working knowledge of office procedures and practices.
- Working knowledge of Municipal Government Operations.

Ability:

- Ability to multi-task and prioritize.
- Ability to assist customers of diverse backgrounds.
- Ability to communicate effectively in written and oral form.
- Ability to prepare documents and reports accurately.
- Ability to use proper grammar, punctuation and spelling.
- Ability to write concisely, express thoughts clearly and develop ideas in a logical sequence.
- Ability to follow guidelines and procedures.
- Ability to maintain complex record keeping systems.
- Ability to operate a computer, a telephone and standard office equipment.
- Ability to work with highly confidential information.
- Ability to establish and maintain effective and harmonious working relationships with town officials, town employees, and the general public.

Skill:

- Excellent customer service skills.
- Skill in operating computers including word processing, menu driven database updating and reporting, basic spreadsheet applications, internet research and email.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Minimal physical effort generally required in performing duties under typical office conditions.
- Position requires the ability to operate a keyboard and standard office equipment at efficient speed.
- The employee is frequently required to remain in a stationary position and communicate.
- The employee must occasionally move up to 50 pounds.
- Specific vision requirements include close vision, distance vision, and the ability to adjust focus.

This job description does not constitute an employment agreement between employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.