

GILA COUNTY HUMAN RESOURCES

JOB ANNOUNCEMENT

1400 E. ASH STREET, GLOBE, AZ 85501



POSTED: MAY 1, 2015
CLOSING DATE: JUNE 1, 2015

DEPARTMENT: Assessor

POSITION: Assessor's Aide

LOCATION: Payson

JOB CODE: 15-035

ANNUAL SALARY: \$21,543-\$22,943

SUPERVISORY RESPONSIBILITIES

This position does not supervise other employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES	% OF TIME SPENT
• Provides customer service at counter and over telephone.	50%
• Performs data entry tasks and updates customer addresses.	20%
• Ascertains property ownership by researching deeds and maps.	10%
• Scans "dead" files into system.	10%
• Maintains filing system.	10%
• Performs other duties as assigned.	

BUDGET RESPONSIBILITIES

This position has no responsibility over any types of budget.

PROJECT RESPONSIBILITIES

This position has no responsibility over any projects.

ORAL COMMUNICATION DUTIES

Explains County procedures and responds to public inquiries, may negotiate and persuade.

WRITTEN COMMUNICATION DUTIES

Creates, drafts and submits for approval internal memos and letters; composes emails.

INTERACTIONS WITH THE GENERAL PUBLIC

Interacts regularly with internal coworkers and other departmental personnel over the telephone, by email, and/or in person. Incidental contact with the public may occur as part of the work location.

INTERACTIONS SPECIFICALLY WITH CUSTOMERS

Regularly (More than 55% but less than 70% in a year)

MINIMUM EDUCATION REQUIRED

High School Diploma or GED

MINIMUM YEARS OF EXPERIENCE REQUIRED

1 year experience or equivalent combination of education, training and experience.

PROFESSIONAL CREDENTIALS REQUIRED

Customer Service Certification, Notary Public.

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KNOWLEDGE REQUIRED

Administration & Management, Database Management, Clerical, Customer and Personal Service.

SKILLS REQUIRED

Active listening, critical thinking, reading, communicating diplomatically, customer service, public speaking (large groups), problem recognition, typing and data entry.

ABILITIES REQUIRED

Fully and quickly comprehend spoken words, find directions and current locations, focus, multi-task, react in a calm and timely manner.

PHYSICAL DEMANDS

- Rarely stands to present, to attend to watchmen duties, to attend to cash register and to perform public safety duties. Constantly stands to attend to customers. Routinely stands to perform custodian work. Rarely stands to direct traffic and to attend to reported incidents.
- Constantly sits to complete report and to operate computers. Routinely sits to operate special equipment. Occasionally sits to complete a program. Rarely sits to attend to reception areas.
- Rarely lifts work related materials that are up to 75 lbs.
- Constantly walks to and from work sites, bends side to side or backward, forward to reach work related materials. Routinely stoops, rarely crawls. Occasionally kneels. Constantly twists side to side, to reach and grab.

WORK ENVIRONMENT

Constantly spends time in office environment.

SAFETY RISK EXPOSURE

Incumbents in this position may become exposed to telephone verbal abuse by customers, patients, or citizens.

PROTECTIVE GEAR & SAFETY MANUALS

Incumbents in this position are required to follow safety manual and procedures relevant to the division or department.

CONSEQUENCES OF ERROR

Potential errors can cause inconveniences to other employees, and/or delays in related work areas. Delays of services are possible.

NOTICE: APPLICANTS MAY BE REQUIRED TO FURNISH, AT THEIR OWN EXPENSE, DOCUMENTARY PROOF OF EDUCATIONS, CERTIFICATION, REGISTRATION, LICENSE OR ANY OTHER PROOF OF COMPETENCY AS REQUIRED IN THE OFFICIAL CLASSIFICATION DESCRIPTION OR ANNOUNCEMENT AND MAY BE REQUIRED TO UNDERGO PHYSICAL, PSYCHOLOGICAL AND/OR BACKGROUND INVESTIGATIONS AS A CONTINUING CONDITION OF EMPLOYMENT. FURTHER, APPLICANTS FOR POSITIONS REQUIRING OPERATION OF A COUNTY OR PERSONAL VEHICLE ON OFFICIAL BUSINESS MUST POSSESS AND MAINTAIN COUNTY OR PERSONAL VEHICLE OPERATORS LICENSE. GILA COUNTY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGION, AGE OR DISABILITY, AND FAMILIAL STATUS IN EMPLOYMENT OR THE PROVISIONS OF SERVICE. AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER.