



**Human Resources  
Town Offices**  
Buckley Center 02322  
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## **JOB DESCRIPTION ADMINISTRATIVE ASSISTANT**

**Department:** Assessors/Building Department  
**Reports To:** Principal Assessor/Building Commissioner  
**Union:** Non-Union  
**Location:** Town Hall

**Grade:**  
**FSLA Status:** Non-Exempt  
**Updated:** March 2023  
**Work Week:** NTE 19 hours

### **Position Purpose:**

Provides general administrative support to the Assessor's office, the Building Department, and other offices as needed.

### **Supervision Received**

Works under the general supervision of the Building Commissioner in cooperation with the Town Administrator.

### **Supervision Exercised**

None

### **Job Environment**

Performs duties under typical office conditions.

Majority of work is performed in a moderately noisy environment; work is subject to seasonal fluctuations and administrative deadlines.

Makes frequent contact with the general public. Contacts are primarily in person, online and by telephone, and involve discussing and routing information. Contacts with the public require considerable patience and courtesy and the ability to maintain confidentiality.

Operates standard office equipment.

Additional hours or flexible schedule may be required to cover the office during scheduled absences of office staff due to vacation or conference time.

Errors could result in delay or loss of services and programs, poor public relations, and monetary loss.

## **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.)*

Responsible for assisting taxpayers and the general public with filing all departmental forms including, but not limited to, exemptions, abatements, overvaluations, personal property, real estate, and motor vehicles. Answers phone calls from homeowners, contractors, professionals and the general public regarding issues pertaining to the Building Department, the Planning Board, and the Zoning Board of Appeals.

Attain a knowledge of Mass. General Laws.

Process any informational requests - field cards, plans, deeds, etc. requested by homeowners, real estate agents, appraisers, engineers, and consultants.

Process motor vehicle and specialized excise tax commitments (dealer plates, farm plates, exempt plates) from the Registry of Motor Vehicles (approximately 8 + commitments per year with 6,800 or so bills). Create receivables through Zobrio and prepare warrants to the Tax Collector so that bills may be mailed timely. Maintain the files from the Registry. Review and process applications for motor vehicle abatements and exemptions. Verify any incorrect values, generate reports, and research errors, and report changes to the RMV. Maintain monthly spreadsheets on all abatements and exemptions. Process and prepare abatements for the Board of Assessors to sign.

Download and verify information (chain of ownership, lot sizes, deed references, plan information) and enter property transfers (deeds, trusts, etc.) from the Norfolk County Registry of Deeds to keep connect ownership records for tax billing. Also record relevant plan information on each property for future reference. Notify homeowners of any incorrect information so that it might be rectified.

Prepare abutter's list requests using CAI GIS per parameters requested on an Excel spreadsheet. Check for correct ownership (often wrong from GIS). Determine fees and collect same. Distribute lists to proper entities by email, mailing or pick-up. Deposit fees to Tax Collector with copy to Town Accountant.

Create spreadsheets of all qualifying businesses and property owners in order to mail Income and Expense Forms and Forms of List. Keep spreadsheets on all returned forms and issue fines on tax bills for forms not returned or not filled in accurately.

Responsible for logging and processing personal exemption forms when they are returned and prepare for approval by the Board of Assessors.

Receive new and revised plot plans from Norfolk County Registry of Deeds. Enter the new property dimensions into the appropriate field cards. Prepare these plans to be sent to CAI, our map company, so changes can be incorporated onto our maps. Check for accuracy then the maps are returned to the Assessors and filed into map books. Also send any changes or errors we might find in the maps to CAI for correction.

Prepare building permit applications after checking for completeness of application including license status, insurance certificates, all State required pages have been filled out, figure building permit fee due in accordance with the approved fee schedule. Also check with the Tax Collector to be sure that all current tax bills and water bills are not overdue. Make copies for applicant, building department and assessor's office. Call or email applicant that permit is ready for pickup. Follow-up with applicant if permits are not picked up.

Keep accurate database of permits issued.

Make deposits and prepare warrants for payment of bills to Finance Department.

Issue yard sale permits and record in logbook.

Assist the Building Inspector with preparation and processing of yearly Certificates of Inspection which include setting up inspection dates, collecting fees, entering data in the spreadsheet and filing completed certificates.

### **Recommended Minimum Qualifications:**

#### **Education:**

Associate degree or higher preferred.

#### **Experience:**

Minimum of 3 years of related experience; experience in a municipal setting is preferred; experience in resolving difficult consumer service requests is helpful.

#### **Licenses:**

None

#### **Knowledge, Abilities and Skills:**

Knowledge and understanding of Massachusetts Department of Revenue and Department of Local Services laws relating to municipal finance and taxation from Massachusetts General Laws.

Knowledge of standard office practices, procedures, and equipment.

User knowledge of personal computers and Windows-based software programs; skill and ability to operate a personal computer and a variety of office equipment.

Ability to maintain accurate and detailed records.

Ability to multi-task, organize, work independently, accomplish tasks, and meet deadlines despite frequent interruptions in a fast-paced environment while maintaining attention to detail.

Ability to interact tactfully and effectively with Town employees, supervisors, officials, and the general public.

Good communication skills, ability to communicate effectively both verbally and in writing.

Excellent customer service skills.

**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.*

Employee is regularly required to walk, stand, sit, speak, and hear; uses hands to finger, handle, feel or operate objects, tools, or controls. Able to reach with hands and arms as in picking up paper, files, and other common office objects. Employee may be required to stoop, bend and lift or move objects weighing up to 30 pounds. Vision and hearing at or correctable to normal ranges; requires ability to read documents and use a computer.

*(This job description does not constitute an employment agreement between the employers and is subject to change by the employer as the needs of the employer and requirements of the job change.)*