

COMMUNITY SERVICES REPRESENTATIVE

FUNCTION OF THE JOB

Under direction, to manage the County's real property listing and tax billing functions including the administration and coordination of the County's automation services for tax billing and real property listing; provide supervision of clerical staff; represent the County to local communities regarding County services and operations; works with the State Department of Revenue and municipal assessors to ensure tax related data and reports are compliant with applicable laws; and to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Coordinates the computer processing services provided by the County to its municipalities for Countywide, annual tax billing, tax payment, and property assessment.
2. Serves as the system administrator for the computerized tax system; determines and assigns security access; analyzes system functionality and recommends system enhancements and other programming modifications; and assists in testing of the system.
3. Coordinates the submission of data for processing; converts, loads, and/or enters data from a variety of formats; and ensures data is compatible with system requirements; coordinates the tax file into an integrated land records system.
4. Performs tax calculation, assessment, and payment processes; audits, edits, verifies, balances, and posts results; and confers with municipalities to correct discrepancies.
5. Coordinates the processing, printing, and distribution of required and ad-hoc reports and statements for tax bills, tax rolls, final assessments, notices of increase, and other information as requested; may make detailed oral presentations.
6. Analyzes existing and pending legislation; advises communities of any changes or impacts; and coordinates needed changes to the automated tax system.
7. Selects, assigns, trains, supervises, and evaluates staff and handles any personnel concerns.
8. Provides training, information, and assistance to municipalities on the use of the tax system application and creates and maintains procedural manual.
9. Supervises the preparation and maintenance of assessment rolls, cadastral maps, and legal descriptions of all real property in the County.
10. Makes recommendations to assessors, title companies and the public for the resolution of conflicts in titles of real properties.
11. Assists in the review and preparation of the department budget by preparing statistical reports as requested.
12. Establishes and maintains office procedures and policies for tax billing and tax listing functions.
13. Works closely with various County departments to coordinate the provision of intergovernmental services to communities; and assists in the resolution of various problems, questions, or requests with provided services.
14. Consults with communities to provide information about County intergovernmental services and how these services would meet their needs.
15. Coordinates and monitors the billing process for services provided to municipalities and private agencies; and assists in the development and negotiation of contracts with municipalities.
16. Assists in the analysis and development of rates to be charged to municipalities for services provided.
17. Establishes and maintains effective working and public relationships with other County departments, municipalities, State of Wisconsin, title companies, lending companies, assessors, and the general public.
18. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Thorough knowledge of real estate laws and their interpretation by the Courts.
2. Thorough knowledge of the practices of assessors in the area of evaluating real and personal property.
3. Comprehensive knowledge of the business operations and processes of County government services provided to municipalities and outside agencies.
4. Comprehensive knowledge of customer service methods and technologies.
5. Comprehensive knowledge of the tax billing and property tax assessment processes including relevant laws and legislation and their application to local communities.
6. Comprehensive knowledge of the terminology, preparation, and use of legal descriptions of real property.
7. Considerable knowledge of the use and operation of relevant applications available on the County computer system.
8. Considerable knowledge of computerized department program software, internet access, database, spreadsheet, and word processing programs.
9. Considerable knowledge of the general operating procedures and practices of computers, peripheral hardware, communications devices, report generation, data control, interfacing, and uploading and downloading of data files.
10. Considerable knowledge of administrative, managerial, and supervisory principles and practices.
11. Considerable knowledge of modern fiscal management practices, procedures and methods.
12. Ability to interpret titles of real properties and to make recommendations to resolve conflicts in titles of real properties.
13. Ability to carry out special and general assignments requiring organization of materials and development of procedures without direct supervision.
14. Ability to research and analyze information; identify problems or issues; and develop, recommend, and implement appropriate solutions.
15. Ability to plan, organize, and coordinate projects.
16. Ability to plan, organize, supervise, and evaluate the work of others.
17. Ability to utilize word processing, database, and spreadsheet programs.
18. Ability to communicate effectively, both verbally and in writing.
19. Ability to establish and maintain effective working and public relationships with other County departments, municipalities, State of Wisconsin, title companies, lending companies, assessors, and the general public.
20. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.
21. Ability to prepare and maintain accurate and detailed records, reports, and other documents.

Training and Experience

1. High School Diploma or GED.
2. Four (4) years of progressively responsible work experience in data or information processing, preferably including advisory, consulting, or liaison services to clients; in customer service, preferably in an automated environment; or in the administration of tax billing or tax payment processing.
3. Graduation from a recognized college or university with a bachelor's degree in business or public administration; marketing; computer science; or a closely related field may substitute for two (2) years of the work experience requirement.