

## **FEES AND SPECIAL ASSESSMENT SPECIALIST**

### **DEFINITION OF WORK**

Under general supervision, positions perform responsible advanced professional, technical and administrative work in analyzing the billing database for properties with storm water, solid waste and other fees and special assessments. This position is responsible for working directly with Storm Water Services, Business Systems Manager and other entities to prepare reports from the OASIS system or other databases. Position conducts field site visits for yearly review of properties with special use exemptions ensuring program compliance; processing Sales Ratio and other reports for the state of North Carolina and others as required; and performs other related work as assigned.

### **EXAMPLES OF WORK**

Utilizes billing algorithm to classify properties as commercial or residential, computes the total amount of impervious area of a developed commercial parcel and calculates the service fee charge based on that total area; tracks all modifications made in the OASIS database and other databases that affect Storm Water Services, solid waste and other fees and special assessment billing. Enters property data into OASIS system, updates new files for new parcels and conducts daily edits for information keyed; coordinates work concerning billing adjustments. Submits changes to the billing algorithm for fees and special assessment billing and assists in generating and preparing reports from OASIS database and/or other databases for Storm Water Services, Town of Spring Lake, and Town of Hope Mills. Compares mismatched printouts prior to yearend billing for discrepancies and reconciles. Researches billing cases associated with fees and special assessments to identify any problems; prepares listing of all billing cases referred to the Storm Water Services Manager or other resources for extensive re-work or research; updates fees and special assessment bills for interest parcels, commercial condominiums and tax exempt properties. Interprets billing and tax deferments situations and assists in developing guidelines; provides interpretations in order to maintain uniformity and consistency in data entry of fees and special assessment bill. Performs technical work related to analyzing and qualifying sales, processing sales questionnaires, to assist in the development of the schedule of values for the county reappraisal. Maintains a database and prepares sales information for property owners, developers, contractors, realtors and the general public. Conducts site visits on properties receiving and applying for tax exemption or deferment to ensure program compliance. Assists customer service and the public in explaining service changes of fees and special assessments and provides information about storm water, solid waste, special fees bills and tax deferment properties; communicates with Geographic Information Systems personnel and other database needs that involve mapping, aerial photography, etc. Confers with appraisers and appraisal technicians in regard to OASIS requirements of appraisal information in order to perform data entry; prepares information for appraisers. Position performs all steps necessary to present appealed assessment valuation cases at local Board of Equalization and Review level and at NC Property Tax Commission level. Provides information and answers questions from property owners and the general public regarding the appraisal process, property tax relief program requirements and other appraisal related issues. Reviews and seeks to resolve taxpayer complaints and conducts informal property appeals with taxpayers and/or their representatives.

### **EMPLOYMENT STANDARDS**

#### **Education and Experience:**

Graduation from a four-year college or university with a degree in computer science, business administration, public administration, accounting or a related field and three (3) years of experience analyzing data using PC based software applications; or an equivalent combination of education and experience.

**Knowledge, Skills, and Abilities:**

Considerable knowledge of: the methods, procedures and policies of Cumberland County as such pertains to the performance of the essential duties of the Fees and Special Assessment Specialist; principles and practices of maintaining the billing database that is part of the County's OASIS tax database, laws, ordinances, standards, and regulations pertaining to the essential duties and responsibilities of the position; must have excellent analytic and organizational skills and multitasking ability; an understanding of basic accounting principles; ability to function independently and manage multiple priorities; ability to establish and maintain cooperative and effective relationships with intra- and interdepartmental personnel, as well as any external entities with which position interacts.

**SPECIAL REQUIREMENTS**

Must be able to obtain a passing grade in the Fundamentals of Property Tax Listing and Assessing and IAAO Course I within 18 months of employment. Must have and maintain a valid North Carolina driver's license with an acceptable driving record. Background check with local law enforcement agency required. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

**ADA REQUIREMENTS**

Employees are subject to hazards including working in both inside and outside environments. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, animals/wildlife, toxic/poisonous agents, violence, disease, or pathogenic substances.

**PHYSICAL REQUIREMENTS**

Must be able to perform the basic life operational skills of balancing, stooping, kneeling, crouching, reaching, standing, walking, fingering, grasping, talking, hearing, and repetitive motions. Work may involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds). Must possess the visual acuity to prepare and analyze data and figures, operate a computer terminal and do extensive reading and use measurement devices.