

POSITION: Tax Technician
DEPARTMENT: Tax and Mapping
Grade: 22
Position Number: 414014
Starting Salary: \$31,684.12
Posted: November 17, 2023
Closing Date: Until Filled



GENERAL DEFINITION OF WORK

Performs intermediate technical and administrative support work assisting citizens with questions and forms, preparing, maintaining and updating real records and files, and related work as apparent or assigned. Work is performed under the limited supervision of the Tax Administrator.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

ESSENTIAL FUNCTIONS

- Provide support for the Appraiser in the completion of electronic data entry: data, measurements, and other vital documentation when visiting properties for revaluation, new construction, or other field projects.
- Provides customer service to taxpayers; assists taxpayers, staff and the general public with questions and requests ensuring accurate information; provides appraisal cards, reports, digital data tax maps to customers, interprets and communicates North Carolina laws.
- Manages County tax records associated with property transfers, personal property, elderly/disabled exemptions and address changes; processes and enters parcel information; verifies data for accuracy.
- Performs motor vehicle valuations and billings; processes Department of Motor Vehicle reports.
- Creates a variety of documents including correspondence, logs, labels, reports, memoranda, etc.; checks items for clerical accuracy and completeness; assists with printing building permits and verifies information; calculates, prepares and mails discovery notices.
- Calculates property values; generates appropriate bills.
- Researches, verifies and transfers deeds; assists mortgage companies; maintains appraisal card bill and map billing. Receives monies for maps, cards, reports and appraisal accounts.
- Assists with tax collections by processing payments, providing tax due information and researching delinquent payments and undeliverable mail.
- Receives, sorts, processes and distributes incoming and outgoing mail.
- Greets visitors; answers telephone; provides information; forwards calls to appropriate party; assists the public with the completion of standardized records or documents; directs visitors to appropriate party.

KNOWLEDGE, SKILLS AND ABILITIES

General knowledge of standard office methods, techniques and procedures using business English, spelling and arithmetic; skill in the operation of data entry equipment; ability to operate standard data entry and office machines; general knowledge of tax programs, policies and procedures; ability to prepare and maintain detailed financial records and reports; ability to make arithmetical calculations quickly and accurately; ability to make decisions relating to assigned operations in conformance with applicable laws and policies; ability to establish and maintain effective working relationships with associates and the general public.

EDUCATION AND EXPERIENCE

High school diploma or GED and moderate experience in tax collection, accounting, finance, or equivalent combination of education and experience.

PHYSICAL REQUIREMENTS

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires sitting, speaking or hearing and using hands to finger, handle, or feel, frequently requires repetitive motions and occasionally requires standing, walking, and reaching with hands and arms; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data; work occasionally requires exposure to outdoor weather conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

SPECIAL REQUIREMENTS

- Valid N.C driver's license.
- Successful completion of the NC SOG Listing and Assessing Certification within two years of hire.
- Willingness to attend classes for higher-level positions within the tax office.

HOW TO APPLY:

Applicants must register online or in person with NCWorks. A State application (PD-107) is required and may be obtained at and submitted to the
NC Works Career Center
23 Macon Avenue
Franklin, N.C.

Mail to:

5 West Main Street
Franklin, NC 28734

and must be submitted on or before the closing date. **Online applications are not available.** Please include 3 references with contact information and a valid email address for all correspondence from the employer to the applicant. Resumes will not be considered.

AN EQUAL OPPORTUNITY EMPLOYER/ADA EMPLOYER

All prospective employees are subject to a criminal background check