

POSITION DESCRIPTION
COUNTY OF JOHNSON, INDIANA

POSITION: APPEAL ADMINISTRATOR
DEPARTMENT: ASSESSOR
WORK SCHEDULE: 8:00 A.M. – 4:30 P.M. M-F
JOB CATEGORY: COMOT (COMPUTER, OFFICE MACHINE OPERATION, TECHNICIAN)

DATE WRITTEN: AUGUST 2017

STATUS: FULL-TIME

DATE REVISED: DECEMBER 2023

FLSA STATUS: NON-EXEMPT

To perform this position successfully, an individual must be able to perform each essential function of the position satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Johnson County provides reasonable accommodations to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless those accommodations would present an undue hardship.

Incumbent serves as Appeal Administrator for the County Assessor, and is responsible for providing the Property Tax Assessment Board of Appeals (PTABOA) with accurate information to enable informed judgements concerning property assessment appeal hearings.

PRIMARY DUTIES:

- **Compiling appeals escalated to final determination by the PTABOA:**
 - Operating AS2 software to pull the list of appeals ready for hearing assignment. Responsible for assigning each appeal a time slot for hearing, preparing and mailing out a **Form 114 – Notice of Hearing on Petition – Real Property** to appellants in the mail at least 30 days in advance, per DLGF guidelines. The incumbent will be responsible for taxpayer support, communicating with Appellants in the time leading up to their scheduled hearing, providing public education resources from the DLGF, as well as fielding reschedule and withdrawal requests and responding to the needs at hand.
 - Responsible for programming and maintaining a custom Excel spreadsheet database for all hearings in each monthly PTABOA cycle--complete with entry of Board Minutes, Assessed Values, and evidence/exhibit linking. The spreadsheet database for each PTABOA session creates a quickly-accessible index of appeal and exhibit files on network drives. When applicable, exhibits will include appellant-submitted evidence or appraisals; internal sales analyses, findings, and calculations made by Assessor's office staff in the course of informal-phase review; property tax bills, aerial photography, street view photography, visual exhibits and other multimedia.
 - Responsible for preparing physical media for the Board to utilize in the course of a hearing. This includes creating docket binders for each Board Member to provide at-a-glance breakdowns of facts, notes, and evidence on each appeal, along with Property Record Cards for every parcel involved. Information will include transcription of taxpayer statements and correspondence submitted on forms, as well as notes from office staff noting their findings.
- **Supporting the Assessor and Board Members in conducting monthly PTABOA hearings:**
 - Responsible for operation of all electronic devices, programs, and multimedia instruments necessary to conduct a PTABOA hearing. The incumbent must adapt in real-time to accommodate Board requests, direction, and needs. Equipment operation will be necessary during a hearing, including a PC/laptop, and the multimedia projector in the conference room where appeal hearings are held. Program

proficiency is required in ConnectExplorer (aerial photography/Pictometry), ProVal, Microsoft Office Excel, and all relevant AS2 software to execute these duties successfully.

- Presents appeals to the PTABOA that were resolved during the informal phase by office Assessor-Appraisers for approval of these informal changes, and processing the related forms according to guidelines.
- **Processing Final Determinations made by the PTABOA:**
 - Responsible for recording Board Minutes into the spreadsheet database after the hearing and verifying all Board orders match vote sheets held by the Assessor and President of the PTABOA.
 - Processes PTABOA's final determinations for each appeal after the Assessor has executed all Board Orders: Fills out **Form 115 – Notification of Final Assessment Determination** to notify taxpayers of the PTABOA's judgement, and mails the forms out to the appellants and/or authorized representatives with a current copy of the Property Record Card.
 - When required, the Appeal Administrator will courier **Form 115** and **Form 133 – Correction of Error** forms to the Auditor from the Assessor's Weekly Changes folder in the network drive. Weekly checks of this folder are necessary for corrections to be printed/copied/distributed to the Auditor's office as required.

AUXILIARY DUTIES:

- **Assessment Appeals Processing:** Responsible for accepting all appeal forms submitted to the office and processing according to department guidelines. This includes scanning/copying/faxing/emailing all appeal forms and transcribing/encoding them into the AS2 tracking program for use by office staff, logging and preserving all evidence and exhibits provided by Appellants at the time of submission and creating individual folders in the network drive with all submitted files for each parcel under appeal for use by staff who review appeals.
- **Sales Disclosures:** Incumbent will be responsible for support of the Sales Disclosures department, accepting and processing sales disclosures digitally and at the front counter. This includes operating DocRouter to check digitally submitted forms for accuracy and compliance, entering disclosures into AS2 software to digitize and preserve documents, fielding calls from title companies and the public concerning rejected documentation or troubleshooting, as well as processing deeds at the front counter, physical file organization, and archiving when required.
- **Interdepartmental Database Programming and Maintenance:** Creates, programs, and provides maintenance on an Interdepartmental Microsoft Excel Spreadsheet Database shared between the Personal Property department of the Assessor's office, the Auditor, and Treasurer departments to promote interoffice communication and collaboration. The database indexes files concerning **Form 122 - Report of Assessment for Omitted or Undervalued Property Assessment and Assessment Penalty**, Assessment Correction Forms, Judgements completed, as well as integrate mailed business address changes and mobile home permits into the database. Maintenance includes keeping weekly backups of the primary file found on the network drive, troubleshooting issues and customizing the database to fit the needs of the staff using it.
- **Public Assistance:**
 - Responsible for assisting taxpayers on the phone and at the front counter when necessary. Assistance includes responding to taxpayer concerns and inquiries, educating members of the public on their right to appeal and how to navigate the appeals process, troubleshooting, public education on how properties are assessed, how to access public records, directing the public to the correct department for their needs, assisting the public with filling out forms, mediating information concerning appeals in process, partnering with other staff/departments to resolve inquiries and concerns, as well as performing field

checks on residences, businesses, and mobile homes. The incumbent must be comfortable working with irate members of the public and remain professional when fielding objections on the phone and at the front counter.

- Incumbent will be responsible for monitoring the public email account inbox for the Assessor's Office (assessor@co.johnson.in.us) for communication from the public concerning real property inquiries, and shall respond to the requests or direct/connect the sender to staff specializing in the nature of the inquiry.
- **Correspondence, Internal Office forms, and Publication Design:** Responsible for creating and maintaining any custom correspondence or print media needs required by the Assessor's office in the course of conducting daily business. This includes the design and maintenance of letterheads, business cards, fax sheets, envelopes, press releases, and internal office forms used to initiate review of properties. This media will be updated and produced on an as-needed basis.
- **Custody of calendar:** Responsible for custody, entry, and maintenance of the office calendar including: logging staff absences and requested leave, flagging all submission and DLGF-prescribed deadlines for the Assessor's office, webinars, and Continuing Education courses on an as-needed basis.
- **Disaster petition processing:** Responsible for accepting all **Form 137R – Petition for Survey and Reassessment – Real and Personal Property Partially or Totally Destroyed by Disaster** submitted to the office and processing the forms according to department guidelines. This includes scanning/copying/faxing/emailing and digital filing all exhibits submitted to the office at the time the 137R is filed, then collaborating with the Commercial/Industrial Manager in the Assessor's Office to initiate the investigation phase of the Reassessment petition.
- **Performs other related duties as assigned by County Assessor.**

I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:

High school diploma or GED.

Must be at least 18 years of age.

Working knowledge of and proficiency in Microsoft Office programs, particularly Excel.

Working knowledge of and ability to organize and compile information, take and prepare minutes for County records, and fill out forms.

Working knowledge of standard office practices and ability to apply such knowledge to a variety of interrelated processes, tasks, and operations.

Working knowledge of standard English grammar, spelling and punctuation, and ability to type with speed and accuracy. Can properly operate a variety of standard office equipment, including computer, projector, calculator, fax machine, copier, scanner, telephone and microfilm reader.

Working knowledge of and ability to use information sources such as DLGF rules and regulations, Indiana Code and Indiana Administrative Code.

Working knowledge and ability to make practical application of department policies, procedures and legal requirements, and ability to prepare, process and maintain property records, including computer files, maps and plats.

Ability to comply with all employer and Department policies and work rules, including, but not limited to attendance, safety, drug-free workplace, and personal conduct.

Ability to operate hand and/or power tools such as a tape measure and measure wheel.

Ability to compare or observe similarities and differences between data, people, or things, compile, collate, or classify data, and coordinate, place, make determinations, and take action based on analysis.

Ability to effectively communicate orally and in writing with co-workers, other County departments, PTABOA Board, and the public including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Ability to work along and with others in a team environment, work on several tasks at the same time, and complete assignments effectively amidst frequent distractions and interruptions, often under time pressure.

Ability to plan and layout assigned work projects, memorize and retain instructions, and read/interpret detailed prints, sketches, layouts, specifications, and maps.

Ability to occasionally work extended hours.

Possession of a valid Indiana Driver's License and a demonstrated safe driving record.

I. RESPONSIBILITY:

Incumbent applies standard Departmental practices and policies to individual situations, with departures from guidelines and instructions discussed with supervisor. Work priorities and schedules are determined by seasonal deadlines and the service needs of the public.

Work products are reviewed for compliance with Department policy and compliance with legal requirements. Decisions are restricted by only the broadest policy and/or guidance from the supervisor. Work errors are primarily detected or prevented through legally defined procedures and notification from other departments/companies/agencies/public/customers. Work errors could result in loss of time to correct error and/or work delays in other departments/agencies.

II. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent communication with co-workers, other County departments, PTABOA Board, and the public for purposes of giving and receiving information,

Incumbent reports directly to the County Assessor.

III. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a standard office, involving sitting for long periods, lifting/carrying objects weighing under 25 pounds, hearing sounds/communication, handling/grasping/fingering objects, pushing/pulling, keyboarding, speaking clearly, bending, reaching, close/far vision and driving.

Incumbent occasionally works extended hours.

APPLICANT/EMPLOYEE ACKNOWLEDGEMENT

The job description for the position of Appeal Administrator for the Assessor describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?

☐ YES

☐ NO

Applicant/Employee Signature

Date

Printed Name