



JOB DESCRIPTION

Position:	Commercial Clerk	Revised Date:	January 20, 2023
Department:	Commercial Department	Division:	Appraisal Division
Reports to:	Commercial Manager	FLSA:	Non-Exempt

SUMMARY:

Assisting the manager and entire department with the performance of administrative/clerical duties.

ESSENTIAL FUNCTIONS:

- Answer all commercial property phone calls, and assist taxpayers with questions on real property, vacant commercial land accounts to include Evidence Requests, Protests and Appeal Process.
- Data entry of permits received for all commercial type properties. Maintain data base, scan, process and organize department records.
- Assist the General public and contractors as directed by manager.
- Prepare data and assist the Appraisal Staff in informal and formal hearings presented to the ARB.
- Translate for customers, and informal and formal hearings if bi-lingual
- Other duties as assigned.

REQUIRED SKILLS/ABILITIES

- Considerable experience in clerical work and/or specialized departmental training.
- Knowledge of general office procedures, including experience in data entry and ten-key calculator.
- PC experience preferred. Microsoft Word, Access, and Excel Required at Intermediate level.
- Ability to follow oral and written directions.
- Ability to work effectively with others and the public.

EDUCATION/EXPERIENCE

- Graduate of an accredited high school with a major emphasis in business courses or college preparation.

LANGUAGE SKILLS

- Ability to effectively present information and respond to questions from internal and external customers whose first language is English.

CERTIFICATES, LICENSES, REGISTRATIONS

- None

PHYSICAL DEMANDS

- 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 essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle or feel objects, type and use mouse; reach with hands and arms; and talk and/or hear. The employee is required to sit for extended periods of time.

WORK ENVIRONMENT

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee regularly works in an office environment in a clerical environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, scanners, and filing cabinets.

TRAVEL REQUIREMENTS

- This position may require periodic travel.

OTHER DUTIES

- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to the job at any time with or without notice.

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