

FRANKLIN COUNTY AUDITOR'S OFFICE

An Equal Opportunity Employer

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POSITION DESCRIPTION

Position Title: BOR Specialist II

Pay Grade: 5 **Starting Salary:** \$44,844.80

Dept./Div.: Real Estate

Employment Status: Full-time

Reports to: BOR Supervisor

FLSA Status: Non-exempt

Civil Service Status: Bargaining Unit

EEO Status: 02 – Professional

CLASS DESCRIPTION:

Under general supervision of the BOR Supervisor, the BOR Specialist II assists Taxpayers by accepting formal complaints on property valuations and appraisals; maintains files; assists with implementing new technology; performs other related duties as required.

QUALIFICATIONS:

 An example of acceptable qualifications:

Possession of an Associate's degree from an accredited college or university in a related field; one (1) or more years of related experience and/or training; real estate background preferred; or any combination of training, education, or experience which provides the desired knowledge, skills, and abilities to perform the essential functions of this position.

LICENSURE OR CERTIFICATION REQUIREMENTS:

N/A.

EQUIPMENT OPERATED:

 The following are examples only and are not intended to be all inclusive:

Personal computer, computer software (e.g. Microsoft Office, Internet Explorer, OnBase, The Record Player/Manager, RMS, IAS, and other applicable computer software); printer, copy machine, phone, fax machine, other standard modern office equipment.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

The employee has exposure to chemical compounds found in an office environment (e.g., toner, correction fluid, etc.); this is considered sedentary work and the employee must demonstrate the ability to perform the physical demands required of the position in accordance with the U.S. Department of Labor's physical demands strength ratings.

In cases of emergency, unpredictable situations, and/or department needs, this position may be required to lift, push, pull, and/or carry objects heavier than D.O.L. strength ratings recommend.

JOB DESCRIPTION AND WORKER CHARACTERISTICS:

JOB DUTIES in order of importance

ESSENTIAL FUNCTIONS OF THE POSITION:

 For purposes of 42 USC 12101:

- 45% (1) Assists with intake and processing of BOR and 23(a) complaint cases; assists with coding BOR cases to determine the most efficient path possible; keys complaints; conducts research; prepares and scans all Board of Revision case files; schedules case hearings and sends out hearing and decision notices.
- 25% (2) Greets and assists the public with inquiries regarding the Board of Revision process and procedures including status updates on cases; provides data to the public regarding parcel information, values, and tax assessments; responds to taxpayer and attorney inquiries in person or via phone/e-mail.
- 10% (3) Processes and distributes time sensitive incoming mail daily; assists with outgoing mail activities including electronic and manual certified pieces; performs accounting functions with respect to processing tender pay requests; assists with phone bank as necessary.

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- 10% (4) Assists with Board of Tax Appeals transcripts and audio files; intakes and processes rental registration complaint cases.
- 5% (5) Updates and develops standard operating procedures for training purposes; assists with computer software enhancements
- (6) Attends meetings and serves on committees, as directed; attends training and seminars, as directed.
- (7) Maintains required licensures and certification, if any.
- (8) Meets all job safety requirements and all applicable safety standards that pertain to essential functions.
- (9) Demonstrates regular and predictable attendance.

OTHER DUTIES AND RESPONSIBILITIES:

- 5% (9) Performs other related duties as assigned.

MINIMUM ACCEPTABLE CHARACTERISTICS: (*Indicates developed after employment)

Knowledge of: *County, Auditor, and Department goals and objectives; *County, Auditor, and Department policies and procedures; *personnel rules and regulations; government structure and process; office practices and procedures; *Ohio Revised Code (real estate); office management; real estate; appraisal; Board of Revision rules and procedures; Real Estate finance; Accounting; Mediation rules and procedures.

Skill in: computer operation; use of modern office equipment; customer service; critical thinking.

Ability to: develop and maintain effective working relationships; perform job safely; interpret a variety of instructions in written, oral, picture, or schedule form; exercise independent judgment and discretion; add, subtract, multiply, and divide whole numbers; calculate fractions, decimals, and percentages; define problems, collect data, establish facts and draw valid conclusions; maintain accurate records; prepare accurate and concise reports; sorts items into categories according to established methods; communicate effectively in oral and written form; maintain confidentiality; resolve complaints from angry citizens; travel to and gain access to worksite; multi-task; be attentive to detail; use proper research methods to gather data.

POSITION DIRECTLY SUPERVISED:

None.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent.