

Iowa County Assessor's Office

SUMMARY

Provide administrative, clerical, technical, and customer service support for the efficient operation of the Iowa County Assessor's Office.

JOB DESCRIPTION DETAILS

Department: Assessor's Office Reports To: County Assessor FLSA Status: Non-Exempt Pay Range: \$46,116 - \$58,078
Date Revised: June 23, 2026

ESSENTIAL FUNCTIONS

Administrative Support • Serve as the primary point of contact for property owners, taxpayers, public officials, and other customers. • Answer telephones, greet visitors, respond to inquiries, and provide information regarding assessment administration, exemptions, credits, property records, and office procedures. • Prepare, process, distribute, and maintain correspondence, reports, forms, and other office documents. • Receive, sort, and distribute incoming mail and process outgoing mail. • Schedule meetings, maintain calendars, and coordinate office activities as assigned. • Maintain accurate and organized paper and electronic filing systems.

Property Records and Assessment Support • Process and maintain property ownership records, deed transfers, parcel information, and other assessment-related data. • Enter, update, verify, and maintain information within assessment software systems and county databases. • Assist with property record maintenance, sales verification, declaration of value reviews, and sales ratio studies. • Prepare sketches, enter building characteristics, and maintain property record information as directed. • Provide support for assessment and appraisal activities conducted by the office. • Assist with preparation of assessment notices, exemption applications, and other assessment-related documents.

Customer Service • Explain office procedures, assessment processes, and available programs to taxpayers and the public. • Assist property owners with applications for exemptions, credits, and special assessment programs. • Respond professionally and courteously to inquiries, concerns, and requests for information.

Records Management and Compliance • Maintain confidentiality of records and information as required by law and office policy. • Assist in maintaining compliance with applicable Iowa laws, administrative rules, and Department of Revenue requirements. • Retain and dispose of records in accordance with county record retention policies.

Technology and Office Operations • Operate computers, scanners, copiers, telephones, and other office equipment. • Utilize Microsoft Office applications, assessment administration software, GIS-related resources, and other technology necessary to perform assigned duties. • Assist in identifying and resolving routine office technology issues.

Professional Development • Attend educational programs, conferences, workshops, and training sessions as required. • Maintain knowledge of assessment practices, office procedures, software systems, and applicable laws affecting assessment administration.

GENERAL EXPECTATIONS

• Maintain regular and reliable attendance. • Exercise sound judgment and attention to detail. • Demonstrate professionalism in interactions with coworkers, elected officials, and the public. • Establish and maintain effective working relationships with employees, government agencies, and the public. • Perform duties in a manner that promotes public confidence in the Assessor's Office.

MINIMUM QUALIFICATIONS

Education High school diploma or equivalent required.

Experience Three to five years of progressively responsible clerical, administrative, customer service, records management, or related office experience preferred.

Knowledge, Skills, and Abilities • Knowledge of general office practices and procedures. • Strong customer service and communication skills. • Ability to maintain confidential information. • Ability to organize, prioritize, and complete multiple tasks accurately. • Ability to learn assessment administration procedures and software systems. • Proficiency in Microsoft Office applications including Word, Excel, Outlook, and related software. • Ability to work independently and as part of a team.

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those required to successfully perform the essential functions of this position.

• Frequently sit, stand, walk, bend, reach, and use hands and fingers. • Frequently operate standard office equipment and computer systems. • Occasionally lift and carry files, records, and office materials weighing up to 25 pounds. • Ability to communicate effectively in person, by telephone, and electronically.

WORK ENVIRONMENT

Work is primarily performed in a professional office setting with occasional travel for training, meetings, or field-related support activities.

DISCLAIMER

This job description is intended to describe the general nature and level of work performed by an employee assigned to this position. It is not intended to be an exhaustive list of all duties, responsibilities, or qualifications. Iowa County reserves the right to modify or revise this job description at any time.

SIGNATURES

County Assessor Date: _____

Employee Date: _____