

## Town of West Hartford

Job Announcement  
For the Position of

# **Staff Assistant - Part Time**

(Office of the Assessor)

**Salary:**

\$22.01-\$29.06/hour

**Closing Date:**

Open Until Filled

**Position Purpose**

Provides a variety of administrative support functions to enhance the operation of the department, its various programs and divisions.

**Work Environment**

Work is performed primarily in a business office setting with extensive traffic, distraction and noise. Manages and coordinates multiple priorities adhering to established requirements and timeframes. The employee is regularly required to speak with or listen to customers' issues and concerns in person and on the phone. The employee has frequent interactions with people, who at times, may be agitated. Responsibilities also require the ability to reach with arms/hands, pull, push, and maneuver in storage areas to retrieve supplies and records. May be required to lift up to 30 pounds. Spends extended work periods using a personal computer inputting information into various databases. Drives motor vehicle within the borders of West Hartford to assist with field inspections updating assessment records for businesses in Town.

**Essential Position Functions**

Maintains a responsive and professional public image

- Communicates in order to obtain or transmit routine information, to resolve discrepancies, and to handle customer complaints.
- Answers telephone and in person inquiries regarding assessment issues.
- Files, and may release confidential information according to established policy.

Facilities the efficient operation of an office

- Maintains manual and automated filing system.
- Proofreads information for accuracy.
- Accurately performs data entry work.
- Documents businesses in West Hartford through annual field inspections as required.

Enhances the accomplishment of programmatic goals.

- Reviews filed personal property declarations for accuracy in reporting based upon established benchmarks.

- Updates account information and other records within filing/information system; reconciles errors and reenters information.

### **Knowledge, Skills, and Abilities**

- Ability to demonstrate proficiency with Microsoft software applications meeting departmental requirements
- Ability to compose correspondence in order to obtain and transmit information
- Ability to determine and search for information required to resolve problems, answer customer inquiries, request for assistance, and complaints.
- Ability to manage multiple priorities and prioritize work assignments to meet established deadlines.
- Ability to apply/adapt instructions or procedures from one assignment to another.
- Ability to perform data entry work.
- Ability to maintain manual and automated filing systems.
- Ability to perform basic arithmetic calculations with various units of measure manually and/or using equipment.
- Ability to accurately attend to detailed work, and competency with Microsoft products; Excel and Access database is preferred.
- Ability to interact with employees, attorneys, realtors, appraisers, and the general public in a courteous, customer-focused, professional manner.

### **Minimum Qualifications**

- High school diploma plus a minimum of one (1) year related work experience or an equivalent combination of education and or experience. Additionally, professional work experience with extensive public contact demonstrating effective customer service skills, the ability to accurately attend to detailed work, and competency with Microsoft Word and Excel is preferred.
- Professional work experience with extensive public contact demonstrating effective customer service skills
- Must possess a valid driver's license and a driving record compliant with the Town of West Hartford Safe Driving policy.

### **Application Process**

An Application for Employment form should be downloaded from the Town of West Hartford website at [www.westhartfordct.gov/Jobs](http://www.westhartfordct.gov/Jobs), completed and submitted to the Office of the Assessor, Town of West Hartford, Attn: Director of Assessments, 50 South Main Street, West Hartford, CT 06107. Position shall remain open until filled. Initial application review will occur on or about November 1, 2016.

*An Equal Opportunity/Affirmative Action Employer – M/F*