



Job Specification

Job Title: Property Assessing Technician	FLSA Type: Non - Exempt	Date Established: 06/16/2025
Department: Office of the Chief Financial Officer	EEO Code: 2	Date Revised:
Class Code: 13-202020	Reports To: Supervisory Appraiser 3	Date Approved:

Job Summary

The Property Assessing Technician is an intermediate level paraprofessional within the City of Detroit, Office of the Chief Financial Officer, Office of the Assessor. Under general direction and supervision, performs moderately complex clerical duties.

As a key member of the Operations and Administrative Services section, primary responsibilities include serving as the initial point of contact for customer support escalations, collaborating with the Supervisor to align staff assignments with section priorities, and conducting regular quality control checks on completed work. Additionally, act as the lead and play a vital role in the daily operations of the section.

Essential Duties and Responsibilities *(may perform other duties as assigned)*

- *Call- Center Support:* The main function of a Property Assessing Technician is to provide support for the office. This includes overseeing and monitoring the call center phone que, and ensuring calls are being answered in a timely manner. Enhance call-center operations by promptly delivering training and feedback on calls answered to clerical staff and document performance concerns to share and review with section- Supervisor.
- Provide support to all internal and external customers
- *Quality Control:* carry out quality control initiatives, ensuring clerical staff are performing work according to the established training(s), goals and expectations set by the Section Supervisor. The Property Assessing Technician documents continuous quality concerns for review and analyzes/audits emails, phone calls, and customer feedback to identify customer interactions that did not meet established performance standards, set by the Section Supervisor.
- *Training:* provide section- level training to clerical support staff and regular refresher training, as needed. Performs mock calls with new hires after training has been completed to determine readiness for moving into call-center support. Uses customer service expertise to assess existing practices and procedures for process improvement opportunities within the Operations and Administrative Services section.
- Performs as Team Lead for clerical staff and reports to a supervisor.
- Makes suggestions on process improvement and innovation to enhance services provided by the section
- Verify and write legal descriptions and make revisions to City's parcel layer
- Maintains constant contact with the public for the purpose of providing assessment information and providing basic research assistance.

- Relies on guidance and instruction of the supervisor or manager when dealing with issues of a more complex nature.
- Performs special projects and other duties as assigned

Qualifications (required):

Graduation from high school or possession of a high school equivalency diploma and either: (a) three (3) years of work experience in either in an assessing office, real estate or title searching or a combination of experience in any of those areas; or (b) completion of two (2) years post high school education and one (1) year of specialized experience as stated in (a); or (c) a satisfactory equivalent combination of the foregoing training and experience.

Equivalent combinations of education and experience may be substituted to meet the education and experience requirements of this position.

Knowledge, Skills, and Abilities

Knowledge of the basic and commonly used procedures, methods, and techniques associated with clerical types of duties to perform routine and repetitive tasks while learning how to perform the full range of such tasks to do entry level work. The knowledge, skill, and ability of an Assessing Clerk increases with the level of responsibility and experience.

- Administrative and clerical procedures and systems such as word processing, managing files, records, correspondence, forms, and other office procedures and terminology
- Principles and processes for providing customer service including needs assessment, quality standards for service, and evaluation of customer satisfaction
- Structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar
- Office practices and procedures and routine office supplies and equipment, including spreadsheets and word processing
- Arithmetic, algebra, geometry, calculus, statistics, and their applications
- Basic and commonly used accounting, budget, or other financial management procedures, methods, and techniques associated with clerical types of duties to perform routine and repetitive tasks while learning how to perform full range of such tasks found in the work area
- Information that must be present in documents (such as signatures, schedules, cash receipts, bills, accounting codes, etc.), terminology, forms, or reports that are part of the transaction to review information or identify missing information, prepare final copy of documents, maintain files, respond to routine questions, or perform similar duties
- The workflow of the unit is sufficient to route or distribute messages or work to the appropriate personnel
- Simple automated or manual file systems to locate, add, retrieve, or correct routine information using well-established, clear-cut procedures
- Techniques commonly used in locating errors in accounting records
- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems

Skilled in:

- Use of personal computers
- Use of Microsoft Office (e.g. Word, Excel, PowerPoint) and other office suite software packages
- Understanding written sentences and paragraphs in work related documents

- Communicate effectively in writing as appropriate for the needs of the audience
- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things
- Using mathematics to solve problems

Ability to:

- Interact effectively with senior leadership, subordinates, department personnel, and others
- Communicate information and ideas in speaking so others will understand
- Collect, alphabetize, code, numerically rank, sort, and batch documents

Licenses, Certifications, and Other Special Requirements:

Michigan Certifying Assessing Officer (MCAO) certification required within one year of placement.

Physical Demands

The work is characterized as sedentary. Typically, individuals sit comfortably to do their work, interspersed by brief periods of walking, standing, bending, carrying papers and books, and extended periods requiring the use of computer terminals to accomplish work objectives.

Work Environment

Work is performed in a comfortable office environment which is appropriately lighted, heated and cooled. The work environment contains no significant hazards. Some work may require walking and standing in conjunction with travel to and attendance at meetings and conferences away from the work site.

The above statements reflect the general nature and level of work performed by employees assigned to this class. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Essential duties may vary from position to position.

Notes: