

[Close this window](#)



Assessment Technician— ~~Lead Clerical~~

Class Code:
230-3 (CC-3)

Bargaining Unit: Non-union Non-
Exempt

CITY OF APPLETON
Revision Date: ~~Mar 15, 2022~~ April X, 2024

SALARY RANGE

\$23.25 - \$32.55 Hourly
\$48,360.00 - \$67,704.00 Annually

NATURE OF WORK:

This position is responsible for difficult clerical and administrative work. ~~As a working leader of Customer Service employees, will cooperate with the Assistant City Engineer, Deputy Director/City Engineer-DPW and Public Works Director to plan, direct, organize and monitor customer service related programs/projects and the work of employees to meet the department goals. In addition, coordinating and scheduling work hours, training new employees, make supervisor approved entries to correct time and attendance records along with gathering supporting documentation.~~ Work involves performing clerical duties related to the City's Public Works Special Assessments billing process. In addition, this position assists with contract administration and administers the sidewalk snow removal and weed abatement programs. Work requires the exercise of initiative, independent judgment and discretion in handling the interpretation of policies, procedures and regulations with responsibility for finality of action. Work is performed under general supervision of the Assistant City Engineer.

JOB FUNCTIONS:

ESSENTIAL JOB FUNCTIONS

- ~~• Oversee, direct and support Customer Service team.~~
- Coordinate and schedule work hours.

- Train new employees.
- ~~Approve time and attendance records.~~
- Sets up special assessment documents. Initiates special assessment process.
- Creates special assessment bills for Finance Department.
- Notifies property owners of special assessments and other project notifications.
- Compiles assessment figures for Capital Improvement projects.
- Maintains Special Assessment Policy and all other department policies.
- Maintains records of all outstanding future special assessments.
- Administers sidewalk snow removal and weed abatement programs.
- Creates invoices for property owner nuisance abatements, miscellaneous weed or snow violations, permits, meter bags, and stormwater detention basins.
- Assists with construction contract management for sidewalk, patch, and curb and gutter contracts.
- Assists in sidewalk, patch, curb & gutter and other contract bidding processes.
- Responds to customer questions and concerns.
- Processes real estate inquiry forms for Assessors, Inspections and Engineering information.
- Prepares public notices on upcoming projects.
- Assists engineers on assembling construction progress payments on projects.
- Creates and maintains spreadsheets as requested.
- Monitors and posts to Department's social media and website as requested by management.
- Responds to annual audit questions.
- Performs other duties as requested.
- Maintains regular punctual and predictable attendance, works overtime as requested.

OTHER JOB FUNCTIONS

- Assists in issuing permits to contractors.
- Updates Street Inventory.
- Compiles Capital Improvement Projects list and sends to Realtors.
- Attends monthly engineering divisional meetings, engineering staff meetings, and full staff meetings.
- Attends bi-annual insurance team meetings.
- Prepares and maintains department files, records and reports.
- Performs duties of other clerical staff in the department as needed.
- Assists professional staff with renewal of licenses and memberships.
- Coordinates travel arrangements for Engineering Division, Inspections Division and Parking Division staff.
- Ordering of office supplies.
- Plans DPW-CH employee retirement parties, annual breakfast, annual popcorn week, annual employee summer luncheon and annual Christmas meal.

REQUIREMENTS OF WORK:

Thorough experience in responsible clerical work; graduation from high school, plus additional training at a college, business or technical or secretarial school; or any equivalent combination of experience and training which provides the following knowledge, abilities and skills:

- Thorough knowledge of modern office practices and procedures.
- Thorough knowledge of social media.
- Thorough knowledge of Public Works programs, operations and policies with respect to all functions performed.
- Thorough knowledge of business English, spelling, vocabulary and mathematics through algebra.
- Knowledge of continuous improvement processes (QIP) and a strong team orientation.
- Considerable skill in the use of word processing, spreadsheets, and database software.
- Strong ability to maintain office records, compile difficult and complex data, and to prepare accurate records.
- Ability to understand and carry out moderately complex oral and written instructions.
- Ability to make minor decisions in accordance with laws and regulations and to apply these to work problems.
- Ability to establish and maintain effective working relationships with other employees and the public and to deal with public relations problems courteously and tactfully.
- Ability to work under pressure and meet deadlines.
- Strong communication, problem solving, organizational and delegation skills.
- Valid driver's license and good driving record.

SUPPLEMENTAL INFORMATION:

COMPETENCIES

Communication

Self-directed/Autonomous/Accountable

Problem Solving

Technical/Professional/Strategic Skills

Creative/Innovative

To learn more about these competencies click [here](#)

JOB TASK ANALYSIS:

JOB ANALYSIS/REQUIREMENTS

JOB TITLE: Assessment Technician

REVISED DATE: February 2007

REVIEW DATE: February 2007

N = Never

O = Occasionally: 1 to 33% of the time on job

F = Frequently: 34 to 66% of the time on job

C = Constantly: More than 67% of the time on job

A. PHYSICAL DEMANDS

	N	O	F	C
1. Standing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Walking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4. Lifting: Light - max. 10 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Lifting: Moderate - max. 25 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Lifting: Heavy to moderate - max. 45 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Lifting: Heavy - max. 65 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Carrying est. wt.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Pushing est. wt.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Pulling est. wt.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Pulling hand over hand	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Climbing stairs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Climbing, use of legs and arms	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Balancing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Stooping	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Kneeling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Repeated bending	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Crawling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Reaching: <input checked="" type="checkbox"/> high <input checked="" type="checkbox"/> low <input checked="" type="checkbox"/> level	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Repetitive finger movement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
21. May use hands for grasping	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
22. May use hands for manipulation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
23. May use hands for twisting of wrist	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. May use hands for flex/ext. of wrist	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. May use hands for reaching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. May use hands for overhead work	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. Repetitive twisting or pressure involving wrists or hands	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. Both hands required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
29. Both legs required	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. Ability of rapid mental/muscular coordination simultaneously	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31. Oral communication: speaks clearly in <input type="checkbox"/> Spanish <input checked="" type="checkbox"/> English <input type="checkbox"/> Hmong <input type="checkbox"/> Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
32. Hearing-conversation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
33. Intense visual concentration	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
34. Specific visual requirements	Near: <input checked="" type="checkbox"/>		Far: <input type="checkbox"/>	<input type="checkbox"/>
35. Depth perception	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>		
36. Color vision: Distinguish basic shades	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>		
37. Color vision: Distinguish basic colors	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>		
38. Operation of crane, truck or motor vehicle	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>		
39. Other:				

B. WORKING CONDITIONS

	N	O	F	C
1. Outside	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Alternating between Outside and Inside	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Heat between 90 - 100 degrees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heat over 100 degrees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Cold below 55 degrees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Temperature changes: <input type="checkbox"/> excessive <input type="checkbox"/> frequent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Wetness	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Dry atmospheric conditions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Confined spaces	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Heights (list maximum:)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Constant noise above 85 decibels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Intermittent noise above 85 decibels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Vibration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Fumes: <input type="checkbox"/> Irritant <input type="checkbox"/> Toxic	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Dust: More than nuisance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Gases: Types:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Chemicals: Types:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Grease and oils: Types:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Working with machinery with moving parts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Working with moving vehicles	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Working with ladders/scaffolding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. Working below ground	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. Working with hands in water	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. Working alone	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. Work intensity: <input type="checkbox"/> sedentary <input type="checkbox"/> light <input checked="" type="checkbox"/> light/medium <input type="checkbox"/> medium <input type="checkbox"/> heavy Hours/day: 8 Days/week: 5 Days overtime/week: 0				