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Vermilion County, Illinois

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Notice of Job Vacancy

DATE: March 14, 2024

POSITION: *Customer Service/Exemption Coordinator*

DEPARTMENT: Supervisor of Assessments Office

TERMS OF EMPLOYMENT: Full-time

BARGAINING UNIT: IBEW

BASIC FUNCTION: Reviews and edits Vermilion County deeds and sales/transfers declarations. Analyzes different sources to reflect change in property ownership and makes appropriate changes to tax system. Assists customers with property changes and Homestead Exemptions.

DESIRED REQUIREMENTS: Requires high school diploma or GED with courses in general office procedures and one-year of prior office experience using personal computers and other office machines and equipment; or equivalent combination of experience and education. Must have excellent customer service skills.

STARTING SALARY: \$ 46,655

APPLICATION PERIODS: March 14 - 20, 2024 (Internal)
March 21, 2024 until position is filled (External)

METHOD OF APPLICATION: Send application and resume to or apply in person to:

Human Resources
Vermilion County Board Office
210 N. Vermilion Street, 2nd Floor
Danville, IL 61832
njboose@vercounty.org

Applications available on-line at www.vercounty.org
EEOP Utilization Report available for public viewing at www.vercounty.org
AA/EOE

County Benefits include: IMRF pension participation; affordable health, dental and vision available; vacation and PTO allowance; 14 holidays.

Vermilion County

Job Description

Job Title: Customer Service/Exemption Coordinator

Department: Supervisor of Assessments

Reports To: Supervisor of Assessments or Chief Deputy-Assessing

Prepared Date: March 2024

SUMMARY Assists taxpayers and users of the Vermilion County Supervisor of Assessments Office. Greets customers and provides assistance as needed.

PRIMARY DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned as needed.

- Answers the telephone, takes and relays messages and responds to phone inquiries.
- Assists public in answering questions and helping the public in researching information contained in a variety of public records.
- Analyzes ownership and residency requirements to ensure exemptions are applied or removed correctly and in a timely manner.
- Assists in the completion of exemption forms and the retrieval and research of recorded documents.
- Organizes and maintains files of records and correspondence of both a routine and confidential nature.
- Analyzes recorded deeds and other miscellaneous documents to ensure tax records reflect current or new owners.
- Ability to read and understand legal descriptions.

SUPERVISORY RESPONSIBILITIES This job does not exercise supervisory responsibilities.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE High school diploma or general education degree (GED); with courses in general office procedures, bookkeeping and computer entry and one year of responsible office/clerical experience or equivalent combination of education and experience. Skill in using a personal computer, on-line computer terminal, various printers, fax machine and other office equipment are necessary.

LANGUAGE SKILLS Ability to read and comprehend simple instructions, short correspondence, and memos and to use good English. Ability to write correspondence. Ability to effectively present information to co-workers, township assessors and the general public.

MATHEMATICAL SKILLS Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio and percent. Knowledge and understanding of assessment numbering system and to calculate acreage.

REASONING ABILITY - Ability to apply common sense understanding to carry out detailed written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS As required.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to sit; talk; or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; and stoop; kneel; or crouch. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Normal office working conditions. The noise level in the work environment is quiet to moderate.

Note: This job description contains wording of a general class of positions within the Vermilion County salary administration program. The description contains examples of duties and responsibilities which may or may not be considered to be "essential functions" to a particular job or position within this job class. "Essential functions" are to be determined at the position or job level within each department.