

# SBOE Support Specialist

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The Comptroller of the Treasury is currently hiring for a Full-Time, SBOE Support Specialist, which starts at \$2,416 per month. This position is with the State Board of Equalization and is responsible for organizational support duties for the State Board of Equalization, including processing appeals and exemptions for property taxes, customer service and administrative support. This position also performs other related duties as assigned.

## **MINIMUM 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 competency, knowledge, skill, and/or ability required with or without reasonable accommodation.

## **Education and Experience**

Graduation from an accredited college or university with a bachelor's degree and possess one (1) year of full-time professional staff administrative and/or analytic work experience. Other combinations of education and experience, if evaluated as equivalent, may qualify an applicant for consideration.

## **MAJOR RESPONSIBILITIES:**

- Schedule AAC hearings, including reserving venues, preparing documentation for court reporters, preparing dockets and sending docket notices, preparing and sending hearing packets, making hotel and travel arrangements for commission members, processing travel claims, per diem payment notifications and responding to inquiries regarding commission files and hearings.
- Maintain and update the procedures manual.
- Respond to inquiries regarding exemptions and value appeals.
- Perform records management functions by maintaining documentation of files purged and assisting with annual records management reporting.
- Plan Exemption Workshops & Agent Training, including reserving venues, reserving A/V equipment and scheduling video streaming, posting training notices online, assisting in the preparation of presentation slides, preparing agendas, rosters and surveys, and reporting survey results.
- Perform Agent Registrations, including reviewing applications for compliance, reviewing and tracking education requirements, corresponding with agents about documentation, requirements, training, etc. and issuing agent numbers or notifications of renewal.
- Process sureties, including verifying values and surety information, invoicing agents and attorneys for sureties, and following up for nonpayment.
- Process refunds and research returned checks.
- Perform Fee Reconciliations.
- Operational Reporting:
  - Run queries and prepare semi-annual reports on operational data.
  - Prepare data reports on overall operational statistics as needed.
- Perform special projects as assigned.
- Back up for opening mail and processing checks (cannot be the same person as receiving checks).
- Back up for processing appeals and exemptions.
- May compile information and prepare a quarterly office newsletter.
- May serve as procurement officer by ordering, maintaining and inventorying office supplies.
- May serve as property officer by conducting inventory of SBOE assets and maintaining logs of inventory transfers.
- Seize process improvement opportunities to streamline workflows and improve accuracy.
- Maintain and continually improve individual contribution to a service-oriented culture that supports customers and leadership.
- Communicate clearly and frequently with leadership, team members and customers.
- Utilize a high degree of tact and diplomacy in all interactions.

- Continually assess and communicate risk. Take action as assigned to document, control and mitigate identified risks.
- Use a variety of reporting methods to ensure compliance with relevant laws, rules, regulations, standards, best practices and policy.
- Perform other duties as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

A successful employee in this role possesses the competencies to be detail-oriented, organized, able to manage change, customer service focused, technologically savvy, self-motivated, trustworthy and have a can-do attitude.

**This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by incumbents within this role. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties or responsibilities associated with the position. Employees may be assigned job related tasks other than those specifically presented in this description.**

Please submit resume with unofficial college transcript(s) and contact information for three (3) references to [HR.Comptroller@cot.tn.gov](mailto:HR.Comptroller@cot.tn.gov) through end of business on Friday, April 8, 2016.

The Comptroller of the Treasury is an Equal Opportunity Employer. We consider applicants for all positions without regard to race, color, religion, gender, national origin, age, disability, veteran status or any other legally protected class. As required by law, we must record certain information. Applicants are invited to participate in the Affirmative Action Program by reporting their status as minority, disabled veteran or other veteran status, or other disabled. In extending this invitation you are advised that: 1) you are under no obligation to respond, but may do so in the future if you choose; 2) responses will remain confidential within the Human Resources Department; and 3) responses will be used only for the necessary reporting.

To comply with legal record keeping requirements regarding Affirmative Action, we ask that you complete the information requested in the link below. Please be advised that your completion of this form is NOT part of your official application for employment. It is considered confidential information that will not be used in any hiring decision. Refusal to provide this information will have no bearing on your application and will not subject you to any adverse treatment. If you choose to participate by completing this form, we thank you for your cooperation.

To complete this form, please go to: <http://www.comptroller.tn.gov/oms/careeropp.asp> and click Voluntary Affirmative Action Form.