



## **Audit/Assessment Operator II #00017**

City of Virginia Beach – Job Description

Date of Last Revision: 04-18-2016

**FLSA Status:** Non-Exempt

**Pay Plan:** General

**Grade:** 18

### **City of Virginia Beach Organizational Mission & Values**

The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

### **Class Summary**

Supervise and perform duties involving keying and key verifying on key-to-tape system.

### **Representative Work Functions and Responsibilities**

Supervise, direct and train subordinate personnel for entering approximately 316,800 accounts per year and 5,000 supplements of coded data on key-to-tape system to produce monthly reports; and schedule daily workloads.

Enter new accounts receivable; delete and change to reflect corrections; visually verify figures on attachments, keying and key verifying, for each department in the Commissioner of the Revenue's Office; and operate all key-to-tape machines.

Maintain data for real estate, business license, personal property, special tax and State Income Tax; maintain up-to-date records of accounts keyed; and compile data for preparing related reports.

Work with Information Technology in developing and modifying automated system.

Make final decisions on a variety of controversial taxability and assessment questions.

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on then current workloads and department needs.

### **Performance Standards**

Demonstrate high degree of supervision over the production of keying and key verifying all accounts in the Commissioner of the Revenue's office; effectively supervise personnel in a wide variety of work assignments resulting in clear and precise training; thoroughly understand each department's tax procedures and practices; diplomatically deal with each department's supervisor to coordinate instructions or review entries of assessment in question; effectively schedule advance job requirements and plans layout of work progressions as well as day-to-day assignments; ensure that thorough research is performed prior to generating new and improved formats required in a key-to-tape system; thoroughly understand the performance level of equipment and readily detects malfunctioning, makes timely requests for maintenance and explain problem areas; accurately operate data entry machines with

highest degree of speed while visually detecting and correcting errors from various department's input; accurately maintain up-to-date records and reports in a neat and orderly manner.

**Minimum Qualifications**

High school or GED plus four (4) years' experience in fields providing the knowledge, skills and abilities listed above and in such positions as data entry operator or two years as audit assessment operator; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

**Preferred Qualifications**

May vary with position assigned.

**Special Requirements**

All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.

**Knowledge-Skills-Abilities Required to Perform Satisfactorily**

A. Knowledge

1. Knowledge of the capabilities and limitations of key-to-tape system.
2. Knowledge of terminology used in the field of data processing.
3. Knowledge of assessing.
4. Knowledge of elementary accounting.
5. Knowledge of all department functions.

B. Skills

1. Skill in the operation of data entry equipment.
2. Skill in operating general office equipment.
3. Skill in detecting erroneous assessments.
4. Skill in reading computer printouts.
5. Skill in the interpretation and application of statutes and procedures to non-routine questions and problems.

C. Abilities

1. Ability to visually detect and correct audits and assessments.
2. Ability to supervise subordinate personnel.
3. Ability to develop speed and accuracy under heavy workloads.
4. Ability to type proficiently and perform arithmetic computations accurately.
5. Ability to establish and maintain effective working relationships with personnel in other departments.
6. Ability to analyze data.
7. Ability to plan, assign and schedule workloads.

**Working Conditions**

The below stated working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level.

*NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or*

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This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

*employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.*

**Physical Requirements:** *Physical refers to the requirement for physical exertion and coordination of limb and body movement.*

Requires sedentary work that involves walking or standing some of the time; involves exerting up to 50 pounds of force on a regular and recurring basis and routine keyboard operations.

**Mental Requirements:** *Mental refers to the degree that the job involves cognitive activities, and use of mental processes*

Performs specialized technical work which may require general understanding of operating policies and procedures and their application to problems not previously encountered; requires continuous, close attention for accurate results and frequent exposure to unusual pressure.

**Environmental Conditions:** *Environmental refers to job conditions inherent to the job setting, including those that may lead to injury or health hazards even though precautions have been taken.*

This job involves dealing with the public, wherein some individuals may be concerned over escalating issues that may, from time to time, become confrontational.

**Sensory Requirements:** *Sensory refers to hearing, sight, touch, taste, and smell required by the job.*

The job requires normal visual acuity, and field of vision, hearing and speaking.

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