



ERRONEOUS EXEMPTION SPECIALIST

Department: Legal
Grade: 12

Job Code: 6428
Shakman Status: Non-Exempt
FLSA Status: Non-Exempt

Job Summary

Reporting directly to the Director of Exemptions Investigation, the Erroneous Exemption Specialist provides clerical and administrative support for the Exemptions Investigations Division, contributing to the smooth and efficient operation of the Division.

Essential Job Duties

- Performs clerical duties to ensure accuracy of recorded data, cross-referencing reports, updating documents and correcting errors and inconsistencies.
- Provides assistance in the completion of projects; gathering and formatting data including data-entry; file preparation and maintenance; sorting and filing records; and organizing information and supplies.
- Coordinates and logs the assignment and completion of work performed by the Investigators.
- Assists taxpayers and interacts with the general public to provide guidance and answer routine questions regarding assessment practices, real-estate tax issues, qualifications for exemptions and other related inquiries.
- Reviews and documents deed transactions and sales data filed with the Cook County Clerk's Office to determine and verify property ownership.
- Conducts the initial review of exemptions applied to a subject property.
- Assists with the preparation, coordination and recording of erroneous exemption hearings and generates reports of the determinations made at each hearing.
- Prepares and files liens against properties.
- Performs basic accounting and bookkeeping to track real estate tax billings and real estate tax collections in the Exemptions Investigation Division.
- Prepares reports documenting the Exemptions Investigation Division's billing, collections, hearing results and liens filed.
- Performs work assignments without direct supervision and follows standard procedures to accomplish tasks.

- Resolves routine questions and problems but refers more complex issues to higher levels of management for resolution.
- Works extended hours and weekends as assigned.
- Performs other assignments and duties as required or assigned in a fast-paced work environment to meet the objectives of the organization.

The duties listed are not set forth for purposes of limiting the assignment of work. They are not to be construed as a complete list of the many duties normally to be performed under a job title or those to be performed temporarily outside an employee's normal line of work.

Minimum Qualifications

- High school diploma or GED certificate
- Two (2) years of full-time work experience in an administrative support capacity.
- One (1) year of full-time work experience with data entry

Preferred Qualifications

- Associate Degree or higher from an accredited college or university.
- Five (5) years of full-time work experience in an administrative support capacity.
- One (1) year of full-time work experience researching and documenting property ownership and real estate tax exemptions.

Knowledge, Skills, and Abilities

- Knowledge of Cook County Assessor's Office operations, function, activities and the property tax system or the ability to attain such knowledge.
- Knowledge of the Assessor's Office procedures, policies, practices and guidelines or the ability to gain such knowledge.
- Ability to coordinate work activities and follow instructions.
- Ability to perform multiple tasks simultaneously.
- Ability to meet Office and departmental deadlines, production goals and effectively utilize time with limited oversight.
- Ability to communicate effectively both orally and in writing.
- Ability to work with others; excellent interpersonal skills in dealing with the public, co-workers and staff.
- Ability to interact with the general public and taxpayers to provide guidance and information regarding qualifications for real estate tax exemptions.
- Must be computer literate, with skill and efficiency in accurately entering, reviewing, and retrieving data.

Physical Requirements

- Visual acuity to review and edit written communications for long periods of time.
- Walking between offices and meetings may be required.
- Repetitive use of hands to handle and or operate standard office equipment.
- Lift and carry up to twenty (20) pounds.

COOK COUNTY ASSESSOR'S OFFICE IS AN EQUAL OPPORTUNITY EMPLOYER

Last modified: February 3, 2020