

Metropolitan King County Council Position Descriptions

Council unit:	Ombuds/Tax Advisor
Job description:	Tax Advisor III
Salary range:	161 Unique Squared Table

Classification Summary

The Tax Advisor III is a single incumbent role that provides advice and assistance to King County taxpayers on property tax-related matters.

Distinguishing Features of the Position

Under the guidance of the King County Ombuds Director/Tax Advisor or designee, the Tax Advisor III responds to constituent inquiries and concerns about the valuation of properties, state and local assessment appeal procedures, and King County real estate tax collection. The Tax Advisor manages the daily operations of the program and may coach other staff in the program, including the processing, research and analysis of relevant data. The Tax Advisor III must be able to independently balance and deliver on competing priorities and very high workload. This is a salaried, at-will, overtime-exempt position that reports to the Ombuds Director.

Career Progression

The Tax Advisor III is the highest-level classification in the Tax Advisor program aside from the County Ombuds.

Essential Duties and Responsibilities

- Receive and facilitate timely response to inquiries about property valuations, appeal requirements, billing issues, and other residential property-related questions.
- Appropriately assist the public with general inquiries regarding services of county government, including referral of jurisdictional complaints to the County Ombuds.
- Maintain working relationships with King County agencies such as the Assessor, Accounting, Treasury, and the Board of Equalization and Appeals.
- Document and monitor program performance metrics and provide periodic reporting to the Ombuds Director or designee for publication.
- Ensure effective, timely, and accurate public information, including maintaining web pages, brochures, and other forms of communication.
- Review issues and concerns presented to the office, analyzing patterns of systemic error and ensuring their correction.
- Conduct and communicate research and analysis of Assessor Office database files, the King County Code, Washington State statutes, property characteristics, market research, and other information sources relevant to answering inquiries and evaluating equity.

- With support, keep work organized, on scope and on schedule, and identify and elevate impediments.
- Provide coaching, training, and assign work to other tax advisor program staff where applicable, including sharing performance feedback under the direction of the Ombuds Director.
- Apply Legislative Branch Code of Conduct principles, building and maintaining effective professional internal and external relationships. Apply an anti-racist mindset relating to individual and interpersonal racism in the workplace. Identify and address implicit bias. Support and contribute to positive office culture.
- May travel to community meetings and other outreach locations to make presentations and answer questions about the property tax and appeals systems.
- Perform other duties as assigned that support the overall objective of the position.

Qualifications

Required Knowledge and Skill

- Understanding of local government operations and services provided in relation to the property tax and appeals system.
- Working knowledge of the provisions of law and administrative practices applicable to residential property tax assessment and valuation appeals.
- Working knowledge of local real estate laws, practices, and market analysis procedures.
- Understanding of principles and practices of supervision, leadership, and team-building.
- High emotional intelligence and public relations skills to adapt to diverse and sometimes challenging personalities and styles, gain trust while working with others in sensitive and difficult situations, resolve conflict, and employ lines of questioning for fact finding.
- Sufficient math skills to accurately compute tax assessments based on property valuation and applicable tax levies and legislated rates and charges.
- Excellent organization, project management, and communication skills.
- Working knowledge of office applications, including word processing, databases, spreadsheets, presentation, and working knowledge of other applications used by the office.
- Advanced knowledge of English usage, grammar, and writing frameworks to produce communications.

Required Ability

- Explain complex property assessment/tax issues in clear, accurate, and accessible terms to a wide audience.
- Work independently, prioritize, and manage program workload with competing demands while exercising professional judgement.
- Use logic and reasoning to analyze and organize data.

- Listen, consider, and respond with composure to people who may be experiencing and/or expressing strong emotions.
- Apply collective principles of engagement when disagreeing with internal staff.
- Conduct observations and analyses in the field at remote sites, with varying schedules.
- Travel throughout King County or surrounding areas in a timely manner.

Education and Experience

This position typically requires a college degree and four years of a combination of relevant education and experience or a high school diploma and eight years of a combination of relevant education and experience. Relevant experience may include:

- Assistant Tax Advisor, real-estate sales, or assessment, or appraisal experience
- Hearing officer, paralegal, or attorney
- Home mortgage analysis or preparation
- Income tax preparation, investigation, public information, or enforcement
- Professional experience in administration, management analysis, research, or land use planning