



City of Ames Appraisal Clerk

SALARY	\$26.00 - \$36.15 Hourly \$54,080.00 - \$75,192.00 Annually	LOCATION	515 Clark Avenue, Ames, IA, 50010, IA
JOB TYPE	Full-Time	JOB NUMBER	26-0905-01
DEPARTMENT	City Assessor	OPENING DATE	07/13/2026
CLOSING DATE	8/3/2026 12:00 PM Central	FLSA	Non-Exempt
BARGAINING UNIT	MERIT	RESIDENCY REQUIREMENT?	No

Centrally located in the heart of Iowa, Ames is a vibrant, progressive community with more than 66,000 residents providing an excellent quality of life. Home to Iowa State University, Ames offers year-round recreation opportunities, diverse cultural offerings, a stable economy, safe neighborhoods, and a high-achieving school district.

General Information

Under general supervision, provide office clerical assistance for appraisal staff and visitors to the City Assessor's office. Learn and be able to explain the assessment process, including tax credits and exemption application requirements, deadlines and appeals process of assessments.

In order to be considered for this position, all applicants must submit their online application by the deadline listed on this posting. Your application includes complete responses to the supplemental questions. Please keep in mind that submission of a resume in lieu of work history on your application or answering the supplemental questions is not sufficient.

Compensation Philosophy:

The City of Ames has a compensation philosophy for our merit salary ranges that provides growth for employees as they gain experience and expertise in their roles. The minimum pay of each range is intended to reflect an employee's qualifications that meet the position's minimum requirements. The median of any range is for an employee who can reasonably meet all expectations of the position responsibilities without initial or extensive training. The City may consider a candidate's education, experience, and skills that are above the minimum requirements when considering a salary closer to the median. The median salary for this position is \$66,899.

Benefits

Our comprehensive benefits package can be viewed at: [City of Ames Benefits](#)

Public Service Loan Forgiveness (PSLF) Program: The PSLF Program is a federal program that is intended to encourage individuals to work in public service by forgiving the balance of their federal student loans. To qualify, the individual must have made 120 qualifying payments while employed by a qualifying employer. For more information, please visit: [PSLF Program](#)<

Examples of Essential Job Functions

Greet visitors, ascertain nature of business, and direct the public to the appropriate department or person. Answer telephone, route calls to appropriate person or department, place outgoing calls, and convey messages. Type or enter information into various computer programs and applications including but not limited to Outlook, Excel, Word and department specific programs. Interpret data and document types and scan into electronic document systems under appropriate categories. Prepare outgoing mail including addressing, folding, stuffing, and sorting envelopes and packages for mass mailings. Compose and type routine correspondence using regular mail as well as e-mail. Give information to callers and/or people at the office as allowed by law either verbally or by printout of property inquiring about. Assist with credit and exemption applications by having a working knowledge of their legal requirements, deadlines, and appeal process and assist public with applications when needed. Process deeds, transfer documents and declarations of value forms to maintain ownership records. Perform some minor appraisal functions including knowledge of department procedures and terminology. Draw, sketch and enter information on property records both on paper cards and in computer programs. Maintains confidentiality of documents as required. Answer questions from or give responses to the media only as directed by the Assessor. Other duties as assigned.

Each employee is expected to continually strive to bring shared values to life through our Excellence Through People organizational culture. ETP values include: committing to continuous improvement; inspiring creativity and innovation; being customer driven; making data-driven decisions; championing employee involvement; striving for excellence; having fiscal stewardship; acting with honesty and integrity; exhibiting leadership; choosing a positive attitude; respect and dignity for one another; promoting safety and wellness; and cultivating teamwork. For leaders, this includes creating a work culture that brings these values to life. For all employees, this includes maintaining a Total City Perspective. The purpose of ETP is to deliver exceptional services to the public at the best price, and for employees to experience an enjoyable and stimulating work environment.

Qualifications

Required Education and Experience:

High School graduate or equivalent. 6 months of experience in the performance of clerical and customer service duties. Any equivalent combination of experience, which provides the knowledge and abilities necessary to perform the work.

Preferred Education and Experience: One-year certificate from college or technical school in the area of general receptionist duties; or a minimum of six to twelve months related experience in an office type environment; or equivalent combination of education and experience.

Licenses and Certificates: Must possess a valid Iowa Driver's License. Attend and complete a basic assessment class, Iowa laws class and legal description class or equivalents within 18 months of hire date.

Knowledge, Skills, and Abilities:

Knowledge of Microsoft Office programs, including but not limited to Outlook, Excel, Word; or equivalent software programs.

Skill in accuracy and detail when completing various paperwork and data entry. Skill in following statutory laws, policies, and office procedures when addressing the public. Skill in learning new concepts within the principles and practices of real estate appraisal, laws and ordinances pertaining to the assessment of real estate.

Ability to drive a motorized vehicle to various locations for classes or meetings. Ability to read, analyze and interpret general business periodicals or correspondence, and procedure manuals. Ability to effectively present information and respond to questions from supervisors, clients, customers, and the public. Ability to work with mathematical concepts such as probability and statistical inference and fundamentals of geometry. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardizations exist. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to work as a team with other co-workers to address the needs of the staff and public. Ability to read and interpret legal documents including legal descriptions.

Supplemental Information

General Physical Characteristics: While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand, walk, use hands to finger, handle or feel objects tools or controls; reach with hands and arms; climb or balance; stoop, kneel crouch or crawl. The employee is occasionally required to lift and/or move objects up to 25 pounds.

Vision Requirements: Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust to focus.

Environmental Conditions: The noise level in the work environment is usually low but at times may be moderate. Due to the nature of the office function, there may be times when the employee will be under stress from external sources.

Occasionally it may be necessary to work beyond a traditional workday including weekends. Some work may be performed outdoors in hot and/or cold conditions.

EQUIPMENT: Ability to operate computer, typewriter, calculator, copier, scanner, fax machine, postage meter and multi-line telephone.

Selection Process:

The selection process consists of an evaluation of education and experience; phone interview; on-site interview, which will include a manager meeting; and completion of reference checks and a criminal background check, which includes a sex offender registry check. All candidates will be notified by email of their application status.

****Preference may be given to applicants possessing qualifications above the minimum.****

Depending on the number of qualified candidates, the City may forego phone interviews.

E-Verify Process:

The City of Ames participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each applicant's Form I-9 to

confirm work authorization. All candidates who are offered a position with the City of Ames must complete Section 1 of Form I-9 along with the required proof of their right to work in the United States and proof of their identity on their first day of employment. Please be prepared to provide required documents on your first day of employment. For additional information regarding acceptable documents for this purpose, please contact Human Resources at 515-239-5199 or go to the US Citizenship and Immigration Services web page at: <http://www.uscis.gov>.

NOTE: Applicants with disabilities may submit requests for ADA testing or interview accommodations to the Human Resources Department prior to the test or interview.

The City of Ames is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, creed, age, religion, sex, sexual orientation, gender identity, genetic information, ancestry, national origin, marital status, disability, or protected veteran status and will not be discriminated against. Inquiries can be directed to the Human Resources Department at 515-239-5199.

Employer

City of Ames

Address

515 Clark Ave

Ames, Iowa, 50010

Phone

515-239-5199

Website

<http://www.cityofames.org/jobs>

Appraisal Clerk Supplemental Questionnaire

*QUESTION 1

Please describe your administrative and clerical experience including duties and responsibilities and length of time.

*QUESTION 2

Please provide 1-2 examples of times you provided exceptional customer service.

*QUESTION 3

Please provide an example of a time you had to be very detail-oriented with data entry or a similar/related task and how you maintained a high level of accuracy.

*QUESTION 4

Describe any experience you have with reading and/or writing legal descriptions and documents, property deeds, or with deed transactions.

*QUESTION 5

Give an example of a time you had to learn a complex process. How did you go about learning and retaining the information? What were your methods and what tools and resources did you use?

* Required Question