



**Cook County Assessor's Office
Asian American and MENA Data Collection and
Language Access Hearing**

Wednesday, May 24th, 2023



Data Collection Overview: Internal

Internal Data Collection Forms

- 1. Do you ask employees if they have additional language skills?**
Only in jobs which require a language other than English.
- 2. Please include examples any internal data collection of demographic data including HR paperwork, internal surveys, client intake, grant applications, or reports, etc?**
This information is gathered during the job application process.
- 3. Do these include Asian American and/or MENA categories?**
They include Spanish, Polish, and Mandarin.

Data Collection Overview: Internal



Examples

Order	Question	Answer	Required	Asset	N/A
1	Please select the following one statement that describes your educational background and work experience. PLEASE READ EACH STATEMENT CAREFULLY BEFORE MAKING YOUR SELECTION. Single Answer, Visible to all candidates	I have a high school diploma or GED certificate; AND two (2) years of full-time work experience in customer service assisting customers by answering questions either in person, by email or phone.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
		None of the above	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
2	Do you have an Associate Degree or higher from an accredited college or university? Single Answer, Visible to all candidates	YES	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
		NO	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
3	Do you have two (2) years of full-time work experience with assessments and real estate tax exemptions? Single Answer, Visible to all candidates	YES	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
		NO	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
4	Are you bilingual with proficiency in Spanish, Polish, or Mandarin? Single Answer, Visible to all candidates	YES	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
		NO	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

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Job 1 out of 15 Previous 1 2 3 4 5 Next

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Job Description
TAXPAYER INFORMATION SPECIALIST - Assessor's Office
Requisition ID: 00131036
Job Posting: Apr 21, 2023, 9:57:17 AM **Closing Date:** May 8, 2023, 11:59:00 PM
Full-time Shift Start Time: 8:30 A.M. **Shift End Time:** 4:30 P.M.
AFSCME 3836
Posting Salary: \$44,245
Organization: Cook County Elected Officials

Number of Vacancies: 3

This is an AFSCME 3836 Bargaining Union Position

Job Summary

The Taxpayer Information Specialist (TPI Specialist) reports directly to either the Assistant Manager of Taxpayer Information, the Assistant Manager of Exemption Processing, or the Assistant Manager of Taxpayer Services-Branch Office. The TPI Specialist serves as one of the public's primary points of contact with the Taxpayer Services Division of the Cook County Assessor's Office (CCAO), and has two operational focuses, customer service and data entry/data processing. The TPI Specialist explains to taxpayers in understandable terms exemptions and appeals processes, refers taxpayers to other appropriate CCAO departments or divisions, and maintains good customer service. The TPI Specialist also processes exemption applications, Certificates of Error and associated mailings in a timely manner.

Typical Duties

- Provides property owners with easily accessible information, creates an efficient and professional user-friendly experience in person and on the telephone and responds to customer inquiries and complaints.
- Resolves and deescalates property owner complaints and issues.
- Consults with taxpayers and assists with the intake of residential and industrial/commercial appeals and applications for Certificates of Error, checking the submissions to verify accurate supporting documentation is provided.
- Processes residential exemptions applications and resulting Certificates of Error.
- Responds to taxpayer requests for information in an accurate and professional manner.
- Communicates and corresponds with taxpayers to resolve exemption related problems, including answering in-person, telephone and email inquiries about exemptions and appeals, providing direction to the appropriate forms, information, and referring to other CCAO departments, when necessary.
- Works under direct supervision to accomplish tasks and resolve most exemption-related questions and problems.
- Refers complex exemptions-related requests or problems to Taxpayer Information Senior Specialists or higher levels of management within the department.
- Interfaces between departments and divisions to provide taxpayer assistance as required.
- Participates in community outreach programs, as requested.
- Works at all CCAO locations including branch offices and may be assigned to any CCAO location within Cook County.
- Provides excellent customer service to all CCAO customers.
- Works extended hours and weekends, as required.

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 customer service assisting customers by answering questions either in person, by email or phone.

Preferred Qualifications

- Associate Degree or higher from an accredited college or university.
- Two (2) years of full-time work experience with assessments and real estate tax exemptions.
- Bilingual with proficiency in Spanish, Polish, or Mandarin.1

Data Collection Overview: External



External Data Collection

1. Please include information and examples of external data collection of demographic data
We do not collect demographic data.
2. Do these include Asian American and/or MENA categories?
N/A
3. Do you collect data on “preferred language”
Yes. Language preference is collected on the online exemption application; this was implemented for the first time this year.
4. Please detail any vital forms/documents that are used in your office that does not include demographic and reasoning behind not collecting.
We do not collect demographic data, the reason being that we are not sure how we would use the data and are mindful of the Fair Housing Act since our office relates to housing and property assessments.

COOK COUNTY GOVERNMENT

Available Filings My Filings Message Center Account Sign Out

Preliminary Questionnaire Exemption Dashboard **Filer** Applicant Details Application Details Occupancy Affidavit

Attachments Submit

Tax Year 2021 Exemption Application

Filer Type PIN: 19-12-416-014-0000 / Tax Year: 2021
CLASS: 203 - One Story Dwelling between 1000 and 1800 SFLA

Please select if you are a filing Attorney/Tax Representative or Taxpayer/Owner: TAXPAYER/OWNER

Identification and Status of Taxpayer/Owner

Taxpayer/Owner Description: (Select one) A - Taxpayer/Owner

Click the "hamburger icon" in the field below and select the appropriate Taxpayer/Owner name in the list

Name of Taxpayer/Owner: ANTONIO TORRES

Check this box if the correct Taxpayer/Owner name DOES NOT appear in the above list selection

Address: 5341 S CALIFORNIA AV

City: CHICAGO State: IL Zip: 60632

Phone: 323-804-4872

Email: Email Address

Check this box to receive reminders about your property and updates from the Assessor's Office.

Do you prefer to be contacted by: Email, Phone, Text Message?

What language do you prefer?

NOTE: Changing the Taxpayer/Owner name on this exemption filing does not change the name where the tax bill should be sent.

Previous Cancel Filing **Next**

Spanish
Polish
Simplified Chinese
Tagalog
Arabic

Language Access: Internal



Internal

- 1. Number of bilingual staff and what languages do those staff speak?**
22
- 2. Do these bilingual staff provide translation or interpretation at work? Is this part of their job description?**
Yes
- 3. Is your bilingual staff compensated for their translation and interpretation work?**
Yes
- 4. How are they compensated?**
They receive an additional \$100 per month (bilingual pay)
- 5. Is compensation negotiated as part of CBA?**
Yes



Language Access: External

Translation Services:

1st Metropolitan Translation Services, Inc.
875 N. Michigan Ave. - Suite 3100, Chicago, IL 60611
Telephone: 312.621.1500
www.1stmetropolitan.info

- **The translators used by First Metropolitan have been certified by the ATA [American Translator's Association]. They don't have a rate card, but the rates for the most requested languages are listed below.**
- **The CCAO does not have a contract with this vendor, we pay as we go. Over the last three years we have spent:**
FY21 \$8,922.55
FY22 \$5,351.20
FY23 \$3,368.15
- **We use their services for the translation of press releases, brochures, PowerPoints, signage, and other marketing material as needed. They are listed on the County Vendor list.**

Spanish - .20/word
Polish - .25/word
Russian - .25/word
Chinese - .30/word



PARA SU PUBLICACIÓN INMEDIATA: 13 de abril de 2023
Angelina Romero, Directora de Comunicaciones
Asesor del Condado de Cook
312-256-1724 | angelina.romero@cookcountyil.gov

Ya están disponibles las solicitudes de ahorros en impuestos sobre la propiedad
Todo lo que los propietarios necesitan saber

Condado de Cook — El Asesor del Condado de Cook Fritz Kaegi anuncia que las solicitudes para exenciones de impuestos a la propiedad para el año fiscal 2022 ya están disponibles en línea. Las exenciones son ahorros que contribuyen a reducir el valor de la factura impositiva de los propietarios. La más frecuentemente solicitada se llama [Exención para propietarios](#); en promedio, permite ahorrar \$950 cada año.



NO HAY LUGAR COMO TU HOGAR.
AHORRA EN LOS IMPUESTOS A LA PROPIEDAD.

Infórmate y aplica en cookcountyassessor.com

 (312) 443-7550

Estos son algunos aspectos clave que los propietarios deben tener en cuenta a la hora de solicitar exenciones.

Las renovaciones automáticas relacionadas con la pandemia de COVID-19 ya han finalizado. Los propietarios deben reiniciar las presentaciones anuales para la Congelación de tasaciones para ciudadanos mayores con bajos ingresos ("Congelación para la tercera edad") y la Exención para veteranos con discapacidades.

Las personas mayores y los veteranos que necesitan volver a solicitarlas recibirán por correo los folletos de solicitud.

La renovación automática de las Exenciones para propietarios, personas mayores y personas con discapacidades continuarán, y se enviarán

postales a los hogares para confirmar que no es necesario tomar ninguna acción.

Los nuevos propietarios, aquellos que soliciten la exención por primera vez o quienes necesitan volver a solicitarla, ahora pueden hacerlo en línea ingresando a www.cookcountyassessor.com/exemptions. Se recomienda encarecidamente a los propietarios que presenten su solicitud en línea, para que quede constancia digital de la misma. La presentación en línea también permite al personal del Asesor localizar fácilmente la solicitud, proporcionar una actualización de su estado e informar si se necesitan documentos faltantes.

Si los propietarios no están seguros de sus exenciones actuales, pueden verificarlas accediendo a los ["Detalles de la propiedad"](#) y revisar la sección de *Historial y estado de exenciones*.

El Asesor se enorgullece de anunciar que, por primera vez, los formularios de exención están disponibles en español, polaco y chino simplificado. Las solicitudes se pueden descargar en www.cookcountyassessor.com/exemptions.

Como recordatorio, las exenciones se reflejan en la factura de la segunda cuota del impuesto.
Cook County Assessor's Office • 118 North Clark Street, Room 320 • Chicago, IL 60602
www.cookcountyassessor.com • (312) 443-7550
Facebook: [@cookcountyassessorsoffice](#) • Twitter: [@assessorcook](#)

Language Access: Examples

Please detail the main public facing documents from your office and if those documents are translated (and what languages?)

- Brochures are translated in the following languages:
 - English
 - Spanish
 - Polish
 - Simplified Chinese
 - Tagalog
 - Arabic



English
Spanish
Polish
Simplified Chinese
Tagalog
Arabic



English
Spanish
Polish
Simplified Chinese
Tagalog
Arabic



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Spanish
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Opportunities



- **Data Collection**
 - **HR plans to work with BHR to see if we can incorporate the voluntary demographics questions into Taleo as part of the application process when applicants apply for job opportunities.**
- **Language Access**
 - **Add QR codes on the exemption application that lead to translated versions of the application**
 - **Revise exemption booklets that are mailed out every year to seniors and longtime homeowners to possibly include a translated version or QR codes that lead to translated versions.**
 - **Add language preference to the online appeal application in 2024**
 - **Add a language preference question on counter forms**
 - **Collect language preference at our in-person offices**



Questions