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Kootenai County Assessor

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K.CO Assessor

\_\_\_\_ As requested  
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Press Release  
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Rich Houser  
Chief Deputy

Joseph Johns  
Mapping Manager

Jan Lindquist  
Administrative Manager

Carlene Coit  
Vehicle License Manager

Steve Johnson  
Specialized Appraisal Manager

Darin Krier  
Residential Appraisal Manager





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### **PRESS RELEASE PRESS RELEASE PRESS RELEASE**

**March 1, 2012**

The Kootenai County Assessor's Office, in order to maximize the efficiency of service delivery to our constituents during this challenging economic period, has streamlined our work processes and reduced staffing levels. Over the past year, we have carefully weighed our statutory responsibilities taking into consideration our level of service and our commitment to provide uncompromised assistance to our taxpayers. We can insure that neither will be compromised in any way by this effort.

A staff level reduction of five positions will be achieved throughout our office through attrition. (8% reduction) Our management team has diligently and creatively worked together to streamline procedures, maximize the use of new technology, and share positions between departments during peak demand periods in order to continue providing our citizens with the high quality of customer service that they have come to expect from our offices.

This effort will result in both short term and long term tax savings through reduced costs. It also allows us the ability to provide pay incentives to our remaining staff who are expending additional effort to insure we complete this office's mandated responsibilities on time and in an acceptable manner. It is our goal to reduce or eliminate the loss of our key valued staff members by creating a more competitive compensation package. There is a significant cost associated with providing the required training and education for new staff members each time we have turnover. We intend to mitigate these hidden costs.

In the last year alone we have lost 7 appraisers. In addition to our loss of appraisers we have also lost several other key staff to competing employers such as the State of Idaho and Spokane County. This reorganization effort has created a win – win opportunity where we will be able to both reduce costs for the taxpayers of Kootenai County, and also create a more competitive work environment for our staff. We would like to thank our Board of County Commissioners for their cooperation as we roll out this endeavor to provide a leaner, more cost effective Assessor's Office that our community can be proud of.



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