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# Amesbury

Mayor Cassandra Gove

Office of the Mayor  
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CITY OF AMESBURY, MA

## Certificate of Appointment

September 8, 2022

I appoint Lisa Craig to the position of member of the Board of Assessors for a term to expire March 8, 2023, and I certify that said person is qualified to perform the duties of the said office, and I make this appointment solely in the interest of the City of Amesbury.

This appointment shall not become effective until twenty-one days following filing with the city clerk, in accordance with the Amesbury Home Rule Charter.

**Kassandra Gove**  
Mayor

# Lisa M. Craig

978.239.8843 • [rljicraig@verizon.net](mailto:rljicraig@verizon.net)

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## EXPERIENCED AND VERSATILE PROFESSIONAL

Adaptable, personable, caring and quality service-oriented with experience in the following areas:

File / Data Management ▪ Financial Analysis ▪ Client Relations ▪ Budget Planning  
Customer Service ▪ Report Analysis/Reviews ▪ Volunteer Coordination ▪ Fundraising  
Microsoft Office, Excel, PowerPoint, Munis, Patriot Property-AccessPro

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## COMMUNITY EXPERIENCE

### **Town of Wenham, MA**

*Board of Assessors / Certified Assessor, Level I (2008-April 2022)*

- Board of Assessors and its staff is responsible for valuation of Real and Personal Property in accordance with the laws of Massachusetts. Administer exemption, abatement and excise programs and assist taxpayers, as well as other town departments, in a courteous, innovative and fiscally responsible manner. Proactively review new revenue in order to project the annual tax rate.

**Justice of the Peace** (2008-present)

**Notary Public** (2008-present)

## PROFESSIONAL EXPERIENCE

### **Town of Marblehead – Assessing Department November 2021 – Present**

*Administrative Assessor;*

*General Summary:*

The Administrative Assessor performs skilled routine to complex technical work involved in appraising and examining all types of real property for assessment purposes to Mass Appraisal Standards using technical judgment and knowledge of state and local laws, regulations and guidelines and the policies of the Board of Assessors. The Administrative Assessor has access to, and must exercise discretion regarding, confidential and sensitive information. Errors could result in loss of revenues due to late tax billing, significant delay or loss of services, adverse public relations and/or legal repercussions.

*Essential Job Functions:*

- Assists the Board of Assessors in the performance of all assessing functions required by Massachusetts General Laws and as required by local law, policies and procedures
- Determines market values of property by using appropriate appraisal techniques; conducts research of real property when necessary to obtain additional valuation data and to locate all taxable property; performs field measurements and inspections of residential and commercial buildings and property, including but not limited to, new and incomplete construction, additions, alterations and demolition
- Inspects the location of new businesses to determine the values of taxable personal property, such as office equipment and machinery
- Maintains property record cards for real property, including collected data and calculated cost with depreciation, current market and assessed value considered; enters data into designated databases
- Provides information to property owners and others regarding the municipality's assessment policies and procedures, the determination of specific valuations, tax abatements, and exemptions
- Investigates requests for abatements and exemptions of property tax and provides assistance to the Board of Assessors in connection with abatement and exemption applications
- Under direction of Board of Assessors, assists in the commitment of real estate, personal property, motor vehicle, special assessment tax bills and delinquent municipal charges to the Tax Collector
- Under direction of Board of Assessors, administers contracts with firms or individuals providing professional assessing services to the municipality, such as computer services, revaluation services, and field inspection services
- Assists in the prosecution/defense of Appellate Tax Board and/or court cases
- Attends all meetings of the Board of Assessors; takes, prepares and distributes meeting minutes
- Responds to inquiries and requests for information from the public, Town officials and employees, and other government officials, among others

## **Town of Ipswich - Assessing Department** *May 2020 - October 2021*

*Assessing Clerk;*

*General Summary:*

Under the general direction and supervision of the Chief Assessor, assists the Chief Assessor in performing the clerical duties and responsibilities of the Assessor's Office. Work includes assisting the public with inquiries regarding motor vehicle and boat excise tax, abatement's and property information.

*Essential Job Functions:*

- Provides information and responds to inquiries from the public, employees and Town Officials in person via telephone, email or mail. Provides relevant state statutes and/or department policies.
- Updates and processes deeds and maintains information about property ownership.
- Processes abatement's requests for motor vehicle and/or boat excise; processes motor vehicle excise commitments; submits required reports to State regarding excise tax abatement's.
- Prepares and mails Fiscal Year Boat Excise tax billing.
- Prepares, distributes and processes statutory exemptions applications.
- Prints field cards and copies tax maps for customers.
- Prepares abatement's reports in Munis; prepares monthly reports for signature by Board of Assessors and processes report.
- Runs sale reports in connection with GIS updating, runs full database extract and sends to online permitting software vendor.
- Processes income and expense statements for commercial and/or industrial properties.
- Creates preliminary tax bill file in the Spring and actual tax bill file in the Fall for real estate and personal property taxes.
- Assists in the compilations of annual tax map edits; reviews map for accuracy; distributes and posts revised tax maps.
- Maintains and processes records and request for disposal in compliance with municipal records retention guidelines.
- Participates in Senior Center workshops as relating to Assessors Office.
- Post Board of Assessors meetings in compliance with the Open Meeting Law; processes meeting minutes.
- Generate Building Permit reports from Full Circle in Residential, Commercial and other categories.
- Update Assessors web page on Town Website.

## **Beth Israel Lahey – Out Patient Center** *March 2017-March 2020*

*Patient Service Representative;*

- Registration; health insurances knowledge & verification; facilitate co-pay collection; obtaining requisitions for patients that present without a physicians order; general customer service. Specialize in investigating health insurance discrepancies and correcting for the purpose of increasing revenue.
- Coordinate/facilitate daily administrative departmental activity
- Prepare and organize patient and physician schedules
- Registers and enters patient order for Radiology and Laboratory services
- Utilizes Epic software for the purposes of registering patients demographic, insurance, HIPAA and other pertinent information/consents

## **Countrywide Mortgage (bought by Bank of America)** *(2007)*

### **Simplicity Mortgage** *(2005-2007)*

### **Assurance Mortgage Corporation of America** *(1995-1997)*

*Mortgage Originator / Processor*

- Collect financial information (e.g. taxes, debts)
- Evaluate creditworthiness and eligibility for obtaining a mortgage loan
- Interview clients
- Guide clients through mortgage loan options
- Prepare and submit mortgage loan applications
- Ensure data are in line with national and local financial rules
- Monitor and report on application processes
- Inform clients about loan approval or rejection
- Help resolve problems with applications
- Research new mortgage loan policies
- Ensure compliance with privacy laws and confidentiality policies throughout the process
- Build a supportive referral network (e.g. with clients, lenders, real estate agents)

## **Certified Real Estate Appraisers**

*Appraiser (1998-2003)*

- Performed full research and completions of residential single family property appraisals.

## **Mullen Advertising and Public Relations**

*Administrative Assistant (1991-1994)*

- Answered directly to the Senior Vice President of Account Services as well as other account directors and creative associates with daily business functions.
- Maintained total administrative responsibility for twelve advertising clients, in areas which include:
  - daily correspondence
  - production schedules
  - strategy statements
  - status reports
  - estimates
- Created graphics and text presentations for use in client meetings.
- Assisted the MIS department with new software implementation.