

ASSESSMENT OPERATIONS MANAGER

CLASS DESCRIPTION

General Responsibilities:

This is professional and managerial work in developing, implementing, and managing the City's property appraisal and assessment program within the Office of the City Assessor. The employee is responsible for planning, directing, and evaluating the work of property appraisal staff and administering the ongoing appraisal of all commercial, residential, agricultural, and personal property throughout the City in compliance with the Wisconsin Property Assessment Manual, applicable state statutes, and case law. Work involves responsibility for long term program planning and policy development, and responsibility to develop and maintain training programs for all levels of appraisal staff including ethical standards due to the fiduciary nature of the work. The employee works under the general supervision of the City Assessor, who reviews the work upon completion for conformance with strategic objectives and policy level determinations. .

Examples of Duties and Responsibilities:

Plan, direct and evaluate the work of property appraisal staff, and administer ongoing programmatic responsibilities for commercial, residential, agricultural, and personal property valuations on a citywide basis. Hire, train, supervise, evaluate, promote and discipline staff when appropriate. Develop and recommend standards and controls to measure the degree of operational effectiveness, analyze workloads, and recommend preliminary budgets. Review various functions on an ongoing basis to verify and sustain effectiveness and economy. Prepare and/or review various reports and studies relative to office operations.

Participate in the overall management of the City Assessor's Office. As a member of the Department's management team, assist with completion of required analysis and documentation for the Wisconsin Department of Revenue, the City's Finance Department, and other impacted agencies. Provide for the continuity of office operations during the absence of the City Assessor by carrying out supervisory and administrative functions as assigned.

Determine the need for and direct assessment maintenance efforts to reflect property improvements, demolitions, damages, changes in land use or other pertinent valuation factors. Organize and oversee related economic research and data collection to determine valuation trends and methodologies. Develop and recommend to the City Assessor policies and operating practices relative to the valuation program. Implement and/or interpret related standards. Develop a strategic plan for revaluation in both geographic scope and by property type as required by applicable state statutes and the Wisconsin Property Assessment Manual.

Annually confirm a stratified commercial sales analysis is accurate for use when reviewing the Wisconsin Department of Revenue's commercial sales analysis and make recommendations.

Explain appraisal and assessment policies and procedures to property owners, developers, department/division personnel and elected officials.

Direct the preparation and presentation of cases presented to the Board of Assessors, Board of Review, Circuit Court, Appellate Court, Supreme Court and the Wisconsin Department of Revenue. Testify as an expert witness as required. Serve as a member of the Board of Assessors.

Act in the capacity of the City Assessor at Board of Review hearings. Prepare and complete the questioning of witnesses at the Board of Review. Work directly with the City Attorney in the preparation and presentation of all court cases.

Review legislation related to property tax and exemption issues. Provide analysis and plan a response as needed.

Develop a revaluation public relations campaign to successfully negotiate the process for property owners and the City.

Represent the City Assessor in various meetings with the general public, taxpayer associations, real estate groups, business groups, neighborhood groups, etc.

Perform related work as assigned.

QUALIFICATIONS

Training and Experience:

Generally, positions in this classification will require:

Three years of directly related experience in commercial property appraisal and assessment experience, which included or was supplemented by staff leadership and program administrative responsibilities. Such experience would normally be gained after graduation from an accredited college or university with a bachelor's degree in Real Estate, Business Administration or a closely related field. Successful completion of the City of Madison's Leadership Academy, including the project presentation and job shadowing assignment, may be used to substitute for the leadership experience requirement. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Knowledge, Skills and Abilities:

Thorough knowledge of relevant commercial and residential property appraisal and assessment principles, practices and techniques and relevant state statutes and case law. Thorough knowledge of applicable governmental assessment activities. Thorough knowledge of and ability to use computer software applicable to the duties of the position. Knowledge of the full range of supervisory principles and practices, labor relations and personnel

management. Ability to develop and implement effective valuation and assessment techniques and practices. Ability to plan, direct, prioritize, and evaluate the work of property appraisal staff and to administer the ongoing appraisal and assessment of City-wide residential, commercial, agricultural, and personal property. Ability to organize, oversee and conduct related economic research and data collection to determine valuation trends and methodologies. Ability to effectively supervise and train Appraisers. Ability to communicate effectively, both orally and in writing. Ability to show empathy and compassion in difficult situations. Ability to deal tactfully and firmly with potentially hostile individuals and in tense situations. Ability to analyze complex valuation problems and recommend logical and practical solutions. Ability to independently prepare, present, and defend analytic findings. Ability to develop and maintain effective working relationships. Ability to work effectively with multi-cultural populations. Ability to maintain adequate attendance.

Necessary Special Qualifications:

Possession of a valid driver’s license.

Certification by the State of Wisconsin as an Assessor 2 and 3 upon appointment.

The incumbent may be expected to attend meetings and provide presentations outside the normal work schedule, including evenings.

Physical Requirements:

Employees must have the ability to physically access various types of property throughout the City. Employees will be expected to walk over uneven terrain, climb stairways, and otherwise access property. As the nature of the office is cyclical, there are also long periods of sedentary work at a computer.

Department/Division	Comp. Group	Range
Office of the City Assessor	18	14

Approved: _____
 Harper Donahue IV
 Human Resources Director Date