

REAL ESTATE APPRAISAL SUPERVISOR

DEFINITION OF WORK

Employee in this classification performs specialized administrative and supervisory work assisting with and participating in the appraisal and revaluation of all personal real estate, business and industrial property for ad valorem tax purposes in the County. An employee in this class supervises appraisal staff engaged in appraising real estate throughout the County and ensures the accuracy of appraised values and compliance with Departmental policies and procedures. Work includes conducting appraisals of property, mostly on a spot-check basis; assuring consistency of appraisals between staff members; training and evaluating the work of staff; answering questions from the public and hearing appeals of values; and assuring documentation of work in Departmental files. Work involves participating in developing policies, procedures, and methods for program operations; interpreting laws, rules, and regulations; participating in all human resource functions and budget matters; and working with sensitive and controversial issues in the real estate tax assessment and evaluation program. The employee also works closely with the reevaluation process while working with in-house staff. Independent judgment and considerable initiative are required in supervising program operations and working with the public. Work is performed under the supervision of the Real Estate Appraisal Manager and is reviewed through conferences, records and reports, and feedback from the program.

EXAMPLES OF WORK

Employee plans, organizes, and supervises the daily functions of the unit and manages the evaluation of real estate property which is subject to taxation by the County; coordinates and manages the reevaluation program for the County, based on State requirements; supervises staff responsible for appraising property to include temporary staff in the revaluation process; maintains a variety of records, files, and information; assists the Real Estate Division Manager in planning and developing operational and administrative plans for the appraisal and revaluation programs; develops appraisal manuals, schedule of values and procedures; analyzes data and determines real estate appraisal values through the use of statistical modeling, multiple regression analyses, etc; supervises the establishment of income and expense rates; develops ratios and income models for income producing properties; establishes policies and procedures for appraisers; evaluates operations and identifies needed changes; ensures program complies with applicable State, federal, and local laws and statutes; participates in the hiring process, training of employees, establishment of performance standards, evaluates the performance of employees, and disciplines employees; explains tax laws, policies, and procedures to property owners, attorneys, real estate specialists, and the general public concerning tax values; explains procedures for determining values and checks for consistency; may defend tax values in informal appeals and at meetings of the Board of Equalization and Review or State Property Tax Commission; serves as consultant to the local Board of Equalization and Review; prepares, presents, and coordinates information for the board; reviews and critiques all levels of independent fee appraisal reports as requests; and performs related work as required.

EMPLOYMENT STANDARDS

Education and Experience:

Graduation from a four-year college or university with a major in business, economics, public administration, or related field and five years of experience in property appraisal, real estate, or

related field to include one of those years being in a coordinative or supervisory capacity; or an equivalent combination of education and experience.

Knowledge, Skills, and Abilities:

Thorough knowledge of State laws governing the administration of taxes on residential, commercial, and industrial real estate; considerable knowledge of accepted practices in assessing residential, commercial, and industrial property; considerable knowledge of office practices and procedures required in a tax assessment office; considerable knowledge of modern supervisory practices, and County personnel, budgeting, and purchasing policies, considerable knowledge of modern technology and their application to tax assessment programs; ability to evaluate and appraise a wide variety of real and personal property; ability to deal courteously and tactfully with the public; ability to establish and maintain an effective relationship with public officials, other departments, employees, and the general public; ability to handle sensitive and controversial tax appeals and other situations; ability to interpret and explain laws, policies, and procedures relating to assessing property; ability to supervise, organize, and evaluate the work of employees; ability to organize work and establish priorities to meet guidelines and deadlines.

SPECIAL REQUIREMENTS

Requires certification by the NC Department of Revenue as a Real Property Appraiser. Background check with local law enforcement agency required. Some positions within classification may require a valid North Carolina driver's license. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA REQUIREMENTS

Duties subject the employee to inside and outside environments and the hazards associated with construction projects. Employees are subject to hazards including working in both inside and outside environments, in extreme hot and cold weather, and exposure to various hazards such as dangerous persons, loud noises, and hazardous spills with fumes, oils, gases, or flammable liquids.

PHYSICAL REQUIREMENTS

Must be able to physically perform the basic life operational functions of climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, and repetitive motions.

Must be able to perform light work exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

Must possess visual acuity to read schematic drawings, assess construction components, operate a computer terminal, use measurement devices, and prepare and analyze data and figures.