



DENVER
THE MILE HIGH CITY

Career Service Authority
Denver's Human Resource Agency

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JOB SPECIFICATION UPDATE

TO: All agencies citywide
FROM: Alena Martinez
DATE: April 8, 2009
SUBJECT: New and/or revised Job Specifications

Attached are revised and/or new job specifications. These should be placed in your job specification book.

Old job specifications listed in the column "Job Specifications to be Removed" should be removed from your book and destroyed.

Agencies that hold only selected job specifications may discard those that are not classes within their agency.

New and Revised Job Specifications

Senior Real Property Appraiser
Rev. 04/12/2009

Job Specifications to be Removed

Senior Real Property Appraiser
Rev. 10/16/2004



Career Service Authority

Senior Real Property Appraiser

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GENERAL STATEMENT OF CLASS DUTIES

This class performs full performance level professional and complex appraisal work in residential, multifamily, commercial and industrial real property within the City and County of Denver; designs, performs, analyzes, interprets and documents full appraisal studies of assigned property types.

DISTINGUISHING CHARACTERISTICS

The *Senior Real Property Appraiser* class is assigned full performance level professional and complex appraisal assignments. Properties will typically be higher valued, complex properties. The level of performance required and duties assigned distinguishes the *Senior Real Property Appraiser* class from the *Real Property Appraiser Specialist* class which performs advanced full performance level, professional appraisal of complex and unusual property types, trains new employees and assists in coordinating section operations and intra-agency coordination. The *Senior Real Property Appraiser* class is also distinguished from the *Associate Real Property Appraiser* class by the scope of the work performed. The *Senior Real Property Appraiser* class performs professional appraisal work of all types of real property: (1) non-complex and complex residential and multifamily real properties without regard to value or complexity and (2) commercial and industrial real property; the *Associate Real Property Appraiser* class is limited to appraisal of non-complex and complex residential real property having limited transaction value. ("Complex" refers to the form of ownership or atypical market conditions.)

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged defended, gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

By position, performs lead work over entry level professional appraisers.

ESSENTIAL DUTIES

Analyzes and interprets data such as cost of construction, market comparison, and income-producing potential. This may include reviews of complex income and expense statements, leases, depreciation, and property sales to determine correct valuation for all property classes assigned.

Designs, performs, analyzes, interprets and documents appraisal studies for varied and complex property types which may include analysis of financial and investment data as well as cost data from multiple sources.

Prepares full narrative appraisal reports and presents oral presentations at various hearing boards in support of the appraised value that conform to standards promulgated by the Appraisal Standards Board.

Explains to citizens, professional tax representatives, attorneys and private appraisers the basis for appraised values for assigned property classes.

Receives and analyzes property valuation appeals, explains assessment procedures, prepares testimony and presents evidence to the County Board of Equalization, the State Board of Assessment Appeals, County Commissioners, and District Court.

Performs on-site inspections to verify physical characteristics of land and buildings for assigned appraisal studies.

Performs reviews of classes of properties to assure assessment uniformity as verified by state audit.

Researches and collects data for database inventories on new construction, cuts/combinations, and demolitions.

Prepares reports utilizing a variety of statistical methodologies and software, and according to guidelines established by the Appraisal Standards Board.

Assists taxpayers and other agencies and organizations to obtain real estate information, and provides explanations of appraisal methods, statutes, and procedures.

May assist in the coordination and checking of work completed by other employees for various short term projects.

By position, develops or modifies work plans, methods and procedures; determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

By position, resolves problems encountered during daily operations and determines appropriate solutions.

By position, contributes to the development of the performance enhancement plan, documents performance, provides performance feedback and furnishes information for the formal performance evaluation.

By position, responds orally to informal grievances and relays information to the supervisor.

By position, documents situations which may be cause for disciplinary action and provides this information to the supervisor.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Real Estate – Knowledge of real estate principles, practices, markets and values.

Building and Construction – Knowledge of materials, methods, and the appropriate tools to construct objects, structures and buildings.

Mathematical Reasoning – Solves practical problems by choosing appropriately from a variety of mathematical and statistical techniques.

Economics and Accounting – Knowledge of economic and accounting principles and practices, tax law and practices, the financial markets, banking, and the analysis and reporting of financial data.

Information Management – Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

Integrity/Honesty – Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self and others; is trustworthy.

Oral Communication – Expresses ideas and facts to individuals or groups effectively, makes clear and convincing oral presentations, listens to others and facilitates an open exchange of ideas.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs or tables; applies what is learned from written material to specific situations.

Problem Solving – Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

Reasoning – Identifies rules, principles or relationships that explains facts, data or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Writing – Recognizes or uses correct English grammar, punctuation and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.

Technical Competence – Uses knowledge that is acquired through formal training or extension on-the-job experience to perform one's job; works with, understands and evaluates technical information related to the job; advises others on technical issues.

Self-Management – Sets well-defined and realistic personal goals, displays a high level of initiative, effort and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

Problem-Solving – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Leadership – Interacts with others to influence, motivate, and challenge them; adapts leadership styles to a variety of situations.

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Flexibility – Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles; effectively deals with ambiguity.

Leading a Diverse Workforce – Implements diversity policies for subordinate staff; supports opportunities to develop and retain a diverse workforce; promotes teamwork, acceptance and productivity among diverse persons.

Managing Human Resources – Plans, distributes, coordinates, and monitors work assignments; evaluates work performance, provides feedback on performance; ensures staff are appropriately utilized and developed, and are treated in a fair and equitable manner.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, concern; develops and maintains relationships; may deal with people who are difficult, hostile, distressed; relates well to people from varied backgrounds and situations; is sensitive to individual differences.

Teamwork – Encourages and facilitates cooperation, pride, trust and group identity; fosters commitment and team spirit; works with others to achieve goals.

Decision Making – Makes sound, well informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish goals; causes change.

Customer Service – Works with customers to assess needs, provide assistance, resolve problems, satisfy expectations; knows products and services; is committed to providing quality products and services.

Computer Literacy – Basic knowledge of computer software such as word processing, spread sheet, database and appraisal software programs.

Knowledge of financial analysis and research techniques sufficient to be able to determine what information is needed, secure and analyze desired information, and integrate research into reports and/or databases.

Knowledge of statistics sufficient to be able to interpret and analyze information and perform statistical calculations.

Knowledge of appraisal/assessment theory and concepts sufficient to be able to verify property sales and facilitate appropriate valuations.

Knowledge of supervisory principles and practices sufficient to be able to schedule, coordinate and assist subordinates with problem resolution.

Skill in establishing and maintaining effective working relationships with other employees, organizations and the public.

Skill in using the principles and practices of effective and persuasive communications to elicit and/or present explanatory or interpretive information.

Physical Demands:

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Working Environment:

Temperature Changes: variations in temperature from hot to cold.

Atmospheric Conditions: conditions that affect the skin or respiratory system.

Licensure and/or Certification:

Certification as a Licensed Appraiser by the Colorado Board of Real Estate Appraisers. Certification by another state will be accepted in lieu of this requirement, provided the applicant is certified by the State of Colorado by the completion of the probationary period. Requires possession of a valid Colorado Class "R" Driver's License.

Education Requirement:

Baccalaureate Degree in Business, Accounting, Economics or related fields.

Experience Requirement:

Three years of experience performing analysis in real property appraisal.

Education/Experience Equivalency:

Four years of professional appraisal experience may substitute for the minimum education required.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 04/12/2009

REVISED BY: Blair Malloy

CLASS HISTORY: 10/16/04- This classification was revised during the Real Property Appraisal and Assessment Class Series Maintenance Review to reflect the education and licensing requirements adopted by the Appraisal Standards Board of the Appraisal Foundation.
4/12/09- Removal of the statement "including at least two years in appraising for assessment purposes" from the Experience Requirement section.