



Office of Human Resources
Assessment Information Supervisor - CV3169
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General Statement of Duties

Supervises Assessment Information Technicians engaged in processing property ownership records, performs deed and title verifications, approving tax exemptions, and providing property assessment assistance to citizens.

Distinguishing Characteristics

The Assessment Information Technician I is an entry-level classification used to train and develop employees to perform routine property records management work involving the transfer of property ownership and assisting citizens with exemption requests.

The Assessment Information Technician II is a full performance level classification engaged in routine to complex property records management, work involving the transfer of property ownership, and assisting citizens with exemptions requests.

The Assessment Information Supervisor is responsible for the supervision of Assessment Property Technicians and preparing specialized assessment and tax levy reports.

Level of Supervision Exercised

Supervises two or more staff members.

Essential Duties

Supervises Assessment Information Technicians engaged in processing property ownership records, performing deed and title verifications, approving tax exemptions, and providing property assessment assistance to citizens.

Subject matter expert on property ownership and associated documentation, which includes legal guidelines regarding property transfers, state and city statutes regarding mill levies and property taxation, senior citizen and veteran property tax exemptions, and ensures accuracy and correctness of property ownership transactions.

Prepares a variety of reports and documents such as the assessment mill levy abstract, certificates of property value, levy revenue tax warrants, and tax increment certifications, which includes calculating tax revenue for each mill levy, determining revenue generated by taxable property, projecting revenue, drafting ordinances for approval of mill levy taxation, and ensuring accuracy of calculations.

Works with stakeholders both internal and external to the city to assist with property assessment documentation and general services, which includes supporting citizens, title and mortgage companies, attorneys and professional accounting services, state officials, and assessment associated city departments.

Supports assessment operations and functions to achieve goals and objectives, implements process improvements, monitors performance, creates reports and spreadsheets, and advises management as a subject matter expert regarding developments and trends.

Reviews, 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; encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems and mediates conflicts encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Ensures quality, effectiveness, and efficiency of unit activities and safety measures.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

By position, participates in planning and managing budget systems; prepares and presents budget recommendations to higher management; operates within budget parameters; adjusts work plans/activities because of budget changes.

Performs other related duties as assigned.

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.

Competencies

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

Customer Service – interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

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

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

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

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Influencing - Collaborates with, persuades and influences others.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Knowledge & Skills

None

Education Requirement

Associate degree in real estate, appraisal, general business, or a related field of study.

Experience Requirement

Three (3) years of experience modifying and maintaining assessment property records, processing property transfers, approving tax exemption requests, and explaining property tax laws and statutes to taxpayers.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

None

Working Environment

Pressure due to multiple calls and inquiries.
Subject to many interruptions.

Level of Physical Demand

1-Sedentary Work (0 - 10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs).

Color vision: ability to distinguish and identify different colors.

Depth Perception: ability to judge distances and space relationships.

Eye/Hand/Foot Coordination: performing work using two or more.

Field of Vision: ability to adjust vision to bring objects into focus.

Field of Vision: ability to see peripherally.

Fingering: picking, pinching, or otherwise working with fingers.

Handling: seizing, holding, grasping, or otherwise working the hand(s).

Handling: seizing, holding, grasping, or otherwise working with fingers.

Hearing/Talking: Hear and determine direction of sound.

Hearing: perceiving the nature of sound by the ear.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Sitting: In sitting position to write a report, vehicle patrol, and the public contact.

Sitting: remaining in the normal seated position.

Talking: Expressing or exchanging ideas by means of spoken words

Vision Far acuity: ability to see clearly at 20 feet or more.

Vision Near acuity: ability to see clearly at 20 inches or less.

Walking: moving about on foot.

Written Comprehension

Background Check Requirement

Criminal Check

Employment Verification

Education Check

Assessment Requirement

Professional Supervisor

Probation Period

Six (6) months.

Class Detail

Pay Grade: V-811

FLSA Code: Y

Established Date: 9/22/2019

Established By: JH

Revised Date:

Revised By:

Class History: