

NEW CASTLE COUNTY GOVERNMENT

Number 0473

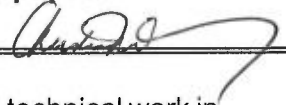
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Date 12/05/16

CLASS SPECIFICATION

Title: PROPERTY ASSESSMENT SERVICES ADMINISTRATOR

Approved:



GENERAL STATEMENT OF DUTIES: Performs supervisory, administrative, and technical work in the administration of the real property assessment system for New Castle County; develops and provides data support and analysis to expedite the functions of the real property assessment system of New Castle County; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in the class performs a variety of administrative, supervisory and technical work required to produce annual and supplemental assessment rolls. This employee ensures compliance with applicable laws, regulations, requirements, policies and standards for real property assessment, exemption programs and public notice. This employee supervises property assessors and technical staff as needed. The employee conducts sales ratio studies and other statistical analyses to improve New Castle County's mass appraisal performance. The employee exercises judgement and works with considerable independence of action in interpreting and applying laws, regulations, policies and procedures. Responsibilities include serving as liaison to municipalities, school districts, legal representatives, outside agencies and other departments to ensure the highest quality of service in all areas to the citizens of New Castle County. Work is performed under the general supervision of the Property Assessment Services Manager or other designated supervisor.

EXAMPLES OF WORK: (Illustrative Only)

- Plans, supervises, and coordinates property assessment activities;
- Supervises the production of annual and supplemental assessment rolls;
- Supervises staff, makes work assignments and evaluates performance;
- Coordinates and tracks work between field assessors and technicians;
- Investigates, researches, and resolves problems;
- Conducts and/or coordinates training for staff;
- Compiles, analyzes, and interprets data;
- Compiles and prepares statistical reports;
- Conducts sales ratio studies and other statistical analyses to review and improve the County's mass appraisal performance;
- Assists in the resolution of valuation issues;
- Administers the preferential assessment programs and County exemption programs in accordance with applicable laws and regulations;
- Participates in the ongoing development of computer systems and software applications used by New Castle County for real property assessment;
- Performs administrative duties including the preparation of policies, procedures and fiscal reports;

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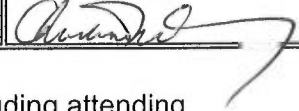
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Date 12/05/16

CLASS SPECIFICATION

Title: PROPERTY ASSESSMENT SERVICES ADMINISTRATOR

Approved:



- Supervises all operations associated with assessment appeals, including attending hearings to provide expert testimony and defend assessments before the Board of Assessment Review, tracks and monitors the status of appeals filed and implements the decisions made by the Board;
- Oversees the issuance of assessment change notices;
- Serves as liaison to municipalities, school districts, legal representatives, outside agencies and other departments as needed for property assessment and related activities;
- Advertises public notice of assessment rolls, certification deadlines, and other public notices in accordance with statutory requirements;
- Promotes an ongoing attitude of dedication to excellent public service to ensure that internal and external customers are provided with the highest quality of customer service;
- Operates a personal computer and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Thorough knowledge of modern principles, practices and standards of real property assessment; thorough knowledge and understanding of the laws and regulations pertaining to real property assessment; thorough knowledge of local social and economic factors affecting real property values; thorough knowledge of mathematical and statistical tools used in real property assessment; ability to plan, coordinate and supervise the work of technical and support staff; ability to establish and maintain effective working relationships with outside agencies, legal representatives, taxpayers, professionals, the general public and other employees; ability to communicate courteously and effectively, both verbally and in writing; ability to make sound decisions in accordance with laws, ordinances, policies and procedures; ability to compile, analyze, and interpret complex data and to draw valid conclusions; ability to use a variety of current software applications.

MINIMUM QUALIFICATIONS: At least five (5) years of experience in real property assessment or appraisal, and possession of a Bachelor's Degree from an accredited college or university with major course work in business administration, public administration, or related field; or an equivalent combination of experience, education or training directly related to the required knowledge, skills and abilities.

ADDITIONAL REQUIREMENTS: Certification by the State of Delaware is required to supervise field assessors. Possession of a valid Delaware Class D driver's license or its equivalent. Must pass a Class III County physical examination and background check.