



Gloucester County Job Description

POSITION: Assessor
DEPARTMENT: Real Estate Assessment
JOB CODE: 356
FLSA: Exempt

GENERAL STATEMENT OF JOB: Under general direction, provides strategic direction for determining priorities, goals, and objectives for the efficient operations of the Real Estate Assessment Department. Performs complex statistical analysis; interprets and implements all regulations regarding real estate assessment; and ensures the fair market values assessed on real property in the County are accurate and comparable to similar property values. Conducts hearings and investigations concerning issues regarding real estate assessment; and ensures comprehensive assessment records are maintained. Instructs professional and clerical employees in modern valuation and assessment techniques and procedures; coordinates continuing educational programs. Exhibits tact and courtesy and ensures professional assistance is provided when in contact with public officials, developers, contractors, and the general public. Exercises considerable initiative and independent judgement in all phases of work. Reports to the Chief Financial Officer.

ESSENTIAL JOB FUNCTIONS:

1. Plans, directs, and participates in a comprehensive assessment program of the residential, commercial, and agricultural properties; monitors growth and appreciation/depreciation of property; provides assessments to all property owners; and responds to questions and requests for the re-evaluation of property assessments. Assumes full responsibility for the assessment and appraisal of real property parcels in the County that includes complex parcels such as waterfront, commercial, industrial, and tax-exempt; coordinating proper designation of land uses and ownership. Develops and maintains assessment sales ratio studies to determine the level of assessment equality throughout the County.
2. Responsible for the oversight of the department including various administrative and budgetary matters. Provides leadership, counsel, motivation, and constructive performance feedback. Oversees and performs employee evaluations; administers human resources policies and procedures; and determines appropriate personnel actions. Explores for staff development, ensuring that their knowledge, experience, and on-going training and certifications are sufficient to perform the jobs assigned.
3. Establishes and maintains all necessary appraisal records, property maps, and other related documents required by State law and local ordinances. Maintains a user-friendly comprehensive and readily available data base of property information, a data base and website that are continuously improved and updated.
4. Develops and oversees appeals process. Reviews major complaints or unusual requests providing answers and resolution. Reviews and/or re-appraises contested appraisals. Prepares reports to support and defend the assessment value for court cases. Presents appraisal reports on appealed property and comparable properties and recommends action for the Board of Equalization. Appears before Board of Equalization and other judicial proceedings to explain and/or defend assessment values
5. Establishes, implements, and evaluates internal systems to effectively meet operating goals and objectives; develops and evaluates policies and procedures for optimal departmental operations. Promotes staff collaboration, innovation and critical thinking in developing solutions and new approaches for department efficiency. Makes final reviews and approves major technical or complex decisions of subordinates. Confers with staff on the effectiveness of assessment techniques; educates and assists appraisers with unusual or complicated appraisals.
6. Develops and revises an instructional manual for appraisers to use as a guide while making real estate appraisals. Provides guidance through manual usage and consultations with staff for classifying buildings, measuring, listing, grading houses, inspecting interiors and exteriors, estimating depreciation, etc.

7. Performs inspections and appraisals of properties to determine present conditions, proper classification, effective age and any physical characteristic changes, such as improvements or damages, to verify data used to derive assessments.
8. Assists the Chief Financial Officer with revenue projections by providing information on real estate growth and appreciation/depreciation of property values.
9. Participates in emergency response operations as required in a declared emergency by County officials which may include long and unusual schedules; completes required NIMS training as a condition of employment.
10. Facilitates a positive image of the Real Estate Assessment office by conducting effective communications throughout all levels of the organization, and with the Board of Supervisors and the public; facilitates the exchange of ideas and information. Represents Real Estate Assessment before governing bodies, taxpayers, and the general public. Makes oral presentations before professional civic and community groups, and to media representatives or forums to explain practices and procedures of Assessor's office.
11. Maintains and expands job knowledge, skills, and abilities. Attends seminars, conferences, workshops, classes, lectures, etc., and reviews literature, as appropriate, to enhance and maintain knowledge of legislation, court decisions, trends, and developments in the fields of real property appraisal and assessment. Develops/updates policies and procedures which ensure compliance with applicable regulations, procedures and/or considers implementation of best practices.
12. Performs other duties as assigned.

EMPLOYEE UTILIZATION IN ADVERSE WEATHER AND EMERGENCY CONDITIONS

All Gloucester County employees are subject to being assigned to specific positions and tasks during a "Declared Emergency" as support personnel, by the County Administrator, the Emergency Management Director, or the Emergency Operations Plan (EOP). Once assigned, this would be the same as a regular work assignment and all policies and procedures for duty assignments apply. (Please see Gloucester County Administrative Policy 101.1 - Employee Utilization in Adverse Weather and Emergency Conditions.)

JOB LOCATION AND CONDITIONS:

Duties are performed in office environment and in various outdoor locations throughout the County when performing fieldwork.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Comprehensive knowledge of the modern principles and practices of real estate assessment, including the three approaches to value: income, cost, and sales comparison approach

Comprehensive knowledge of social and economic factors, market trends, and construction and other cost factors that affect property values and trends in development.

Comprehensive knowledge of and the ability to interpret the methods and techniques, laws, ordinances, and regulations covering real property appraisal and assessment.

Ability to professionally defend appraisals to property owners, Board of Equalization, and the Courts as necessary
Broad knowledge of the geographical layout of the County.

Ability to conduct statistical and factual analysis in order to make sound judgments and to effectively present clear and concise oral and written reports.

Ability to establish and maintain effective working relationships with Constitutional Officers, Department Heads, County staff, and the general public.

Ability to function as a team member and must be adaptable to performing effectively under moderate to high levels of stress.

General knowledge of computer systems including Computer Assisted Mass Appraisal (CAMA), preferably Vision, Esri ArcGIS software, and Pictometry.

Skilled in goal-setting, management, counseling, coaching, mentoring, and evaluating.

Ability to prioritize and manage multiple projects simultaneously and effectively.

Ability to deal tactfully and effectively with property owners, County officials, contractors, and the general public.

EDUCATION AND EXPERIENCE:

Possession of a Bachelor's degree in Real Estate, Economics, Business or Public Administration, or a related field required; Master's degree preferred.

Six (6) to nine (9) or more years of progressively responsible experience in assessment and appraisal with considerable experience working with complex databases and CAMA systems, including three (3) years of supervisory experience.

Successful completion of core course curriculum of the International Association of Assessing Officers (IAAO).

Any equivalent combination of training and experience which provides the required skills, knowledge and abilities.

NECESSARY SPECIAL QUALIFICATIONS:

Possession of a valid driver's license; possess and maintain a driving record that meets established Gloucester County Driving Standards required.

Certification as Certified Assessment Evaluator (CAE) by the IAAO; Certified General Real Estate Appraisal License issued by the Commonwealth of Virginia Department of Professional and Occupational Regulation; or meet the qualifications prescribed by and be certified as a professional assessor by the Virginia Department of Taxation or ability to be certified within twelve (12) months of employment required.

PHYSICAL REQUIREMENTS:

C = Continuous – over 6 hours a day F = Frequent – between 3 and 6 hours a day	O = Occasional – less than 3 hours a day I = Intermittent–several times a week/month	P = Periodic – several times a year N/A = Not applicable to position
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LIFT/CARRY	C	F	O	I	P	N/A
1 to 10 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 to 20 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21 to 50 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
51 to 75 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
76 to 100 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

PUSH/PULL	C	F	O	I	P	N/A
1 to 10 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 to 20 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21 to 50 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
51 to 75 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
76 to 100 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

MOVEMENT	C	F	O	I	P	N/A
Carrying	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bend/Stoop/Twist	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneel/Crawl	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reach Above Shoulders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Below Shoulders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grasp/Squeeze	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb Stairs/Ladder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uneven Walking Surface	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Even Walking Surface	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENDURANCE	C	F	O	I	P	N/A
Stationary Position (stand or sit)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Move, Traverse (walk)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Operate, Activate, Use, Prepare, Inspect, Place, Detect, Position (use of hands/fingers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

EQUIPMENT USAGE & OPERATION	C	F	O	I	P	N/A
Standard Office Equip.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Motor Vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vehicle requiring CDL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (explain)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

WORK WITH/NEAR	C	F	O	I	P	N/A
Machinery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Electricity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Power Tools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Chemicals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fumes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Heights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

ENVIRONMENT	C	F	O	I	P	N/A
Indoors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme Heat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Extreme Cold	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Dusty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Excessive Noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other (explain)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

VISION REQUIREMENTS (Check all that apply)	
Depth Perception	<input checked="" type="checkbox"/>
Color Vision	<input checked="" type="checkbox"/>
Peripheral Vision	<input checked="" type="checkbox"/>
Uncorrected/Corrected vision 20/40 or better in one or both eyes; 100 degrees, or better, horizontal vision in one or both eyes (driver's lic. requirement)	<input checked="" type="checkbox"/>