



APRIL 2024
FLSA: EXEMPT
Bargaining Unit: MA
JCN: 4400

ASSESSMENT MANAGER

DEFINITION

Under direction, plans, organizes, controls, and directs the operations and activities of assigned divisions within the Assessor's Office, which may include property appraisals, real property decline in value reviews, internal compliance audits, assessment ownership, mapping and exemption functions, roll corrections and valuation control, and customer service; carries out the administrative and technical provisions of the Revenue and Taxation Codes and related State and County regulations; coordinates and directs processes, communications, resources, and personnel to meet County needs and assure effective, efficient, and timely assessment roll activities and responsive communication with taxpayers or designated representatives; supervises and evaluates the performance of assigned personnel; coordinate activities with other divisions and departments; provide highly complex assistance to the Assessor and/or Assistant Assessor.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Assessor and Assistant Assessor. Exercises direct supervision over supervisory, professional, technical, and clerical staff.

CLASS CHARACTERISTICS

This is a management-level classification that provides functional management for an assigned function area within the Assessor's Office. The incumbent organizes and oversees the day-to-day activities and operations of an assigned functional area, including the full spectrum of assessment activities. Distinguishing responsibilities include major responsibility for working with supervisors from other divisions to develop and implement new and revised policies and procedures and assessment support systems. The size and diversity of operations supervised require the performance of administrative duties related to staffing and coordination of efforts with appraisal staff, other departments, and agencies. Also, this class assists the public with unique issues or complaints. In this role, individuals are required to plan, organize, and oversee the work within their assigned section(s). This includes the development and administration of operating procedures and practices. Additionally, they are responsible for managing activities that involve collaboration between departments or agencies, specifically related to their assignments.

To perform effectively, individuals in these positions need to demonstrate a broad understanding of appraisal principles, methods, and procedures. They must also have knowledge of the relevant laws and regulations that impact the appraisal and audit processes. Comprehensive familiarity with departmental rules, policies, and procedures is essential. Furthermore, these positions require a solid grasp of management and supervision principles.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Plans, organizes, and directs the operations and activities of assigned division(s) of the Assessor's Office; assures that property assessment programs, projects, and activities comply with established property taxation laws, codes, ordinances, regulations, policies, and procedures. Assign work activities, projects, and programs; monitor workflow; review and evaluate work products, methods, and procedures.

- Establishes and maintains assessment roll processing timelines and priorities as assigned; estimates time, personnel, and resource requirements for assessment processes, operations, and activities; monitors the progress of assessment workload and modifies activities to meet established objectives and timelines as appropriate; reviews completed projects to assure proper quality control.
- Monitors and evaluates division activities for effectiveness and operational efficiency; responds to staff and public input concerning division and functional needs and issues; assists in the development and implementation of new revenue and taxation laws, programs, policies, and procedures to enhance effectiveness and operational efficiency of assessment processing and activities.
- Supervises and evaluates the performance of assigned personnel; interviews and recommends candidates for hiring; recommends transfers, promotions, reassignments, terminations, and disciplinary actions; oversees the development and implementation of training functions.
- Responds to inquiries requiring detailed and technical information concerning related laws, codes, ordinances, regulations, policies, and procedures.
- Participates in the preparation and maintenance of a variety of narrative and statistical reports, records, and files related to assessment programs, compliance, personnel, and assigned duties.
- Participates in the resolution of assessment reviews and issues related to property tax regulation; represents the County Assessor before the Assessment Appeals Boards; represents the Department at various groups, boards, commissions, and other functions as directed.
- Collaborates with assessment systems staff regarding the design, development, and implementation of computer and other automated systems to enhance the efficiency of departmental activities as required.
- Manage tasks associated with the continuous preparation, updating, and maintenance of assessment roll and supplemental roll information.
- Manage departmental forms and records management systems; and coordinate the maintenance and use of State Board of Equalization-mandated forms, procedures, and rules.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Operations and services provided within an assigned program area.
- General principles and government procedures used by California counties; property tax assessment laws and regulations; property appraisal methodology; principles and techniques used for property assessment tasks.
- Principles and practices of program planning, development, implementation, management, administration, and services of assigned programs
- Principles and practices of computerized data processing applications for appraising, auditing, property exemptions, ownership, mapping, and reporting.
- Principles and practices of leadership, motivation, team building, and conflict resolution.
- Pertinent local, State, and Federal rules, regulations, and laws; modern office procedures, methods, and computer equipment.
- Principles and practices of policy development; principles and practices of effective customer service interaction.
- Principles and practices of organizational analysis and management; principles and practices of supervision, training, and personnel management.

Ability to:

- Effectively manage and administer program operations and activities.
- Organize and direct a division in the Assessor's Office, performing complex ownership and exemption analysis, customer service assessment, mapping, data management operations, and quality control and assurance tasks.

- Analyze technical reports; interpret and evaluate staff reports; know laws, regulations, and codes; observe performance and evaluate staff; problem-solve department-related issues.
- Remember various rules; explain and interpret policy; understand, explain, and apply the most complex assessment laws and procedures.
- Develop and implement new and revised systems and procedures.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations,
- Gain cooperation through discussion and persuasion; analyze, improve, interpret, and apply Department policies, procedures, rules, and regulations.
- Supervise and evaluate personnel.
- Operate a personal computer using Microsoft Office 365 products, and utilize software application programs commonly used in the Assessor's Office.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience:

Four (4) years of full-time increasingly responsible operations management, office management, or assessment experience with a focus on property assessment work involving automated computer systems. Two (2) years of the required experience must include the supervision or management of staff.

Licenses and Certifications:

- Possession of, or ability to obtain and maintain, a valid California or Nevada Driver's License and a satisfactory driving record.
- Candidates must obtain a permanent Property Tax Appraiser certificate issued by the CA State Board of Equalization within 12 months of being hired. The certificate eligibility requirements are found [here](#) or by going to www.boe.ca.gov, and are in addition to the experience requirements of the job specification.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various County and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work evenings, weekends, and holidays.