

NEW CASTLE COUNTY GOVERNMENT

Number 0482

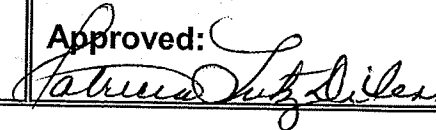
CLASS SPECIFICATION

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Date 05/01/03

Title: PROPERTY ASSESSMENT SERVICES MANAGER

Approved:



GENERAL STATEMENT OF DUTIES: Plans, directs, and manages New Castle County's property assessment system and related functions; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class plans, directs, and manages the comprehensive activities of the County-wide property assessment process and related functions, including mapping, geographic information systems, and computerized information systems. This employee is responsible for the formulation, coordination, and evaluation of property appraisal systems used by New Castle County and has wide latitude for the overall development, implementation, and functioning of the appraisal process and related data compilation and maintenance. Responsibilities include implementing statutory and code provisions and ensuring compliance with such provisions. Responsibilities also include working with other policy makers, government officials, agencies, professionals, and the public and promoting an ongoing attitude of dedication to excellent public service to ensure that internal and external customers are provided with the highest quality of service. The employee directs and coordinates the activities of professional, technical, and support staff and works under the general direction of the Land Use Department General Manager.

EXAMPLES OF WORK (Illustrative Only)

- Plans, directs, and manages real property assessment and related activities for New Castle County;
- Implements laws, regulations, and code provisions relating to the assessment of real property;
- Develops policies and procedures consistent with generally accepted assessment standards;
- Plans, directs, and manages the development and maintenance of property assessment records and files;
- Plans, directs, and manages the development and maintenance of geographic information systems;
- Plans, develops, coordinates, and maintains computerized information systems;
- Works with staff in developing methods for dealing with complex issues and in responding to problems and requests received;
- Administers the defense of assessments for the appeals process;
- Oversees the development and maintenance of statistical files for sales histories and ratios;

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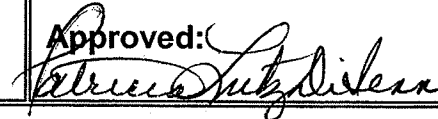
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CLASS SPECIFICATION

Date 05/01/03

Title: PROPERTY ASSESSMENT SERVICES MANAGER

Approved:



- Develops specifications for periodic County-wide property revaluation;
- Coordinates assessment activities with other departments as needed;
- Develops and directs implementation of quality control procedures;
- Oversees and manages the preparation and administration of the operating budget;
- Provides effective training programs for subordinates;
- Attends public meetings and presents information to community groups;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a data processing terminal, personal computer, and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Comprehensive knowledge of modern principles, practices, and standards of real property assessment; thorough knowledge and understanding of the laws and regulations applicable to real property assessment and related activities; thorough knowledge of modern geographic information systems and computerized information systems; ability to manage and supervise a diverse staff engaged in a variety of functions; ability to communicate courteously and effectively, both verbally and in writing; ability to establish and maintain effective working relationships with government officials, legal representatives, professional associates, agencies, other employees, subordinates, and the public and to promote an ongoing attitude of dedication to excellent customer service; ability to analyze complex data and draw valid conclusions; ability to make effective presentations before groups; ability to pass a Class III County physical examination.

ACCEPTABLE EXPERIENCE AND TRAINING: At least five years progressively responsible experience at a supervisory level in real property assessment activities including three years experience in the application of computerized information systems 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 any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

HISTORY OF REVISIONS:

Established: 07/01/98
Revised: 05/01/03