

NEW CASTLE COUNTY GOVERNMENT

Number 0474

CLASS SPECIFICATION

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Date 03/30/15

Title: ASSESSMENT SERVICES SUPERVISOR

Approved:



GENERAL STATEMENT OF DUTIES: Performs responsible supervisory, administrative, and technical work to assist in the administration of New Castle County's property assessment functions; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs a variety of administrative, supervisory and technical work required to produce annual and supplemental assessment rolls. Responsibilities include supervising technical staff in the use of appraisal software to produce assessed values for review by assessors and ensuring that those values are properly placed on the assessment rolls; supervising support staff in the operation of senior citizen, disability, and general exemption programs; and coordinating the sewer lateral reimbursement program. This employee is responsible for ensuring compliance with statutory requirements for notice of assessment changes, public notice of annual and supplemental assessment rolls, certification of quarterly and annual assessment rolls, and preparation of certification documents for annual and supplemental assessment rolls. The employee is authorized to approve exemptions based on statutory criteria and to approve recommendations to adjust tax bills based on the correction of assessment errors. This employee assists management in administering daily operations. The employee exercises judgment 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 direction of the Property Assessment Services Manager or other designated supervisor.

EXAMPLES OF WORK: (Illustrative Only)

- Supervises the production of annual and supplemental assessment rolls;
- Supervises the liaison between staff and municipal offices to acquire data required to produce municipal assessment rolls;
- Supervises work relative to assessment administration and the valuation system;
- Coordinates and tracks work between field assessors and technicians;
- Determines eligibility of applicants for tax exemption programs;
- Supervises office staff, makes work assignments, and evaluates performance;
- Advertises public notice of assessment rolls, certification deadlines, and other public notices in accordance with statutory requirements;
- Supervises quarterly supplemental assessment reconciliations;
- Oversees the issuance of assessment change notices;
- Reviews changes to exempt parcels to determine the impact on exemption status and makes appropriate adjustments to the assessment rolls;
- Assists in the resolution of valuation issues;
- Trains technical and clerical staff to insure accuracy, quality, and efficiency of records;
- Oversees and monitors the maintenance of the valuation portion of the assessment database;
- Develops procedures and standards for consistency within the database;
- Assists technical staff in the valuation process and resolves related problems;
- Develops and conducts training classes required for potential candidates for technical staff positions;
- Serves as liaison to municipalities, school districts, legal representatives, and other divisions and departments pertaining to exemption programs;

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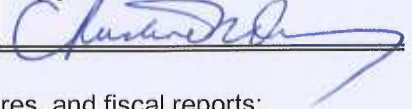
CLASS SPECIFICATION

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Date 03/30/15

Title: ASSESSMENT SERVICES SUPERVISOR

Approved:



- Performs administrative duties including the preparation of policies, procedures, and fiscal reports;
- Utilizes a variety of current software applications including but not limited to word processing and spreadsheet programs;
- Compiles and prepares statistical reports;
- Supervises the maintenance of personnel records and files for assigned area of responsibility;
- Attends professional seminars and training classes as required;
- Promotes an ongoing attitude of dedication to excellent public service to ensure that internal and external customers are provided with the highest quality of service;
- Operates a personal computer, and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Good knowledge of modern principles and practices of real property assessment; thorough knowledge and understanding of the laws, regulations, and procedures relative to production of annual and supplemental assessment rolls; good knowledge of administrative procedures; thorough knowledge and understanding of the qualifications and requirements for eligibility in the County's various exemption programs; ability to plan, coordinate, supervise, and evaluate the work of technical and support staff; ability to use a variety of current software applications; 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 conduct research and to prepare related reports; willingness and ability to perform a variety of assigned tasks to ensure that internal and external customers are provided with the highest quality of service.

MINIMUM QUALIFICATIONS: At least three (3) years of experience in assessment activities at the level of Assessment Technician and one (1) year of experience in office management 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 education, experience or training directly related to the required knowledge, skills, and abilities.

ADDITIONAL REQUIREMENTS: Must pass a Class III County physical examination and background check.

HISTORY OF REVISIONS:

Established: 07/01/98
Revised: 05/01/03
Revised: 03/30/15