



Career Service Authority
Assessment Hearings Officer

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GENERAL STATEMENT OF CLASS DUTIES

Conducts hearings, evaluates evidence, and issues recommendations regarding matters brought by citizens who are contesting property assessments on behalf of the County Board of Equalization.

DISTINGUISHING CHARACTERISTICS

The Assessment Hearings Officer conducts hearings, evaluates evidence, and issues binding decisions about matters brought by agency employees or by individuals contesting charges or policy for municipal services for the County Board of Equalization. This class is distinguished from the Hearing Officer, which conducts hearings, evaluates evidence, and issues binding decisions that contest matters, charges, or policy for municipal services brought by agency employees or by individuals.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy and conformance to policy.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

By position, performs lead work.

ESSENTIAL DUTIES

Presides over the full range of administrative hearings to settle property valuation and/or classification disputes.

Evaluates relevance and importance of statutes to settle disputes when delivering decisions and orders.

Hears and evaluates testimony to determine case facts, maintains order and decorum, disposes of objections expressed, permits questioning and cross-examination of witnesses, and ensures due process.

Meets with municipal officials, appellants or their representatives to explain rights and obligations and discusses hearings rules and procedures.

Writes timely recommendations which are presented to the County Board of Equalization (Decisions are binding in Arbitration cases).

By position, submits findings and recommended decisions to an appointing authority or Board.

Performs other duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledge & Skills:

Reading - Reads complex materials that convey scientific, technical, or legal information. Reads highly complicated charts, tables, graphs, or diagrams. Applies information to complete complex tasks

Writing - Composes documents or correspondence involving complex or technical information, and adapts writing to the audience's level of knowledge. Proofreads or edits complex or technical writing of others.

Legal, Government and Jurisprudence - Knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive orders, agency rules, government organization and functions, and the democratic political process

Integrity/Honesty - Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.

Reasoning - Interprets or analyzes highly complex information to discern patterns, trends, and relationships and to draw conclusions by applying rules that involve many steps.

Problem Solving - Uses logic to identify alternatives to solve complex or sensitive problems. Anticipates problems, and identifies and evaluates potential sources of information and generates alternatives to solve problems where precedents do not exist.

Decision Making - Identifies and evaluates alternatives, and makes sound and timely decisions, even in uncertain situations. Decisions involve complex issues, and impact the work and outcomes of an organization. Makes most decisions with little or no supervisory review

Oral Communication - Communicates, explains, or defends complex ideas or information clearly and adapts to the audience's level of knowledge. Thoughts are extremely well organized. Actively listens to others and clarifies communications.

Self Management - Sets goals and priorities for own work and coordinates activities and time lines with others to ensure project goals and deadlines are met. Takes initiative and seeks new or additional responsibilities and challenges. Continually applies great levels of effort, persistence, and autonomy toward achievement of goals.

Attention To Detail - Is thorough when performing work and conscientious about attending to detail.

Interpersonal Skills - Establishes and maintains ongoing working relationships with management, other employees, internal or external stakeholders, or customers. Remains courteous when discussing information or eliciting highly sensitive or controversial information from people who are reluctant to give it. Effectively handles situations involving a high degree of tension or discomfort involving people who are demonstrating a high degree of hostility or distress.

Planning and Evaluating - Establishes organization/work unit needs and priorities and develops strategies to achieve multiple short-and long-term goals, including directing and monitoring work, and determining and allocating resources. Monitors and evaluates organization/work unit performance. Coordinates work activities with other organizations or parts of the organization.

Memory - Recalls information that has been presented previously.

Self Esteem - Believes in own self-worth; maintains a positive view of self and displays a professional image.

Flexibility - Adapts to continuous, significant, sudden or permanent changes or setbacks affecting numerous programs or priorities. Makes immediate adjustments in situations where conditions change frequently, or availability of information is limited, unpredictable or sporadic.

Stress Tolerance - Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

Information Management - Anticipates and identifies information needs; gathers information from many sources; devises methods of organizing complex or technical information for which there is no precedent, and maintains complex and/or large information systems.

Knowledge of generally accepted court procedures and rules of evidence sufficient to be able to provide due process in administrative hearings and render decisions.

Skill in applying general law and evaluating facts and evidence in relation to individual cases.

Skill in exercising initiative, judgment, and decision making in solving problems and meeting organizational objectives.

Skill in independently adapting, interpreting and applying written guidelines, precedents and standardized work practices to a variety of unprecedented or problematic situations

Physical Demands:

Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Working Environment:

Subject to many interruptions.

Education Requirement:

Bachelor's Degree.

Experience Requirement:

Three years of experience as a real estate appraiser.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement.

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Licensure and/or Certification:

Certification as a Certified Residential or Certified General Appraiser by the Board of Real Estate Appraisers as identified by the opening. Certification by another state will be accepted in lieu of this requirement, provided the applicant is certified by the State of Colorado by the completion of the probationary period.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 01/24/2010

REVISED DATE:

REVISED BY: Blair Malloy

CLASS HISTORY This is a new class.