



Career Service Authority

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Real Property Appraiser Supervisor

GENERAL STATEMENT OF CLASS DUTIES

Supervises and directs the work of two or more professional level real property appraisers and support staff in the Assessment Division.

DISTINGUISHING CHARACTERISTICS

The *Real Property Appraisal Supervisor* class is assigned full performance first-line supervision of two or more professional real property appraisers and support staff in the Assessment Division. The *Chief Appraiser* classification is the second-line supervisor and a management level classification in the Assessment Division.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated objectives for the section, unit, function or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

Interpersonal Communications and Purpose:

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised:

Supervises two or more professional level appraisers.

ESSENTIAL DUTIES

Supervises a section of professional real property appraisers, senior appraisers, appraisal specialists and support staff.

Ensures work is in compliance with guidelines established by the State Division of Property Taxation and the Uniform Standards of Professional Appraisal Practice.

Establishes valuations for all properties county-wide and ensures valuations are in compliance with audit parameters set by the State Board of Equalization.

Supervises the defense of valuation at all levels of appeal.

Maintains section control logs and furnishes reports to the Chief Appraiser.

Establishes market values that conform to statutory guidelines for properties assigned to the section.

Conducts hearings and investigates taxpayer protests.

Maintains accountability for policies and procedures used in the derivation of property values.

Communicates policies and procedures used to value real property to the public and administrative appeal boards in layman's terms.

Oversees and reviews for all assigned property classes.

Ensures application of appraisal theory and methodology to property as stated in the Uniform Standards of Appraisal Practice and Colorado Revised Statutes.

Provides expert testimony before various review Boards arbitration and District Court.

Monitors and resolves employee personnel issues according to Assessment Division policies and procedures and Career Service Authority Rules.

Develops or modifies work plans, methods and procedures, determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments; encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

Develops the performance enhancement plan, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Develops and implants training and development plans and opportunities for subordinate staff.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

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By position, participates in planning and managing budget systems; prepares and presents budget recommendations to higher management; adjusts work plans/activities as a result of budget changes.

Performs other related duties as assigned or requested.

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, Knowledges & Skills:

Internal Controls/Integrity - Assures that effective internal controls are developed and maintained to ensure the integrity of the organization.

Oral Communication - Expresses ideas and facts to individuals or groups effectively, makes clear and convincing oral presentations, listens to others and facilitates an open exchange of ideas.

Problem-Solving - Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

Written Communication - Expresses facts and ideas in writing in a succinct and organized manner.

Technical Competence - Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise (for example, engineering, physical science, law, or accounting); maintains credibility with others on technical matters.

Leadership - Inspires, motivates and guides others toward goals; coaches, mentors and challenges staff, adapts leadership styles to various situations, models high standards of honesty, integrity, trust, openness and respect for individuals by applying these values daily.

Flexibility - Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles; effectively deals with pressure and ambiguity.

Supervising a Diverse Workforce - Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce. Implements diversity policies for subordinate staff; supports opportunities to recruit, develop and retain a diverse workforce; promotes teamwork, acceptance and productivity among diverse persons.

Human Resources - Empowers and mentors staff by sharing power and authority; develops lower levels of leadership; shares rewards with staff; ensures staff are appraised, developed, and are otherwise treated fairly.

Interpersonal Skills - Considers and responds appropriately to the needs, feelings and capabilities of others; adjusts approaches to suit different people and situations.

Self Direction - Demonstrates belief in own abilities and ideas; is self-motivated and results-oriented; recognizes own strengths and weaknesses; seeks feedback from others and opportunities for self-learning and development.

Team Building - Manages group processes; encourages and facilitates cooperation, pride, trust and group identity; fosters commitment and team spirit; works with others to achieve goals.

Decisiveness - Makes sound and well-informed decisions; perceives the impact and implications of decisions. Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks and evaluates and chooses the best alternative in order to make a determination, draw conclusions or solve a problem.

Conflict Management - Manages and resolves conflicts, confrontations, and disagreements in a positive and constructive manner to minimize negative personal impact.

Client Orientation - Anticipates and meets the needs of clients; achieves quality end-products; is committed to improving services.

Real Estate - Knowledge of real estate principles, practices, markets and values.

Knowledge of supervisory principles and practices sufficient to be able to perform elements of full, formal supervision.

Knowledge of supervisory principles and practices sufficient to be able to develop an employee performance enhancement plan and determine priorities.

Knowledge of supervisory principles and practices sufficient to be able to determine the most appropriate course of action in responding to grievances and in problem resolution/developing alternatives.

Knowledge of financial analysis and research techniques sufficient to be able to determine what information is needed, secure and analyze desired information, and integrate research into reports and/or databases.

Knowledge of appraisal/assessment theory and concepts sufficient to be able to verify property sales and facilitate appropriate valuations.

Knowledge of statistics sufficient to be able to interpret and analyze information and perform statistical calculations.

Skill in applying existing guidelines or creating new approaches to the development and modification of work plans, methods and procedures for the work unit or function.

Skill in prioritizing and scheduling work to allow for its efficient and effective completion.

Skill in reviewing work for accuracy and completeness.

Physical Demands:

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

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
Pressure due to multiple calls and inquiries.

Licensure and/or Certification:

Certification as a Certified Residential or Certified General Appraiser by the Board of Real Estate Appraisers. 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. Requires possession of a valid Colorado Class "R" Driver's License. Requires completion of the Career Service Authority supervisory training program prior to the completion of the probationary period.

Experience Requirement:

Three years of experience of the type and at the level of a Senior Real Property Appraiser, of which two years experience must have been in ad valorem property taxation.

Education Requirement:

Baccalaureate Degree in Business, Accounting, Economics or related fields.

Education/Experience Equivalency:

Four years of professional appraisal experience may substitute for the minimum education required.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 10/16/2004

REVISED BY: Earline Hill

CLASS HISTORY This classification was revised during the Real Property Appraisal and Assessment Class Series Maintenance Review.