



Newport News, Virginia

## JOB DESCRIPTION OFFICE MANAGER REAL ESTATE ASSESSOR



---

### GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position manages the overall administrative operations of the Real Estate Assessor's office to include the supervision and coordination of administrative support activities. Reports to the Deputy Assessor.

### ESSENTIAL JOB FUNCTIONS

Develops and implements administrative systems and procedures in support of administrative operations to include records management, records processing, department policy and procedures, and documentation systems; makes recommendations for streamlining procedures and for improving service to the general public; evaluates the work unit's current and long range needs; and makes recommendations for new systems or system improvements.

Responsible for the effective supervision and administration of administrative staff to include scheduling, leave approval, maintaining personnel files, performance management, employee relations, prioritizing and assigning work and related activities.

Oversees processing and maintenance of personnel records and payroll information; reviews all personnel actions to ensure compliance with City policy; oversees recordkeeping and support documentation for requisitions, salary reviews and other actions requiring coordination with management; oversees Family Medical Leave Act (FMLA) compliance.

Responds to difficult inquiries from the public; assists staff with inquiries that require research; and responds to correspondence requiring in-depth research and statistical information.

Verifies completion of all components for processing and delivery of the Real Estate Land book to comply with State Code and City Ordinance; balances levy and prepares and distributes reports to State and City officials; computes, enters and processes supplemental levies adding quarterly building permits, and additions to the original levy; and computes, enters and processes exonerations to the levy. Prepares the Public Service Corporation levy as submitted by the State Corporation Commission and the Department of Taxation.

Oversees and monitors automated updates to ensure timeliness and accuracy. Researches and resolves problems or discrepancies. Balances output, maintains progress reports; prepares and balances final reports and correspondence. Ensures reassessments are completed and notices mailed to property owners.

Composes routine and complex correspondence, develops and maintains spreadsheets for internal monitoring and reporting to other departments and agencies. Completes detailed surveys from various organizations and state agencies. Assumes responsibility of the Real Estate Assessor's Office in the absence of the City Assessor and Deputy Assessor or Appraiser Supervisor.

Assists with budget preparation, makes budgetary recommendations, provides justifications for line item amounts, prepares budget reports and correspondence. Monitors and balances department's accounts, processes invoices, processes requisitions and reconciles purchasing card accounts. Arranges and coordinates travel plans and processes travel expense reports.

Coordinates with the Information Technology Department in planning, developing IAS World and testing new applications and maintaining the system and evaluating the department's long range needs. Monitors automated systems to ensure accuracy and optimum performance. Troubleshoots PC problems and repairs if necessary (i.e. network, hardware and software problems).

Serves as department representative at various meetings; ensures information is disseminated to the staff and appropriate follow up action initiated. Serves as business lead for the Integrated Assessment System (IAS) World Computer Aided Mass Appraisal (CAMA) product.

Performs other duties as assigned.

### **PERFORMANCE STANDARD**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

### **REQUIRED KNOWLEDGE**

- Office Administration - Thorough knowledge of office systems, practices, procedures and administration. Knowledge of general office equipment and personal computers to include word processing, spreadsheet, and related software.
- Accounting - Knowledge of general accounting principles, financial computations, statistical analysis and forecasting techniques. Knowledge of basic budgeting principles and practices.
- Customer Service - Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.
- Supervision - Thorough knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.

### **REQUIRED SKILLS**

- Computer Skills - Utilizes a personal computer with word processing, spreadsheet, and related software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees at all levels and the public. Effectively handles inquiries, complaints from or disputes with citizens and staff from outside agencies.

- Judgement/Decision Making - Uses logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.

## **REQUIRED ABILITIES**

- Communication - Excellent ability to effectively communicate ideas and proposals verbally and in writing, to include the preparation of detailed reports which include numerical information and statistics. Ability to handle a variety of human resources issues with tact and diplomacy and in a confidential manner. Ability to listen and understand information and ideas being presented verbally and in writing.
- Financial Management - Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of data.
- Coordination of Work - Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.

## **EDUCATION AND EXPERIENCE**

A Bachelor's Degree and 5-7 years of progressively responsible administrative support experience including 3-5 years of supervisory experience or an equivalent combination of education and experience.

## **ADDITIONAL REQUIREMENTS**

An acceptable general background check to include a local and state criminal history check. Requires a valid driver's license with an acceptable driving record.

## **PHYSICAL REQUIREMENTS**

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

## **SENSORY REQUIREMENTS**

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

## **ENVIRONMENTAL EXPOSURES**

Essential functions are regularly performed without exposure to adverse environmental conditions.