



NEWPORT NEWS, VA

JOB DESCRIPTION
APPRAISER SUPERVISOR
REAL ESTATE ASSESSOR



GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, this position supervises a professional team in the appraisal of all types of commercial or residential taxable and non-taxable real estate to use as a basis for tax assessments; ensures that the team meets applicable deadlines; consults and instructs team members regarding policies, procedures and professional appraisal practices; reviews assessments at the request of property owners to ensure equity and accuracy. Reports to the Deputy Assessor.

ESSENTIAL JOB FUNCTIONS

Responsible for a team of assigned professional Appraisers in a Residential or Commercial Section to include the effective supervision and administration of assigned staff including development and training, prioritizing and assigning work, performance management, employee relations, and related activities. Provides guidance, leadership and clear communication of performance expectations and performance feedback to assigned staff. Designs, implements, and administers special projects and appraisal programs; receives direction from the City Assessor with regard to assessment duties, production and personnel matters, office policies and public relation initiatives.

Researches, inspects and appraises real property which may include residential, industrial and commercial properties; conducts field inspections and collects data for land and improvements; researches public records; interviews knowledgeable parties. Participates in appeals hearings and reviews requests for changes in valuations.

Reviews building permits for new construction, additions and alterations; reviews and evaluates drawings and plans to determine quality of construction.

Writes detailed and complex appraisal reports, correspondence, positions papers and summaries. Participates in computerization of real estate records. Collects data relative to land valuations; reviews plats, surveys, maps to determine land attributes and applies such data in appraising specific parcels of land. Keeps abreast of modern appraisal practices. Serves on Damage Assessment team during declared disasters.

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

- Real Estate Appraisal - Thorough knowledge of the principals, practices, methods, and techniques of appraising and assessing residential real estate, building construction practices, techniques and procedures, to include understanding building construction plans and specifications.
- Supervision - Thorough knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- Customer Service - Thorough knowledge of principles and processes for providing customer services. This includes setting and meeting quality standards for services and evaluation of customer satisfaction.

REQUIRED SKILLS

- Judgment/Decision Making - Evaluating the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with city officials, community and business groups, private sector businesses, employees, managers, citizens and representatives from other departments and organizations. Shares knowledge with staff for mutual and departmental benefit.
- Computer Skills - Utilizes personal computer applications to include database administration, word processing, spreadsheet, and related software.

REQUIRED ABILITIES

- 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. Attends and maintains a calendar for meetings, deadlines and events. Performs a broad range of supervisory responsibilities over others.
- Communication - Excellent ability to effectively communicate complex ideas and proposals to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally or in writing. Excellent ability to read and interpret a variety of job specific plans, codes, specifications, regulations and standards; to interpret and explain complex policies, standards and regulations and to perform research and compile data and to prepare and present information effectively in verbal, written and graphic form.
- Accounting - Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of financial data.

EDUCATION AND EXPERIENCE

Requires a Bachelor's Degree in Real Estate, Business Management, Economics, Finance, or a closely related field and 5-7 years of related experience in real estate appraising, with 1-2 years of lead or supervisory experience, or an equivalent combination of education and experience.

Requires completion of Appraisal Institute courses Appraisal Principles, Appraisal Procedures, and Basic Income Capitalization; and Advanced Income Capitalization or equivalent.

Individuals in this position may be assigned to supervise commercial property appraisals, residential property appraisals or both per operational need. As such, incumbents must possess and maintain the appropriate license (commercial and/or residential). Appraisal Institute and/or IAAO designations preferred.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and 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

Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, weather, fumes, temperature and noise extremes, traffic hazards, animal/wildlife attacks, or rude/irate customers.