



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

JOB DESCRIPTION  
**CITY ASSESSOR**  
REAL ESTATE ASSESSOR

Human Resources Department  
700 Town Center Drive, Suite 200  
Newport News, VA 23606  
Phone: (757) 926-1800  
Fax: (757) 926-1825

---

## **GENERAL STATEMENT OF RESPONSIBILITIES**

Under limited supervision, this position is responsible for the development and execution of the City's real estate assessment activities. Reports to the Assistant City Manager.

## **ESSENTIAL JOB FUNCTIONS**

Provides leadership and strategic direction for determining priorities, goals and objectives of the City's real estate assessment activities to include budget research, development, preparation and budget monitoring to ensure cost effectiveness. Ensures that purchasing and financial transactions are properly conducted in accordance with City administrative policies and procedures; plans, organizes and coordinates complex project activities for the appraisal of residential, commercial and industrial properties; evaluates, assesses and makes recommendations to the City Manager and City Council with respect to local property value trends and current trends of the real estate assessment profession.

Establishes, implements and evaluates internal systems to effectively meet operating goals and objectives; develops and evaluates policies and procedures to effectively carryout departmental operations; and promotes staff collaboration, innovation and critical thinking in developing solutions and approaches to departmental issues.

Responsible for effective employee relations, diversity and staff development; oversees and performs employee evaluations; administers human resources policies and procedures; and determines appropriate personnel actions.

Develops proposals and reports on internal audits and related issues and presents recommendations to City Management, City Council and to other groups. Responsible for coordinating with City Manager planning related items for placement on City Council Agenda; ensures reports, studies, and plans are appropriately processed in accordance with federal, state, and city laws and ordinances.

Keeps informed of current developments in the field of property value and current trends of the real estate assessment profession.

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** - Comprehensive knowledge of the principals, practices, methods, and techniques of appraising and assessing real estate, building construction practices, techniques and procedures, to include understanding building construction plans and specifications.
- **Management of Personnel** - Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train and evaluate the work of assigned staff. Knowledge of personnel recruitment, selection, and the use of personnel information systems.
- **Customer Service** - Thorough knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.
- **Technology** - Thorough Knowledge of current trends and practices related to the use of technology in real estate assessment activities.

## **REQUIRED SKILLS**

- **Performance Management** - Monitoring/assessing performance of yourself, other individuals, or the organization to make improvements or take corrective action. Motivating, developing, teaching and directing people as they work, identifying the best people for the job.
- **Critical Thinking** - Using logic and reasoning to understand, analyze, and evaluate complex situations and then to research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation. Applies general rules to specific problems to produce answers that make sense. Combines pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- **Judgment and Decision Making** - Evaluating the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Interpersonal Relationships** - Deals with people beyond giving and receiving instructions. Maintains high morale among all department employees. Shares knowledge with supervisors and staff for mutual and departmental benefit. Develops and maintains cooperative and courteous relationships with employees, managers in other departments, representatives from organizations, and the general public. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons.

## **REQUIRED ABILITIES**

- **Coordination of Work** - Ability to establish and implement effective administrative and management 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. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events. Performs a broad range of supervisory responsibilities over others. Highly developed ability to evaluate plan alternatives in relation to trends, costs, and social pressures and needs.
- **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. Ability to handle a variety of human resources issues with tact and diplomacy and in a confidential manner.

- Accounting and Budgeting - 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. Ability to analyze and evaluate complex financial data, internal controls and operational systems and procedures.

### **EDUCATION AND EXPERIENCE**

Requires a Master's Degree in Real Estate, Business Administration, Economics or related field and 10 years of progressively responsible experience in Real Estate or a related field with 5-7 years of supervisory experience in Real Estate appraisal or an equivalent combination of education and experience. Requires completion of Appraisal Institute courses, Appraisal Principles, Appraisal Procedures, and Residential Case Studies, Basic Income Capitalization and Advanced Income Capitalization or equivalent.

### **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**

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