

**Town of Natick
Job Description**

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| Position Title: | Assistant Director of Assessing | Grade Level: | 3 |
| Department | Assessor | FLSA Status | Exempt |
| Reports to: | Director of Assessing | | |

Supervision Required: The Assistant Director of Assessing is responsible for assisting the Director of Assessing, in carrying out assessing policies and procedures, as well as performing work assignments. The incumbent works with a great deal of independence and is responsible for the daily supervision of staff, as well as the oversight of office's standard operating procedures. Incumbent must look to State Statues, regulations and guidance in performing job responsibilities. Incumbent is a technical expert and is so regarded.

Supervision Required: works under the direct supervision of the Director of Assessing

Supervisory Responsibility: This is a supervisory position, in which the incumbent takes a leadership role in the office, gives work assignments and directions to other staff, provides training to staff including the technical aspects of the work, evaluates staff performance and checks work for accuracy and completeness. Occasionally the incumbent will act for and assume the duties of the Director of Assessing in his/her absence.

Accountability: The Assistant Director of Assessing must ensure staff adherence to the assessing schedule imposed by the Department of Revenue. The individual must be prepared for multiple deadlines and be able to multi-task. The individual must be able to make judgment calls every day swiftly, correctly and efficiently. It is imperative that the Assistant Director communicate to the team the decisions made and the reason the decision was made.

Judgment: Individual judgment and the application of professional knowledge and experience are required in selecting the appropriate practices, procedures, regulations, or guidelines to apply in each case.

Complexity: This work carries with it a variety of assignments in a very technical field. Explaining complex policies and practices of assessing to taxpayers and others is difficult and must be handles with tact and a high degree of knowledge of the assessing field. Meeting deadlines and seeing to it that all work is completed with accuracy is an important component of the job.

Confidentiality: Multiple tasks performed and information received by the Assessor's or staff members is not open to public disclosure, as cited in Mass General Laws. The Assistant Director must always be respectful of taxpayer's privacy and mindful of the General Laws.

Work Environment: This work embraces both office and field work. In this busy office, there are many interruptions to on-going work by visitors and by phone. Hence, noise is very much part of the office environment and must be accepted. Stress demands are caused by the interplay of noise and the need to meet fairly strict deadlines. Physical work in the office consists of standing and walking and of carrying heavy books from time to time. In the field, walking over uneven soil surfaces and into construction work is often a necessity, in order to view properties.

Assessor Department
Assistant Director of
Assessment - 11/06/2020

Town of Natick Job Description

Nature and Purpose of Contacts: Primary contact is with the Director of Assessing for the purpose of receiving work assignments and for receiving any and all changes in assessing and in general office operations. Incumbent works as part of a team with other employees of the department. Incumbent is expected to have on-going relations with taxpayers, attorneys, property owners and others for the purpose of giving and exchanging information related to the work of assessing. Hearing and responding to complaints is a major component of the job. The Assistant Director is also expected to interact with the Finance Director, other Finance Department Offices and members of Town Administration regarding the work of the Assessing Office.

Occupational Risks: Field work must be conducted in all types of weather. Property locations are not always well maintained.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Takes a supervisory role in the office and responsibilities for both day to day tasks and for meeting statutory deadlines.
- Takes responsibility for board and committee roles with includes Board of Assessors, Elderly and Disabled Committee and other committees as needed.
- Takes a leadership role and responsibility for promoting and accurately reporting elements of the statutory exemption program for accurate billing and turnovers.
- Responsible to the Director of Assessing for complex administrative and professional work in the inspection and valuing of real and personal property.
- Performs a variety of computer operations to assist in the statistical analysis of assessment levels, land valuation and related analyses, as directed. Develops and maintains computer database, spreadsheet, and office automation applications.
- Maintains, corrects, validates and keeps current and reliable information in the computer system. Enters property characteristics in a uniform manner consistent with office procedures.
- Responsible for the preparation of a variety of reports, such as: monthly sales, annual growth, and numerous administrative and appraisal reports required in the operation of the Assessor's Office.

Town of Natick Job Description

- Establishes assessments for new; remodeled, renovated or other improvements in residential, commercial and industrial properties in conjunction with field inspections and according to market data.
- Meets with taxpayers to discuss property characteristics, valuations, and the methodology used to appraise property.
- Attends and participates in training programs offered by the State DOR, professional association, or institute of higher education to maintain and improve proficiency in appraisal methodology.
- Supervises staff and conducts and tracks inspections of properties: Including building permits, new construction and property sales.
- Responsible for the preparation of a variety of reports, such as: monthly sales, annual growth, and numerous administrative and appraisal reports.
- Establishes assessments for new; remodeled, renovated or other improvements in residential, commercial and industrial properties in conjunction with field inspections and according to marker data. Works and manages other field staff to ensure consistency in data.
- Supports Director in preparation and defense of values at the Appellate Tax Board.
- Supports Director in valuation and settlement negotiations with owners and representatives of assessed properties under appeal.
- Ensures timely and accurate mailing and processing of statutory requirements such as 3ABC forms, Forms of lists, 38D filings and Chapter Land applications.
- Performs other related duties as required.

Recommended Minimum Qualifications:

Education and Experience: or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

- This level of work involves technical expertise in appraisal and market analysis as may be gained by not less than three years of hands-on-work experience in assessing or real estate appraisal work.
- A candidate for this class of position must be a high school graduate. and should hold a Bachelor Degree. Advanced Degree preferred. The candidate should have no less than four years of work experience in assessing or in real estate appraisal work.
- Candidate must be in general good health and hold a Mass. Driver's License.
- Candidate must be able to demonstrate possession of the required knowledge skills and abilities to perform this work.

Special Requirements:

- Candidate should have successfully completed courses in Real Estate Appraisal and in a Massachusetts State sponsored training in Assessing.
- The individual must have at least a MAA designation or its equivalent such as the related IAAO certification.

Town of Natick Job Description

Knowledge, Abilities and Skill

Knowledge:

- Considerable knowledge of the laws, regulations and procedures applicable to local government assessing work in order to ensure proper and adequate assessment administration.
- Working knowledge of the concepts, practices, tools and methods relating to the assessment of property, and in order to discuss complex questions relating to assessing work.
- Working knowledge of construction materials, costs and workmanship.
- Working knowledge of CAMA assisted appraisal systems.

Abilities:

- Ability to operate a computer in order to input and retrieve information, to make analysis of data, and to process billing.
- Ability to communicate effectively with others, both orally and in writing.
- Strong analytical and math skills. Ability to make complex mathematical computations including regression analysis with accuracy.
- Ability to sketch accurately properties manually and with the aid of the computer appraisal software.

Skill:

- Good interpersonal skills to work in a team environment.
- Skill in the operation of office machines and equipment of the department.
- Skill in applying formulae and tables in the assessment of real and personal property.

Town of Natick Job Description

This job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills:

- Drive and hold a valid Massachusetts license.
- Must have the ability to walk and see property in all weather conditions.
- The individual must be able to physically walk in uneven locations, and perhaps unfinished building sites.

Motor Skills:

- Measure accurately buildings and sketch and convert mathematically square footage and data characteristics.

Visual Skills:

- Must have the ability to compare and assess property with visual inspection.