



Manager of Assessment Services Job Description

Department	Corporate Services
Reports To	Director of Corporate Services
Job Description Approval Date	July 13, 2022

POSITION SUMMARY:

The Manager of Assessment Services is responsible for completing, maintaining and defending property assessments for all assessable properties within the County in accordance with the Municipal Government Act (MGA), Ministerial Regulations and Guidelines, Municipal Bylaws, the Provincial Assessment Manual, other relevant legislation and related policies and procedures.

This essential position is primarily responsible for ensuring that fair and accurate evaluations occur for properties in a timely manner to provide a basis for property taxation for municipal operating purposes. Reporting to the Director of Corporate Services, this position oversees the County's Assessment Services department, providing leadership and direction to staff.

This position is a Designated Officer appointed by the County, pursuant to the MGA, to carry out the duties and responsibilities of an assessor under the MGA. The Manager of Assessment Services must meet the qualifications of an Assessor as defined in Alberta Regulation 233/2005.

KEY DUTIES AND RESPONSIBILITIES:

1. Oversee the County's assessment program including ensuring that annual inspections are performed, the re-inspection program schedule is followed, that sales interviews and verifications are completed, and that accurate information is entered into the assessment software system.
2. Prepare the assessment and valuations of all real property in accordance with provincial legislation and regulations.
3. Provide effective leadership to the Assessment Services team with a focus on mentorship to support continued growth and to maximize their personal success and success to the organization. Provide direction, supervision, set work priorities, conduct performance evaluations, hire and discipline employees (with the approval of the Director of Corporate Services), manage vacation and flex time requests, etc.
4. Prepare information for uploading to the Assessment Shared Services Environment (ASSET) system and assessment audit reports and ensure that the statutory requirements of ASSET are met.
5. Maintain equity in assessments within the County.

6. Declare the annual assessment roll complete as per legislation.
7. Prepare market value reports for other County departments.
8. Prepare assessment data reports and provide recommendations regarding assessment issues for senior administration.
9. Prepare annual budgets for the Assessment Services department and present this information to senior management. Monitor the budget and advise the Director of Corporate Services of any budget variances.
10. Authorize the purchasing of any approved assessment expenditure which is identified within that calendar year's adopted budget. Ensure all assessment expenditures are purchased in a timely manner.
11. Assist in the development of policies related to assessment activities and issues.
12. Defend property assessment complaints made to the County's assessment review boards and the Land and Property Rights Tribunal.
13. Assist the public with information relative to the assessment roll and in connection with the preparation of real property assessments.
14. Prepare the supplementary assessment roll when required.

GENERAL DUTIES AND RESPONSIBILITIES:

1. In accordance with the Lacombe County Occupational Health and Safety manual, perform responsibilities in a safe and effective manner in order to minimize the risk of injury, property damage, environmental damage or loss of life.
2. Assist other County personnel as time permits. Cooperation and assistance among staff is required due to varied peak work periods and overlapping duties.
3. Develop a good knowledge of the County's operations and human resources.
4. Maintain the confidentiality of all records in the office and only release information in accordance with County policy and applicable legislation.
5. Maintain effective public relations with other County employees, ratepayers and the general public and present a positive County image.
6. With the approval of the Director of Corporate Services and at the expense of the County, attend seminars, workshops and courses with the objective of improving knowledge and skills related to performing assigned job duties.
7. Participate in workplace safety initiatives and meetings as required. Report to work fit for duty.

8. Perform such other duties and responsibilities as may be assigned from time to time.

QUALIFICATIONS:

1. High school diploma plus a two-year post-secondary diploma in property assessment/property appraisal or a related field from a recognized post-secondary institution, or a degree in a related field.
2. A minimum of ten years related work experience, although an equivalent combination of education and experience may be considered.
3. Accredited designation from the Alberta Assessors' Association or equivalent (i.e. Appraisal Institute of Canada or International Association of Assessing Officers).
4. Proven strong organizational and time management skills.
5. Strong leadership skills; demonstrated ability to empower, develop and motivate team members.
6. Must be proficient in computer literacy (including the use of the CAMALot system and the Microsoft Office 365), with skill and efficiency in entering and retrieving data.
7. Understanding of the Marshall & Swift Valuation Service and other valuations models would be an asset.
8. A thorough knowledge of all areas of property valuation and assessment theories, principles and practices.
9. Strong interpersonal communication skills required (verbal and non-verbal communication, listening, negotiation, problem solving and decision-making skills). Must be able to interact with rate payers, employees, Council and the general public in a manner that displays tact and diplomacy.
10. Knowledge of, and the ability to, interpret applicable legislation, regulations, procedures, and processes governing property assessment.
11. Able to perform complex assessments accurately and professionally.
12. Some duties are performed outdoors; able to work in inclement weather conditions.
13. Possess and maintain a valid Alberta class 5 driver's license.

WORK ENVIRONMENT AND PHYSICAL CHARACTERISTICS:

The employee works in an office environment and uses a computer, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. The employee may encounter frequent interruptions throughout the workday.

This position involves sedentary times when the employee is regularly required to sit, talk, hear, and use hands and fingers in a repetitive motion to operate office equipment. The employee must have close visual acuity to view the computer monitor and perform reading of various types of documents.

This position also carries out work in the field, primarily alone. The employee operates a vehicle to get out to the various sites. In the field, the employee is subject to outside environment conditions including heat, cold, dry, dusty and/or wet conditions, as well as insects, bees and wildlife. At times, the employee must walk on undulating terrain.

Some of the sites the employee visits are on ratepayer properties; these properties may have moving vehicles and heavy equipment about. At times, the employee must enter buildings located on properties, including those under construction.

This position also involves walking or standing for brief periods of time and occasionally exerting up to 10 pounds of force to lift, carry, push, pull or otherwise move objects.