

Assessor Team Lead

DEFINITION

The Team Lead provides technical guidance, direction and coaching to a team of Interns, Associates and Assessors. The Team Lead also functions as an expert resource, preparing and presenting evidence during quasi-judicial hearings. The Assessor Team Lead provides a supervisory and higher level of technical expertise role for work that is performed by Intern Assessors, Associate Assessors and Assessors.

Team Leads in this classification are responsible for preparing and maintaining short and long term plans for their assigned areas, conducting performance appraisals and other supervisory functions. Team Leads will work with considerable independence and demonstrate a superior degree of judgment in decision making and leadership in reviewing staff presentations, documenting, reporting, and/or preparing, communicating and defending assessments.

Team Leads in this classification are responsible for the development of staff through effective coaching, training and mentoring. The Team Lead will function at an advanced technical level and may be required to prepare, communicate and/or defend property assessments where necessitated by complexity, work volume or training.

General direction is received from managers who review work on the basis of assessment equity and conformance with policies, procedures, goals, objectives and Provincial regulations and standards.

Work of this classification is distinguished from that of the Assessor classification by the supervisory responsibility exercised in the review, preparation, communication, and defence of values.

COMPETENCIES & TYPICAL DUTIES *

A. Prepare Assessments

- A1. Apply mass appraisal theory and techniques to a variety of properties for the purpose of estimating value:
- Provide guidance and direction to a team of assessors
 - Determine appropriate approaches to value and the methodology to be applied
- A2. Apply processes, procedures, and current technology to prepare property assessments, under the direction and guidance of supervisors or senior staff:
- Prepare and complete annual plans and distribute workload
 - Supervise and review the preparation of property assessments

B. Communicate

- B1. To represent the corporate interests and branch objectives through effective interpersonal relationships:
- Communicate and participate in discussions on relevant branch issues with all levels of staff.
 - Coach junior staff in their development of superior communication skills
 - Explain and discuss assessments with taxpayers and valuation professionals
 - Prepare and review responses to written inquiries
 - Attend and present at public information forums

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- B2. Apply organizational knowledge effectively:
- Coordinate the work flow when multiple work units are involved
 - Coordinate representation at quasi-judicial boards and authorities
 - Resolve or address issues that may effect the performance of the work unit and related staff by engaging the appropriate stakeholders
 - Prepare reviews of provincial discussion papers, consultation documents, valuation guides, and draft legislation
 - Assist in the development of in-house policies, procedures and training programs
- C. Defend Assessments**
- C1. Explain related legislation, regulations and policies to taxpayers, agents, other professionals:
- Act as an expert resource to branch personnel and function at an advanced technical level
- C2. Prepare and present evidence at complex quasi-judicial hearings in a manner that demonstrates accepted principles of fairness and equity:
- Develop and communicate strategies for the defence of assessment
 - Oversee the preparation and presentation of evidence at quasi-judicial hearings
 - Ensure that preparation and exchange of evidence meets legislated timelines
 - Work with legal counsel on preparing and presenting complex valuations at assessment review boards or court hearings
 - Assist the Law Branch in the determination of which decisions will be appealed by the City to the Court of Queens Bench
 - Review recommendations and withdrawal to corrections to ensure compliance with branch protocol
- D. Leadership and Professional Development**
- D1. Apply personal leadership and growth to improve performance:
- Identify and meet staff development needs through training, coaching and mentoring
 - Ensures staff adheres to set parameters (i.e. time frames, targets, elements, contacts, interpretation of data, exception reports and models)
 - Effectively lead, coach, mentor and engage staff
- D2. Maintain professional codes of conduct and standards of practice:
- Ensures staff maintain appropriate codes and standards
 - Awareness of CSU 52 Collective Agreement and applicable policies, procedures, guidelines, and practices
- D3. Demonstrate innovation, creativity, and risk taking:
- Support branch direction and improvement efforts by offering and encouraging solutions to issues, process improvements, and development of a positive work environment
 - Consult with representatives of other jurisdictions and the business community on assessment-related issues and developments

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D4. Problem Solving and Decision Making:

- Analyze problem by obtaining facts and input from the respective Team
- Decide on appropriate action
- Follow up/Evaluate results, Provide feedback

KNOWLEDGE, ABILITIES AND SKILLS

- Knowledge of all market approaches to value using mass appraisal techniques.
- Knowledge of assessment legislation, rules, regulations, principles processes and procedures for assessing real property.
- Advanced analytical, oral, and written communication skills using the three approaches to value.
- Knowledge of the organization and its environment to accomplish work and organizational objectives.
- Ability to develop and maintain effective interpersonal relationships to achieve common objectives, goals and results.
- Ability to take the necessary steps to enhance knowledge in order to improve personal performance and support development of less experienced staff.
- Knowledge of standard desktop applications and statistical software packages.
- Ability to plan, assign and supervise the work of subordinates as well as lead major projects.
- Skilled in supervising training and coaching employees working in all aspects of assessment.
- Demonstrated team leadership ability.

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

- Undergraduate degree in a related discipline, ex. Commerce, Economics, Statistics
- Accredited Municipal Assessor of Alberta (AMAA) designation, Accredited Appraiser Canadian Institute (AACI), or Certified Assessment Evaluation (CAE)
- Certificate Program in Real Property Assessment or equivalent
- Six (6) years progressively responsible real estate appraisal experience, including at least two (2) years post accreditation experience, and a minimum of 2 years in a mass appraisal environment
- Management and/or supervisory course work
- Valid driver's license

* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

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Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	0567			
Grade	032			

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