



Notice of Job Availability Manager of Residential Valuations

Reporting directly to the Director of Residential Valuations, the Manager of Residential Valuations is responsible for supervising the operations and staff of the Residential Assessments Unit within the Valuations and Assessments Department of the Cook County Assessor's Office (CCAO). The Manager of Residential Valuations' duties include providing direct oversight the Residential Assessments employees' work performance, assigning work and ensuring proper workflow, addressing and resolving employee concerns and questions, approving time-off requests, issuing performance evaluations, initiating disciplinary action, and ensuring the Residential Assessments Unit provides good customer service. Additional duties include assisting the Director of Residential Valuations with the assessment and valuation of residential properties, verifying the accuracy of the assessed values of residential properties, processing appeals, and contributing to the development and modification of the Residential Assessments Unit's operational policies and/or procedures. The Manager ensures that residential property is assessed in a fair and uniform manner and is responsible for meeting all of CCAO's prescribed deadlines.

Essential Job Duties

- Supervises and directs the employees within the Residential Assessments Unit.
- Reviews and analyzes the assessed values assigned to residential properties after the regression model is applied to ensure the fair and equitable assessment of residential property.
- As part of the appeals process, approves changes to assessed value of residential properties that fall within parameters established by the Deputy Assessor- Chief Valuations Officer and recommends for approval to the Director of Residential Valuations changes to assessed value of such property that are outside such parameters.
- Assists the Director of Residential Valuations in developing the final estimation of residential property by reviewing all initial calculations and final valuations.
- Interviews persons familiar with properties and their immediate surroundings (e.g. appraisers, contractors, lenders, owners, and realtors), in order to obtain relevant data and information.
- Evaluates features where properties are situated, considering locations and trends or impending changes that could influence future values.
- Verifies descriptions of properties by using commercial Computer-Assisted Mass Appraisal models, and Geographic Information System analysis.
- Coordinates the regular review of residential properties within the jurisdiction to evaluate the impact of property changes (such as remodeling, additions, or demolition) on the assessed value.

- Assists the Director of Residential Valuations in developing and updating the methodologies used by the staff in the valuation of residential properties, as needed.
- Assists the Director of Residential Valuations in creating summary valuation reports for each assessed Township for publication.
- Testifies at appeals hearings on how the estimated value of the residential property was developed, as needed.
- Reviews the work of the Residential Assessment staff engaged in processing appeals.
- Reviews valuation decisions made by subordinate staff when developing estimated residential property values.
- Reviews the work product of analysts engaged in analyzing the impact of home improvement and other permits on residential valuations.
- Communicates assessment methodologies and final assessments to other CCAO departments and taxpayers, as needed.
- Works with the Director of Residential Valuations to develop assignment deadlines for subordinate staff based on the triennial assessment cycle.
- Develops employee work schedules to ensure operational coverage throughout the year.
- Assists in ensuring staff productivity and the development of performance measures for subordinate staff.
- Conducts performance evaluations of subordinate Residential Assessments Unit staff.
- Works with the Director of Residential Valuations and the Director of Training & Continuous Improvement to identify training needs within the Residential Valuations Division; serves as a trainer to other staff in the Valuations Department, as needed.
- Assists in effectively communicating job responsibilities to staff and provides instruction and training relative to their job duties and assignments.
- Helps to administer CCAO policies and procedures and works with staff to resolve issues as they arise to ensure operational efficiency of the unit.
- Performs other duties and assignments, as required, to achieve the overall goals of the Valuations Department.
- May work extended hours and weekends as assigned.

The duties listed are not set forth for purposes of limiting the assignment of work. They are not to be construed as a complete list of the many duties normally to be performed under a job title or those to be performed temporarily outside an employee's normal line of work.

Minimum Qualifications

- Bachelor's Degree from an accredited college or university.
- Five (5) years of full-time paid work experience with property taxation, assessment administration, and real estate appraisal valuation.

- Three (3) years of full-time paid work experience managing or supervising other employees.
- Experience with Microsoft Word and Excel.

Preferred Qualifications

- Master's Degree from an accredited college or university in Business Administration, Accounting, Economics or other business-related field.
- Three (3) years of full-time paid work experience as a Certified General Real Estate Appraiser.
- Possession of the CAE designation from the International Association of Assessing Officers (IAAO) or an MAI, SRPA or SRA designation from the Appraisal Institute.
- Experience with GIS and Aerial photography interpretation.
- Experience with Computer-aided architectural design (CAAD).

Post-Employment Minimum Qualification

- Within three years of the hire date, obtain a designation from the International Association of Assessing Officers.

Knowledge, Skills, and Abilities

- Knowledge of CCAO operations, function, activities and the property tax system, as well as a thorough knowledge of CCAO's procedures, policies, guidelines and other applicable rules and regulations related to valuation of real property, or the ability to quickly gain such knowledge.
- Knowledge of the assessment cycle, and assessment valuation standards, practices and techniques.
- Knowledge of computer-assisted mass appraisal systems and techniques to make rational assessment decisions to maintain continuity and uniformity.
- Ability to lead and cooperate on specific projects related to the functions of the unit.
- Ability to converse knowledgeably and communicate effectively, both orally and in writing.
- Must be computer literate, with skill and efficiency in entering and retrieving data, and have the ability to work with CCAO systems and databases, interactive mapping such as Taxmaps, Microsoft Word and Excel.
- Ability to work with others; excellent interpersonal skills in dealing with the public and co-workers.
- Ability to provide guidance and information regarding residential valuations to the general public and taxpayers.
- Ability to meet CCAO and Division deadlines, production goals and effectively utilize time with limited oversight.

- Working knowledge of CCAO Employment Plan, Employee Handbook, and any applicable collective bargaining agreement(s).
- Ability to participate in course training toward continuous education and the attainment of multiple designations.
- Ability to perform multi-functional assignments, while maintaining efficient and productive workflow.
- Ability to adjust to new techniques and procedures.
- Ability to coordinate and carry out instructions.

Physical Requirements

- Visual acuity to review and edit written and electronic communications for long periods of time.
- Repetitive use of hands to handle and/or operate standard office equipment.
- Regular use of a telephone to communicate.
- Occasionally required to lift and carry up to fifteen (15) pounds of documents.

ANNUAL SALARY: \$85,738 - \$96,639, Grade 22
Commensurate with experience

METHOD OF APPLICATION: Apply online at www.cookcountyassessor.com. Online submissions will close at 11:59pm on **May 20, 2019**. **You are required to upload your resume and your school transcripts at the time of application.**

Applications of eligible applicants will be retained for consideration for six months following receipt of application, or until this Notice of Job Availability is withdrawn, whichever occurs first.

The Office of the Cook County Assessor hires and promotes based on applicant qualifications and merit. The use of political factors as a condition of employment for the above job opportunity is prohibited. Any questions should be sent to Human Resources at 312-603-5155.

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