

**Job Class Profile:**                      **Field Assessor**

**Pay Level:**                                      **CG-27**                                      **Point Band:**                                      **534-577**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	4	3	4	3	3	3	1	3	
Points	187	67	19	19	90	65	62	21	32	562

## **JOB SUMMARY**

The Field Assessor is responsible for the field collection work associated with the real property valuation process for the Municipal Assessment Agency. Duties typically include: collection and recording of all types of data (i.e. surveys, building plans, blue prints, measurements of areas and locations, etc.), meetings/site visits with property owners to complete inspections, investigates/researches/records property sales information, and responds to enquiries from the public.

### **Key and Periodic Activities:**

- Inspects real property and records data from inspections and interviews with clients, owners, and/or tenants. Inspections include: determining the classification of property, age, condition, depreciations, any costs associated to remedy issues with the structure, health and safety issues as it affects value, and conformity to codes.
- Completes commercial written reports with all the necessary data including photos and a drafted sketch of all buildings to value the real property. Class provides information to data entry staff or commercial assessors each week to be valued.
- Answers questions from clients, owners, and tenants while on site during inspections or on the phone while in the field or office.
- Investigates property sales and lease arrangements for commercial properties. Interviews purchasers, vendors, tenants to get information about a sale or the lease arrangements and type of lease. Determines if the information is "arms length" and valid to be use in determining market conditions, rents and trends. Classifies and inspects the properties involved.
- Meets with property owners as a first step in the appeal process. Reviews property information for errors and accuracy. Discusses the issues with the property owner(s) to resolve any disputes. May be required to appear at tribunals and Supreme Court hearings as a witness to give evidence regarding real property as required.
- Meets with town officials. Regularly visits municipal offices to discuss issues and get information about properties or clarification of information requests from the town office. Acts as frontline representative for the Agency.
- Other duties: Prepares work reports every Friday, uploads pictures of real property to the agencies server weekly, and prepares expense claims.
- Discusses property values with functional team members and reviews valuation results in

**Key and Periodic Activities:**

- municipalities.
- Supports and trains field staff. Support for new technologies and training of new field staff.
- Conducts title searches using the registry of deeds title search system to find documents that relate to real property sales.
- Reviews system generated error reports which indicate where data entry errors occurred or where data is missing. These are identified and corrected in the office or by inspection.

**SKILL****Knowledge****General and Specific Knowledge:**

- Specialized knowledge of Appraisal Assessment (Techniques and Procedures).
- Knowledge of real estate market (commercial and residential), building construction industry, national building codes (electrical, construction, heating systems, etc.), and crown lands legislation.

**Formal Education and/or Certification(s):**

- Minimum: 2 year post secondary diploma in assessment/appraisal technology
- Additional courses in: blueprint reading, real estate valuation, construction materials, assessment legislation, appraisal, national building code, and surveying.

**Years of Experience:**

- Minimum: 4 – 5 years

**Competencies:**

- Identifies property classifications and calculates taxes, depreciation, and adjustments.
- Writes simple letters, memos and other documentation
- Performs mathematical calculations using plans, manual calculation, or calculator.
- Uses various computer and blackberry software programs such as spreadsheets, word processors, databases, and information managers (BlackBerry).

**Interpersonal Skills**

- A range of interpersonal skills are used to perform activities such as listen, ask questions, provide information and direction, conduct formal interviews, and gain cooperation from others to complete work assignments.
- Communication occurs daily within the immediate work area, Department/Group, employees/peers in other Departments/Groups, and the general public.
- Most significant contacts are clients, co-workers, and municipal officials. Interactions include: gaining the cooperation of property owners to discuss property details to gather the necessary information to make an accurate real property valuation, and dealing with upset or angry people in person professionally.
- Other examples of interrelationship skills include: answering questions from clients/owners/tenants while on-site during inspections or on phone; meeting with property owners to discuss issues as first step of appeal process to resolve disputes; appearing at tribunals and Supreme Court hearings as a witness to give evidence; and meeting with town

officials to discuss issues and get information on properties.

## EFFORT

### Physical Effort

- Work demands do not result in considerable fatigue requiring periods of rest.
- Work provides the opportunity to regularly sit, stand and walk within the office environment. During field assessments may be required to climb stairs or ladders and bend or kneel in awkward or cramped positions.
- Required to perform fine finger/precision work while compiling assessment information and producing reports.
- Required to lift files, clipboard, measuring tape, supplies, etc. weighing less than 10 lbs.

### Concentration

- **Visual** concentration occurs when utilizing computer and BlackBerry, identifying details of real property that may affect market value, verifying data from printed reports/surveys/building plans, and completion of inspection reports, etc.
- **Auditory** concentration is used while interacting with clients on the phone or in person to determine their needs and address their property concerns (i.e. water leaks, wind damage, roof damage, etc.).
- **Other sensory demands** include: smelling for sewer backups/chemical smells/mold and mildew and touch to determine rot in structures or cold zones (i.e. insulation issues).
- Concentration includes requirement for **safety awareness** around new construction, residential and commercial sites (i.e. processing machinery in plants, fork lifts, heights, animals, upset property owners, working from your vehicle locating and assessing properties, etc.)
- Regularly impacted by **interruptions** and multiple **time pressures/deadlines** creating an occasional lack of **control over work pace** as a result of legislative and work assignment deadlines.
- **Exact results and precision** is required for accurate measurements of real property (commercial/residential), land calculations, repair costs, property classifications, effective age of a property, etc.

### Complexity

- Work typically involves tasks or activities that are similar and related in terms of skills and knowledge.
- Problems tend to be simple with obvious solutions. Challenges can be addressed by following procedures and guidelines working within standard work processes. The most typical challenge or problem is the amount of depreciation to be applied to a real property. This accounts for 60-70% of the work.
- Policies, procedures and guidelines exist specific to the Municipal Assessment Agency to assist and address issues and challenges.

## RESPONSIBILITY

### Accountability and Decision-Making

- Work tasks and activities are generally prescribed or controlled.
- Decisions can be made when determining work priorities, planning field work and travel, and appointments for inspections or interviews.
- Work tasks involving adjustments to property information, which site improvements are assessable under the Act, determining if an appellant's argument regarding an assessment is valid, sale of properties is reflective of the market, and general interpretation of the Assessment Act are completed within discretion and independent judgment.

### **Impact**

- Impacts generally affect immediate work area, within and/or outside the Agency, and the general public.
- Work activities impact information, finances, material resources, and overall corporate image (i.e. information on real property is collected and recorded in the system, market values are fixed for commercial/ residential properties, and the professionalism of the staff reflects upon the Agency). Health and safety impacts occur when dealing with potential irate and upset property owners.
- The consequences of mistakes or errors are felt within the immediate work area, department and outside the organization on the general public. If inaccurate information is collected then there is extra work necessary to determine and correct the error. Errors could result in assessment appeals to the board or inaccurate property tax remitted.

### **Development and Leadership of Others**

- There is no supervision of staff.
- May be required to provide feedback on work flows and procedures and on-the-job training.

## **WORKING CONDITIONS**

### **Environmental Working Conditions**

- There is a requirement to wear safety equipment (i.e. safety vest boots, hard hat) when performing inspections of industrial sites, fish plants, mills, docking sites, etc.
- There is a moderate likelihood of minor cuts, bruises, abrasions, or minor illnesses and a moderate likelihood of occupational injury resulting in partial or total disability.
- Exposed to a wide range of adverse environmental working conditions while performing property inspections. Some examples include: unusual or distracting noise, dirt, dust, fumes, unusual odours, wet and slippery surfaces and electrical hazards, physical dangers and threats, sharp objects, and heavy machinery.
- There is a requirement to travel for work.