

**Job Class Profile: Regional CAMA Specialist****Pay Level: CG-37 Point Band: 814-847**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	6	5	2	5	5	5	5	2	3	
Points	280	83	13	24	150	108	103	43	32	836

**JOB SUMMARY**

Responsible for providing real property valuation and technical work in support of the real property valuation process in the areas of Computer Assisted Mass Appraisal (CAMA) and/or quality assurance and professional practice.

**Key and Periodic Activities**

- Analyzes market data and assigns value to all properties in a portfolio of real property (including undeveloped parcels, commercial property (4 units or more), etc.).
- Conducts market research and analysis. Collects and records data on all types of real property including: ownership, location details, age, functionality of improvements, and estimates of condition. Assigns property classifications and investigates property transactions as required.
- Ensures quality of valuation and equity of assessment through application of accepted methods and performance of prescribed quality control functions (i.e. ratio studies and the equalization process).
- Collects, catalogues, and analyzes financial performance information (i.e. income and expenses), lease agreements, and contracts.
- Provides procedural support to the technical staff to ensure adherence to prescribed methodologies.
- Develops, maintains, and applies commercial/industrial valuation tables and Integrated Assessment System cost tables.
- Conducts audits of commercial/industrial property valuations.
- Performs quality assurance tests and reports results.
- Develops integrated Assessment System procedural documents.
- Provides various reports such as database queries, quality assurance reports, and information requests.
- Acts as a technical advisor to the Agency on the valuation of commercial/industrial properties, and the implementation of assessment standards and practices.
- Provides training for Agency staff regarding the commercial/industrial valuation software.
- Assists in the development, ongoing review, and implementation of assessment standards and practices.
- Advises staff on the use of CAMA software and related procedures.

### Key and Periodic Activities

- Schedules work assignments and other activities periodically for Field Assessors to ensure compliance with accepted methodologies, standards, and practices.
- Gives guidance, instruction and training in Integrated Assessment System (IAS) and other related applications to staff. Compiles data from the IAS for the Automated Valuation Model (AVM).
- Represents the Agency at tribunal hearings and may be required to act as a witness in Supreme Court appeal hearings.

## SKILL

### Knowledge

#### General and Specific Knowledge:

- Specialized knowledge of Real Property Assessment and Appraisal
- Commercial, industrial and residential real estate trends
- Real estate law and economics, building systems and construction, lease analysis, and statistical analysis/model building

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

- Minimum: 2 year post secondary diploma in assessment/appraisal technology
- May also require: Accredited Appraiser of the Appraisal Institute of Canada, (A.A.C.I.), Certified Assessment Evaluator of the International Association of Assessing Officers (C.A.E.), Accredited Member of the Institute of Municipal Assessors (M.I.M.A.)

#### Years of Experience:

- Minimum: 6 – 7 years

#### Competencies:

- Proof-reads, edits and formats a variety of documents.
- Strong research and analytical skills.
- Strong writing skills to generate technical reports and correspondence.
- Working knowledge of statistical software packages, reporting tools, and macro development.
- Uses various computer software programs such as spreadsheets, word processors, presentation, and databases.

### Interpersonal Skills

- A range of interpersonal skills are used to perform activities such as listening, asking questions to obtain information, providing information and direction, communicating complex information to others in a clear and concise manner, train, coach, or mentor, and handling situations involving upset or angry people, gaining commitment from others to complete work assignments, developing training programs and materials and appearing as a witness at tribunal hearings and dealing with contentious issues at Appeal Hearings.
- Communications occur with employees within the immediate work area, department and outside the organization.
- Most significant contacts are employees within the immediate work area, Supervisors/Managers and professional associations including Municipal, Provincial, Federal

Government representatives and clients/general public.

## EFFORT

### Physical Effort

- Work demands occasionally results in considerable fatigue requiring periods of rest.
- Constantly required to perform fine finger/precision work while compiling and extracting database and statistical reports.
- Work provides the opportunity to stand and walk within the office environment.
- Occasionally is required to lift boxes or move supplies, etc. weighing up to 25 lbs.
- Occasionally driving is required to complete field work or deliver seminars and training.

### Concentration

- **Visual concentration** includes: database updating in the IAS system (i.e. verification of valuation and sales transactions), development of spreadsheet formulae and software set up for valuation applications; statistical analysis of large amounts of data; data review (paper and electronic) to ensure compliance with assessment standards and practices; and review of legal documents, contracts, leases, deeds, etc.
- **Auditory concentration** includes regularly listening to information requests, questioning for clarity, and communicating complex responses.
- Regular **interruptions and deadlines** create a **lack of control over work pace** (i.e. information requests needed to support valuation decisions are not always received in a timely manner).
- **Exact results and precision** are required when performing commercial valuations, database report extraction and formulae development as well as when determining capitalization rates, vacancy rates, and gross income multipliers.

### Complexity

- Work involves tasks and activities that are quite different but allow the use of similar skills and knowledge.
- Tasks and activities are different but related, diverse, and involve a wide variety of responsibilities. Work involves providing real property valuation and technical work in support of the real property valuation process in the area of Computer Assisted Mass Appraisal and/or quality assurance and professional practice. This includes analyzing market data, conducting market research and analysis and providing statistical analysis and model building.
- Most typical challenges occur when analyzing property information (sales data, income and expense statements) to ensure accurate property assessments, including determining commercial property valuation (i.e. market value estimates, operating expenses).
- Reference, policies and procedures manuals, Municipal Assessment Act, the Assessment Act, Managers/Directors, and co-workers are available to help address most problems and challenges.

## RESPONSIBILITY

### Accountability and Decision-Making

- Work tasks and activities are moderately prescribed or controlled.
- Expected to work independently with minimal supervision and has independent decision making capacity with respect to work assignments (i.e. commercial reassessment process). Property values can be added, removed, or adjusted based on sound professional judgement.
- Formal supervisory approval is required for cost factors which affect the property database, major changes to policy, workloads, release of property information or statistical results. Approval is required for changes in value from an appeal of an assessment that result in a change in tax liability of more than \$1000.00. Approval required by Chief Operating Officer.
- Independent judgement is exercised around market analysis, development of database reports, and calculation of commercial valuations. Confidential information is collected and discretion is used around proper handling and disclosure.

### **Impact**

- Impacts generally affect the immediate work area, within department, outside the department, and on clients and the general public. Decisions primarily affect processes and systems, information, finances, and corporate image.
- Work has a direct impact on the final service produced and impacts other service/business units as decisions related to property valuation affect residential property taxation levels used by municipal governments. Data interpretation and analysis affects residential rates and codes used in the assessment process.
- Inaccurate reporting and data analysis affects the image of the assessment agency and can ultimately affect municipal tax base structures within the province resulting in inaccurate collection of taxes. Large errors in valuation tables can result in a disproportionately high volume of appeals for the agency to address.
- Errors in assessed values have significant financial impact on the clients of the municipality and could result in financial compensation from the Municipal Assessment Agency.
- Legislation, policies, and procedures are in place to avoid errors in assessment notices.

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

- Not responsible for the supervision of staff.
- Provides training/advice/guidance to staff in Integrated Assessment System and other related applications. May be required to act as a technical advisor relating to the valuation system and other applications.

## **WORKING CONDITIONS**

### **Environmental Working Conditions**

- Required to wear safety footwear during site visits.
- There is limited likelihood of minor cuts, bruises, abrasions, or minor illnesses.
- Exposed to physical dangers or threats from clients disputing assessments during site visits (limited occasions). Precautions must be taken when entering structures under construction, site visits where animals (i.e. unleashed dogs) are present, and in general when entering private property.
- There is an occasional requirement to travel for work. All work performed when recording or reviewing property information must be done in a safe manner (i.e. parked on side of a busy

road).