

**Job Class Profile: Residential Assessor****Pay Level: CG-29 Point Band: 622-675**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	5	5	2	4	3	4	4	1	2	
Points	233	83	13	19	90	87	83	21	21	650

**JOB SUMMARY**

The Residential Assessor is responsible for the technical work associated with the real property valuation process and is governed by the Provincial Assessment Act. Work typically involves researching, gathering and categorizing data on all types of real property and providing valuation for residential and undeveloped real property; analyzing market data and finalizing values for individual properties or groups of properties in a mass appraisal environment.

**Key and Periodic Activities**

- Analyzes market data and assigns value to all properties in a portfolio of real property including but not limited to residential and undeveloped properties.
- Ensures the quality of the valuation and equity of assessment through application of accepted methods and performance of prescribed quality control functions (i.e. ratio studies, equalization process, etc.).
- Reviews property data and inspects properties in support of the appeal process. Represents the agency at tribunal hearings and appears as a witness in Supreme Court to provide evidence for verification of data and valuation.
- Conducts market research on all real property in order to keep abreast of market trends within assigned regions.
- Investigates property transactions to determine and verify consideration, influences on price, and qualification as an open market transaction.
- Collects and records data on all types of real property including undeveloped, residential, commercial, industrial and institutional.
- Provides opinions and estimates of condition, age, and functionality of improvements using a review of maps, deeds and surveys. Determines and records ownership, boundary, dimensional, topographical, and location details.
- Verifies legal descriptions of properties by comparing them to current assessment records. Checks building codes and zoning by-laws in order to determine any effects on the property being appraised. Interviews individuals' familiar with the property as required.
- Provides valuations and consulting services outside the assessment function to municipalities in the form of letter of opinion or brief narrative work.
- Reviews the work of other Residential Assessors, particularly during the appeal process (i.e. quality control check).

### Key and Periodic Activities

- Provides municipalities with property assessment verification for tax certificates for ownership transfers and sales.
- Completes full narrative assessment reports as necessary in the appeal process.
- Acquires and maintains a progressive working knowledge of the Agency's computer assisted mass appraisal system.

## SKILL

### Knowledge

#### General and Specific Knowledge:

- Specialized knowledge of Appraisal Assessment (Techniques and Procedures)
- Real estate law, statistics, mathematics, and communication and surveying techniques

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

- Minimum: 2 year post secondary diploma in assessment/appraisal technology

#### Years of Experience:

- Minimum: 6 – 7 years

#### Competencies:

- Coordinates a range of related work/project activities.
- Proof-reads, edits and formats a variety of documents.
- Uses various computer software programs such as spreadsheets, word processors, presentation, and databases.
- Writes simple letters, memos and other documentation.
- Strong analytical skills.

### Interpersonal Skills

- A range of interpersonal skills are used to perform activities such as listening to information from others, asking questions to obtain information, providing information, direction and communicating complex information to others, and gaining the cooperation of others to complete work assignments. Skills are used to gather information from property owners/ real estate agents/lawyers/etc. to make accurate property assessments and valuations, exchanging ideas in the day to day operations of the Agency, and maintaining good working relationships with municipal officials. Represents the agency at tribunal hearings and appears as a witness in Supreme Court to provide evidence.
- Communication occurs with employees within the immediate work area, Department and organization as well as outside the organization including supervisors/managers, Municipal/Federal/Provincial representatives and the general public.
- Most significant contacts are coworkers, managers and municipal representatives.

## EFFORT

### Physical Effort

- Work demands do not result in considerable fatigue requiring periods of rest.

- Occasionally is required to lift and move objects weighing up to 10 lbs.
- Work provides the opportunity to occasionally stand and walk within the office environment.
- May be required to drive, walk, and/or climb during site visits.
- Constantly required to perform fine finger/precision work while compiling assessment information, preparing database extracts, and producing reports.

### Concentration

- **Visual concentration** is constant while using the computer, producing reports, verifying data from printed reports, reading surveys, etc.
- **Auditory concentration** is used regularly while interacting with clients on the phone or in person to determine their needs and address their property concerns.
- **Repetition requiring alertness** is evident to ensure accuracy during data entry
- Constantly impacted by **interruptions and multiple time pressures/deadlines** with a **lack of control over work pace**.
- **Exact results and precision** is required for database verification of property valuations.

### Complexity

- Work typically involves a series of tasks and activities that are quite different but allow the use of similar skills and knowledge.
- Problems tend to be simple with obvious solutions. Challenges are often well-defined with a limited number of solutions which can often be addressed by following guidelines and/or procedures.
- The most typical challenge or problem is the subdivision, boundaries and ownership of land which may require consultation with Registry of Deeds and/or Crown Lands and contact with owners, realtors, lawyers and municipal staff. Due diligence must be exercised to satisfy the legal implications of land ownership.
- Policies, procedures and guidelines exist specific to the Municipal Assessment Agency to assist and address issues and challenges. Work is legislated by the Assessment Act and the Municipalities Act.

## RESPONSIBILITY

### Accountability and Decision-Making

- Work tasks and activities are moderately prescribed and controlled.
- Decisions can be made on the following: all appeals that have a tax liability of less than \$1000, decisions on market values as it relates to an in-depth analysis and application of rates and factors derived from residential properties, and responses to email or phone enquiries.
- Requires approval for all appeals that have a tax liability greater than \$1000, changes or updates to policies and procedures manual, and travel for work.
- Independent judgement is exercised when representing the Municipal Assessment Agency at Assessment Review Commissions or Provincial/Supreme Court. Confidential information is collected and discretion is used around proper handling and disclosure.

### Impact

- Impacts generally affect immediate work area, within and/or outside the Agency, and the

general public.

- Work activities impact processes and systems, and information resources. Work involves providing valuations to property owners and municipalities. Valuations are finalized and released after detailed analysis and are subject to internal and external scrutiny. The final values have to be fair and equitable and conform to market value.
- Inaccurate reporting or assessment irregularities primarily affect property assessment rates of the property owner (i.e. properties can be over valued and the property owner may have to pay extra taxes).
- Consequences of mistakes or errors are typically resolved within hours of problem identification.
- These irregularities are detected by the internal policies and procedures of the Agency. Work is legislated by the Assessment Act and the Municipalities Act.

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

- Not responsible for the supervision of staff.
- May be required to provide orientation, on-the-job training, advice and guidance to co-workers and new staff.

## **WORKING CONDITIONS**

### **Environmental Working Conditions**

- Does not require any special precautions or safety equipment.
- Occasionally exposed to unusual or distracting noise, dirt, dust, unusual odours, wet and slippery surfaces and limited ventilation.
- There is an occasional requirement to travel for work.