

Human Resources

Job Title: Residential Valuation Manager **Job Code:** 904140

Job Family: Appraiser

Pay Grade: JC.19.19

FLSA: Exempt

EEO: Professional

Department/Agency: APR

Position Number(s): Multiple

Recommended Position Title(s): Residential Valuation Manager

The following Core Competencies apply to everyone and are essential to all County jobs:

- Accountability – Follows-up on and meets commitments, takes ownership for work, and possesses a strong ability to stay focused on individual, department, and County results.
- Communication – Clearly and effectively expresses ideas and thoughts (verbally and in writing); listens actively.
- Customer Focus & Public Relations – Builds positive internal and external customer relationships; is committed to customer satisfaction; assumes responsibility for solving customer problems and ensures commitments to customers are met.
- Initiative – Independently acts to resolve problems and provide solutions; seeks out new responsibilities; generates new ideas; practices self-development.
- Safety – Understands and supports safety standards as required by the job; keeps the workplace clean and safe.
- Teamwork– Encourages and facilitates cooperation, pride, and trust among the team; fosters commitment and team spirit; works cooperatively with others to achieve overall goals.

Essential Duties:

- Directs the valuation process of the residential division; oversees and ensures proper neighborhood delineation; manages "land analyses" and CALP (Computer Assisted Land Pricing) assignments; coordinates and completes special appraisal studies; coordinates front elevation images on annual new construction; oversees the discovery, measuring, sketching, and recording of nearly \$500 million in new construction value which is added to ad valorem tax roll annually; prepares annual value grid on cost basis for new construction; ensures State compliance with annual maintenance on residential properties; ensures annual agricultural reviews are within State compliance standards; defines and calibrates residential market model areas; ensures quality grade and CDU (condition, desirability, utility) assignments are accurate and consistent; ensures transfer orders are valued and Orion records reflect accurate property data; ensures proper and defensible appraisal methodology is used in the valuation process; coordinates production of documents and quality control reports for appraisal valuation purposes; oversees work duties of Residential Valuation Specialist and Regional Coordinators; ensures statistical compliance with Kansas' Property Valuation Division audits; determines strategic direction for the Residential Valuation Division; ensures statutory compliance across residential/agricultural related properties.
- Manages Residential appraisal staff authorizing hiring, disciplinary actions, and training of personnel; maintains appropriate staffing levels; oversees and coordinates office and field activities; promotes designation achievement of staff; conducts and oversees performance review activities.
- Oversees data collection, sales reviews/validation, appeal process, and cyclical processes associated with the residential division; audits files for accuracy and monitor decisions of appraised values; ensures model boundaries are defined and calibrated; develops and implements divisional workflow procedures; provides support on difficult telephone and in person customer inquiries and appeals; oversees three levels of appeals.

Job Description

Supervisory Responsibilities:

- Yes No This position is also responsible for the supervision and leadership of employees, which includes making employment-related decisions and/or recommendations, and formally evaluating performance.

Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments and work location may be changed at any time, as required by business necessity.

Minimum Job Requirements:

Bachelor's degree in any subject; five years mass appraisal experience; five years supervisory experience with at least two in residential mass appraisal; and be a Residential Evaluator Specialist (RES), Registered Mass Appraiser (RMA), have an equivalent Mass Appraisal Designation, or Certified General License are required. Must be able to lift 25 lbs., maintain a valid driver's license with an acceptable driving record, and be an experienced user of Microsoft Office applications, Pictometry (PICS), Automated Information Mapping System (AIMS), ORION or equivalent applications are also required.

Johnson County Government requires reference/background screening for all positions. Specified criteria may vary by Department/Agency.

Preferred Job Requirements:

Bachelor's degrees in Business, Finance, Economics, Mathematics, or Statistics; or possessing a Certified Assessment Evaluator (CAE) are preferred.

Education/Experience Substitutions:

- Yes No Experience may be substituted for degree.
- Yes No Education may be substituted for experience.

Physical, Environmental, and Special Working Conditions:

All County employees may be called upon to assist other departments in a declared emergency situation.