

Assessment Supervisor

CLASS CODE

350020

SALARY

\$45.67 - \$62.22 Hourly

\$94,993.60 - \$129,417.60 Annually

REVISION DATE: TBD

General Duty Statement

Performs expert-level supervisory and administrative work directing and coordinating assessment operations of the City. Implements strategic and tactical work plans. Supervises, coordinates, and assigns work to staff. Conducts the most complex or responsible project work related to assessments and service charge issues. Directs activities involved in property assessment and fee collection. Trains others in maintaining unit systems, processes, procedures, and records and ensures that appropriate record keeping is maintained. Performs related duties as required.

Supervision Received

Works under the general and/or administrative supervision and direction of a manager or a department director.

Supervision Exercised

Exercises technical, general, and/or administrative supervision over assigned staff.

Typical Duties (Examples may not include all duties performed)

1. Oversees the most complex or responsible project work related to assessments and service charge issues.

2. Supervises, coordinates, and assigns work to staff and establishes priority assignments. Leads meetings to discuss workflow, deadlines, and challenges staff are facing to complete current tasks.
3. Directs activities involved in property assessment and fee collection.
4. Maintains records for properties with assessments paid by the city, tax forfeit properties, and legally exempt properties.
5. Monitors and manages revenue budget for property assessments. Manages, tracks, and approves invoices, cash receipts, and electronic transactions. Verifies and processes payments, returns, and property divisions/combinations.
6. Organizes and communicates with internal and external stakeholders, such as city council, city department, and county representatives. Participates in boards as required. Prepares City Council resolutions.
7. Drafts, implements, and maintains policy and procedure related to service charges, special and nuisance abatement assessments, etc.
8. Represents OFS/Assessments at neighborhood meetings to discuss improvement projects, diffuse hostile situations, manage conflict, and address issues that arise.
9. Manages relationships with software providers. Recommends system improvements to accommodate changes to policy and procedures.
10. Prepares and maintains annual reports of ratified assessments, payments, and certified amounts as needed.
11. Answers questions from property owners about acreage, county land use codes, and calculation.
12. Maintains website, educational materials, and external communications for the Assessment division.

Competencies (Not listed in order of importance)

Technical Expertise

- Demonstrates an expert understanding of the City organizational structure, and real estate, valuation, and assessment policies, procedures, standards, techniques, terms, and practices to resolve the most complex work assignments and demonstrates to others how to apply this understanding.
- Demonstrates an expert understanding of the federal and state laws, city ordinances, rules, regulations, and standards governing real estate, valuation, and assessment.
- Demonstrates an expert understanding of the most current and effective work methods and an ability to instruct others in such best practices.

- Demonstrates an expert ability to identify the full range of risks and liability implications associated with the work and take appropriate action to minimize those risks or refer the legal issues to a supervisor or the City Attorney's Office, if necessary.

Decision Making and Problem Solving

- Demonstrates an expert understanding of the priorities, goals, and objectives of the department and unit. Achieves desired goals and objectives and resolves the most complex challenges associated with the effective operation of the unit.
- Demonstrates an expert ability to effectively and thoroughly analyze and organize detailed, complex, and confidential information. Plans, coordinates, and monitors unit's priorities and work performance. Compiles, manages, develops, and reports data and factors for measuring unit success.
- Demonstrates an expert ability to identify and use appropriate materials, methods, and resources necessary to complete the most complex assignments. Coaches others in problem solving and processes.
- Demonstrates an expert ability to coordinate budget materials and resources required for the effective completion of the unit's work. Identifies and estimates future budget and staff needs.

Communication

- Demonstrates an expert ability to effectively listen, speak, write, and interact tactfully in a work group, with the public, or effectively present to the public. Produces expert-level reports, work orders, memoranda, and other correspondence and works collaboratively with internal and external customers.
- Demonstrates an expert ability to consistently follow the most complex oral and written instructions from supervisors or department managers. Fosters open communication between staff and management. Provides clear, sufficient, and timely information about plans, expectations, tasks, and activities.

- Demonstrates an expert ability to communicate with diverse audiences in a cooperative, non-argumentative manner, using calm, moderate tones and appropriate language. Anticipates and resolves the most complex issues involving multiple stakeholders.
- Demonstrates an ability to interact with people from all cultures and responds respectfully in manner that preserves the dignity of individuals.

Teamwork, Leadership, and Management

- Demonstrates an expert understanding of mission and vision of the department and expert ability to support the efforts of the unit, department, and the City by managing the efforts, behavior, and quality of work produced. Supervises others in maintaining unit systems, processes, procedures, and records. Implements strategic and tactical work plans.
- Demonstrates an ability to set expectations and provide training, development, coaching, and mentoring for employees. Conducts consistent, fair, and equitable performance evaluations. Understands team members' capabilities and interests, sharing expertise with team members, modeling appropriate work practices, and developing a trusting work relationship with the team members.
- Demonstrates an ability to establish and maintain a positive working relationship with leadership and staff, present suggestions and recommendations, and maintain open communications, produce consistent results, and improve processes, systems, and the organization.

Customer Service

- Demonstrates an expert understanding of the City, department, and unit mission, vision, and associated customer service standards. Identifies customer service needs, establishes customer service standards, and engages in continuous improvement.

- Demonstrates an expert ability to respond to the most complex customer and difficult requests. Diffuses hostile situations, positively influences stakeholders, manages conflict, and resolves issues proactively.
- Demonstrates an understanding of and respect for the diversity of customers, coworkers, and supervisors, including individuals with disability or whose first language may be one other than English.

Requirements

Eight years of assessments experience to include at least two years of professional level administrative experience in property assessment and collections, real estate, accounting, or equivalent.

NOTE: Associate's degree in Public Administration, Business Administration, Accounting, Finance, or a related field may substitute for up to two years of experience. Bachelor's degree in the above may substitute for up to four years of experience. Master's degree in the above may substitute for up to six years of experience.

Supplemental Information

Saint Paul Supervisors Organization - Employee Group 09, Grade 020.

Essential Functions are the functions that the individual holding the position must be able to perform unaided or with the assistance of a reasonable accommodation. The Essential Functions are Typical Duties 1-12.

This job description is part of a class series. The entire class series can be found on the [Assessment and Valuations Job Family Chart](#) where you can search the career progression within the job family.