



DIRECTOR OF APPEALS

Department:	Valuations	Job Code:	2769
Grade:	23	Shakman Status:	Exempt
Hiring Process:	Exempt	FLSA Status:	Exempt

Job Summary

Reporting directly to the Deputy Assessor- Chief Valuations Officer (CVO), the Director of Appeals is responsible for the strategic planning and implementation of the internal auditing function of the Valuations staff work product specifically, the market value appeal decisions. The Director of Appeals must produce reliable results and exercise a high level of confidentiality and maintain a separation from the day-to-day operations of the Valuations department as necessary. The Director of Appeals will assist the CVO by being responsible for collaborating with other departments as necessary to create policies that provide investigatory direction, planning and implementation related to the auditing of appeal decisions issued by the Cook County Assessor's Office (CCAO). The Director of Appeals must maintain vigilance against unprofessional and/or unethical market value appeal decisions. The Director of Appeals will direct a staff of residential and commercial analysts to plan, direct, and conduct operational oversight of CCAO's responses and decisions on appeals filed with CCAO. The Director of Appeals will oversee and perform professional auditing work in accordance with the responsibilities of the CCAO and statutory guidelines set by the Illinois Property Tax Code and the Illinois Department of Revenue (IDOR). The Director of Appeals will provide direct oversight of the staff's work performance, issue performance evaluations, initiate disciplinary action, approve time-off requests, and interact with Valuation leadership and other division directors and managers.

Essential Job Duties

- Oversees and directs the auditing of CCAO's market value appeal decisions.
- Communicates concerns regarding suspicious or unethical conduct.
- Facilitates excellent communications with Valuation managers and staff regarding professional standards in accordance with Uniform Standards of Professional Appraisal Practice (USPAP) for the justification of all appeal decisions.
- Understands and complies with International Association of Assessing Officers (IAAO) standards and procedures as well as the Illinois Property Tax Code as referenced in 35 ILCS 200
- Oversees investigations and account examination activities related to the discovery of omitted property and suspected internal or external fraud.
- Identifies appeals/appeal worksheets that may require additional review.
- Responsible for escalating any concerns regarding appeal work to appropriate party
- Develop a climate of ethical compliance with market value appeal procedures.
- Cooperates with other department deputies, directors, and managers.

- Plans and coordinates an organized auditing schedule of market value appeal responses.
- Help facilitate training development for valuation staff.
- Provides information related to valuation and mass appraisal methodology.
- Ensures the prompt completion and delivery of all market value appeal audit results.
- Makes recommendations according to the needs of the division and champion process improvements and new practices based on legislative changes and technological advances.
- Participates in on-going audit training and various department-head meetings geared to policy and procedure development and operational improvements.
- Facilitates gathering of State-requested survey information from all divisions including complaints, review of issues, compliance with requirements and general responsibilities.

Minimum Qualifications

- Graduation from an accredited college or university with a bachelor's degree or higher.
- Designation from at least one (1) of the following:
 - International Association of Assessing Officers (CAE or AAS); or
 - Appraisal Institute (MAI), or
 - Illinois Property Assessment Institute (CIAO).
- Five (5) years of work experience in real estate appraisal or property tax assessment.
- Three (3) years of work experience supervising other employees.

OR

- Current employee of Cook County Assessor's Office.
- High school diploma or GED certificate.
- Ten (10) years of previous work experience with residential and commercial appraisal or property tax assessment.

Preferred Qualifications

- Proficiency in Microsoft Excel.
- Bachelor's degree or higher in business administration or business-related discipline including finance, economics, accounting, marketing, management, real estate or legal studies.
- Three (3) years of work experience with a combination of appraisal and internal or public auditing experience.
- Designation from at least one (1) of the following:
 - International Association of Assessing Officers (CAE or AAS); or
 - Appraisal Institute (MAI), or
 - Illinois Property Assessment Institute (CIAO).

Knowledge, Skills, and Abilities:

- Knowledge of Illinois Property Tax Code.
- Knowledge of CCAO procedures, policies, practices and guidelines, or ability to quickly gain such knowledge.

- Knowledge of Cook County government and the Cook County property tax system or demonstrated ability to quickly gain such knowledge.
- Ability to converse knowledgeably and communicate effectively, both orally and in writing.
- Ability to work with others, excellent interpersonal skills in dealing with the public and co-workers.
- Excellent organizational and leadership skills.
- Strong organizational skills and demonstrated capacity to develop and implement practical strategies, plans and solutions to complex issues and problems.
- Ability to manage multiple projects effectively.
- Ability to work well with the agency's senior leadership, supervisors, co-workers and external partners and stakeholders.
- Ability to meet CCAO and departmental deadlines and effectively use time with limited oversight.
- Working knowledge of CCAO's Employment Plan, Employee Handbook, and any applicable collective bargaining agreement(s).
- Computer literate, with skill and efficiency in entering and retrieving data, and the ability to utilize CCAO systems and databases.

Physical Requirements

- Visual acuity to review and edit written communications for long periods of time.
- Walking between offices and meetings may be required.
- Repetitive use of hands to handle and/or operate standard office equipment.
- Regular use of a telephone to communicate.

COOK COUNTY ASSESSOR'S OFFICE IS AN EQUAL OPPORTUNITY EMPLOYER

Last modified: January 21, 2025