



## **DIRECTOR OF RESIDENTIAL VALUATIONS**

Department:	Valuations	Job Code:	7731
Grade:	24	Shakman Status:	Exempt
		FLSA Status:	Exempt

### **Job Summary**

Reporting directly to the Deputy Assessor – Chief Valuations Officer (CVO), the Director of Residential Valuations assists the CVO with the supervision, direction, planning and responsibility of the Residential Valuations Division within the Valuations and Assessments Department of the Cook County Assessor's Office (CCAO). The Director of Residential Valuations' duties include providing direct oversight of the Residential Valuations management staffs' work performance, approving time-off requests, issuing performance evaluations and initiating disciplinary action, and ensuring the Residential Valuations Division provides good customer service. In addition, the Director of Residential Valuations is responsible for directing data collection, market analysis, and valuation of all new and existing residential real property. All duties are performed independently and require self-motivation and a professional attitude. The Director of Residential Valuations must be able to do business with the public in sometimes difficult and adversarial situations.

### **Essential Duties**

- Assists in developing, updating, and maintaining residential property valuation models.
- Works with the CVO, the Chief Deputy Assessor and other management in the Valuations Department to develop the triennial assessment cycle.
- Directs regular reviews of residential properties within the jurisdiction to evaluate the impact of property changes on assessed value.
- Oversees the Residential Field Unit responsible for using current technology (including mobile data collection devices and GIS) to collect, enter and process field data.
- Educates property owners on the assessment/appraisal process, and defends values at appeal hearings.
- Oversees the use of Computer-Assisted Mass Appraisal models in the residential valuation model.
- Plans, directs, and evaluates the interviewing of persons familiar with properties and their immediate surroundings (e.g. appraisers, contractors, lenders, owners, and realtors), in order to obtain relevant data and information.
- Reviews the work of the Residential Valuations staff and the work conducted by staff in the Data & Modeling Department to make final determinations on the initial assessed value of residential property, as well as on appeals to that assessed value.
- Compares and analyzes valuation trends on the national and local level and communicates such analysis to the Residential Valuations staff.
- Prepares written reports that estimate property values and outlines methods by which the estimations were made.

- Testifies at appeals hearings on how the estimated value of the residential property was developed.
- Develops final estimation of residential property values.
- Oversees the work of the Residential Technical Review Unit to ensure consistency and accuracy of final assessments on residential property.
- Assists the CVO in overseeing and directing the staffing and daily operations of the Residential Valuations Division.
- Oversees the work of the analysts engaged in reviewing and analyzing the impact of home improvement and other permits on residential valuations.
- Works with the CVO and managers in the Residential Valuations Division to establish performance measures for subordinate staff.
- Works with the CVO to develop training objectives for the Residential Valuations Division.
- Conducts performance evaluations of subordinate Residential Valuations staff.
- Helps to ensure that activities and results are consistent with CCAO's mission, goals, and objectives.
- Helps to develop and administer CCAO policies and procedures and provides instruction to staff regarding office policies and procedures.

**The duties listed are not set forth for purposes of limiting the assignment of work. They are not to be construed as a complete list of the many duties normally to be performed under a job title or those to be performed temporarily outside an employee's normal line of work.**

#### **Minimum Qualifications**

- Graduation from an accredited college or university with a Bachelor's degree.
- Seven (7) years of full-time experience in assessments and appraisal or property tax administration, of which three (3) have been in a supervisory capacity.

#### **Preferred Qualifications**

- Possession of the CAE designation from the International Association of Assessing Officers (IAAO) or an MAI, SRPA or SRA designation from the Appraisal Institute.
- Master's degree in Business Administration, Accounting, Economics or other business-related field.

#### **Knowledge, Skills and Abilities**

- Knowledge of CCAO operations, functions, activities and the property tax system, as well as a thorough knowledge of CCAO's procedures, policies, guidelines and other applicable rules and regulations related to valuation of real property, or the ability to quickly gain such knowledge.
- Extensive knowledge of computed assisted mass appraisal systems and statistical analysis.
- Working knowledge of CCAO Employment Plan, Employee Handbook, and any applicable collective bargaining agreement(s).
- Experience with Vision Government Solutions CAMA software Version 7.4 and/or 8.X, Esri ArcGIS software, and Pictometry is preferred.
- Ability to converse knowledgeably and communicate effectively, both orally and in writing, and ability to maintain positive public relations is required.
- Proficiency with Microsoft Suite (Office, Powerpoint, Excel) and CAMA software.

- Ability to create an assessment cycle and monitor its completion.
- Ability to establish and meet all CCAO deadlines, production goals, and effectively utilize time with limited oversight.
- Ability to work with others; excellent interpersonal skills in dealing with the public and co-workers.
- Ability to provide guidance and information regarding CCAO's policies and procedures to the general public and taxpayers.
- Strong leadership and organizational skills.
- Ability to manage multiple projects and meet deadlines with results-oriented focus.
- Must be computer literate, with skill and efficiency in entering and retrieving data, and possess the ability to use 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 operate standard office equipment.
- Regular use of a telephone to communicate.

**COOK COUNTY ASSESSOR'S OFFICE IS AN EQUAL OPPORTUNITY EMPLOYER**

Last revised: July 13, 2020