



### **CHIEF OF STAFF**

Department:	Valuations	Job Code:	9512
Grade:	24	Shakman Status:	Exempt
Hiring process:	Exempt	FLSA Status:	Exempt

### **Job Summary**

Reporting directly to the Chief Valuations Officer (CVO), the Chief of Staff – Valuations is responsible for coordinating the annual valuations cycle, both assessment (first pass) and appeal (second pass). The Chief of Staff's duties include setting the annual assessment calendar and appeal deadlines in collaboration with CVO and Chief Management Officer and setting internal deadlines and performance metrics for Residential and Commercial Valuations in order to meet those deadlines. The Chief of Staff is also responsible for the township opening process in iasWorld (and in the legacy systems until they are fully retired).

### **Essential Job Duties**

- Reviews and coordinates edits for township opening reports in iasWorld (and in the legacy systems until they are fully retired).
- Oversees and performs quality control on all residential permit work, including the valuation of any newly created residential PINs.
- Oversees and performs quality control on the desk review process for reassessment townships.
- Runs and reviews necessary reports relating to Residential valuations in all towns.
- Performs final quality control checks on Residential valuations work for reassessment townships and prepares data for notices and mailing.
- Sets and facilitates the township order and annual assessment calendar and collaborates with CVO and other Valuations Directors to set internal deadlines (both first and second pass).
- Facilitates the Board of Review import process in iasWorld.
- Facilitates township balancing process in legacy systems (until they are fully retired).
- Coordinates with other CCAO leadership and Valuations staff to ensure the timely completion of appeal work.
- Collaborates with CVO and other Valuations Directors to set individual and team performance metrics, as well as overtime performance metrics when necessary.

- Attends meetings on behalf of the CVO as appropriate.
- Runs daily reports on performance metrics in iasWorld.
- Manages direct reports, as appropriate.

**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 outs 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.

OR

- Current employee of the Assessor's Office.
- High School Diploma or GED Certificate.
- Ten (10) 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**

- Master's Degree in Business Administration, Public Administration or Finance, or a Juris Doctorate degree.

### **Knowledge, Skills, Abilities and Other Characteristics**

- 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.
- Working knowledge of CCAO Employment Plan, Employee Handbook, and any applicable collective bargaining agreement(s) or ability to gain such knowledge quickly.
- Ability to converse knowledgeably and communicate effectively, both orally and in writing, and ability to maintain positive relations with the public is required.
- Proficiency with Microsoft Suite (Office, PowerPoint, Excel) and CAMA software as well as skill and efficiency in entering and retrieving data in CCAO systems and databases.
- 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 and demonstrate excellent interpersonal skills when dealing with the public and coworkers.
- 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.

### **Physical Requirements**

The position is primarily performed in an office setting, with the majority of the work hours spent at a desk. Some walking to meetings may be required from time to time, as well as standing during interactions with taxpayers.

- Visual acuity to review and edit written or computer-based communications for long periods of time.
- Repetitive use of hands to manipulate and operate standard office equipment.
- Regular use of a telephone to communicate.

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

Last modified: August 10, 2022

