

LANCASTER COUNTY
APPRAISAL OPERATIONS MANAGER

NATURE OF WORK

This is responsible administrative and professional work directing the mass appraisal operations for real property in Lancaster County.

Work involves responsibility for the mass appraisal operations of real property to ensure production of uniform and equitable valuations. These responsibilities include: development and oversight of appraisal data collection and quality control processes; development and oversight of performance metrics; field management of Computer Assisted Mass Appraisal program; development of strategic operational plans; alignment of staff resources toward benchmark operational needs; coordination of public relations and customer service programs. An employee in this classification is expected to use considerable independent judgment and personal initiative with regard to work decisions made. General guidance and direction is received from the Chief Field Deputy or other administrative superior with work being reviewed through conferences and results received. Supervision is exercised over subordinate appraisers and support staff.

EXAMPLES OF WORK PERFORMED

Develop operational plans to include analyses of strengths, weakness, opportunities and threats, development of short and long range operational goals, and detailed action plans toward achievement.

Develop and employ relevant statistical analysis, process benchmarking, and conduct process audits to ensure consistency and uniformity throughout appraisal operations.

Develop and implement effective training and onboarding programs for subordinate staff at various operational levels.

Direct day-to-day operations of the appraisal staff ensure individual compliance with policies and procedures, and ensure individual goals are established and objectives met.

Answer questions and investigate complaints from property owners; direct appropriate staff to ensure timely resolution, explain department policies, procedures, and state statutes.

Ensure appraisal processes consistently meet Professionally Accepted Mass Appraisal Standards, as defined by law, and implement corrective measures as necessary to ensure ongoing compliance.

Serve as a liaison to the Information Services Division; develop specific technology direction for individual appraisal processes.

Works with department leadership to conduct strategic planning, problem-solving, develop office policy, and promote a positive office culture and productive environment.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of Professionally Accepted Mass Appraisal Standards, Nebraska Revised Statutes, and Nebraska Administrative Code pertaining to real property assessment.

Considerable knowledge of the principles of management, human resources, organizational behavior, and employee training and development.

Ability to plan, supervise, and evaluate the work of subordinate employees, including the ability to recognize various employee strengths and meld into well-functioning team.

Ability to lead others by sharing expertise and knowledge for the purpose of cultivating an open teamwork environment within the office.

Ability to maintain a high level of initiative, effort, and commitment towards completing goals; is motivated to achieve; demonstrates responsible behavior.

Ability to operate with high standards of ethical conduct and understand the impact of violating these standards on an organization, self and others.

Ability to respond quickly to shifts in operational demands, including legislative changes, staffing changes, and other directed changes in operations.

Ability to establish and maintain effective working relationships with County officials, other employees, and the general public.

Ability to communicate effectively both orally and in writing.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university with major coursework in real estate, property appraisal, human resources, public or business administration or related field and five years of experience working with a computer assisted mass appraisal system, plus two years of supervisory experience; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

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