



Job Description

Job Title: Manager, County Services	Job Code: AUN05947	Reports To: Deputy Administrator, Property Tax
Job Code Descr: Administrative Services Officer 5	Position Number/s: SRV000000901	
Division/s: Taxpayer Services	Department Name/s: Property Tax Administration Unit 2	Law Enforcement: No
Pay Schedule/Grade: AREG 24	FLSA Status: Exempt	EEO Class: First/mid-level officials and managers
Prepared By: J Christopherson / C Pittman	Approved By: J Brown	Last Update: 6/24/2024

Position Summary:

This position serves as the Manager of the County Services Team and is responsible for providing leadership, strategic initiative, and management of the Team within the Property Tax Administration Unit, which is responsible for supporting the agency in its role to exercise general supervision over the Arizona County Assessors in the administration of Arizona property tax laws to ensure all property is uniformly valued. This role is responsible for completing the most complex appraisal work related to the team's responsibilities, and additionally serves as a liaison between the agency and County Assessors, and assists assessors in the performance of their statutory duties.

Supervision:

This position supervises a team of three (3) direct reports serving in Property Appraiser roles.

Essential Functions:	% of Time	Essential/ Non-essential
<u>Supervisory</u> Carries out supervisory responsibilities in accordance with ADOR's core values, agency policies, applicable standard work, and applicable laws. Responsibilities include: <ul style="list-style-type: none"> Actively participating in the interviewing and hiring processes and ensuring successful functional onboarding of new employees Planning, assigning, coordinating and overseeing daily work of direct reports in alignment with strategic, operational, and tactical priorities of the organization Conducts regular one-on-one meetings providing constructive, balanced, regular performance feedback, coaching and mentoring Setting reasonable stretch performance goals and conducting mid-year and annual performance appraisals Recognizing and rewarding performance excellence, culture championship, and continuous improvement efforts Communicating and enforcing agency policies and programs Applying corrective action, addressing complaints and resolving problems in a timely fashion, involving and collaborating with leadership and Human Resources as appropriate 	30%	E 1, 2, 3, 4, 5
<u>County Services</u> Provides assistance to County Assessors in the performance of their statutory duties, to include:	25%	E 1, 2, 3, 4, 5



Job Description

<ul style="list-style-type: none"> • Responding to county and taxpayer inquiries • Developing and maintaining property tax forms • Working with multiple parties to research and analyze property valuation and classification issues • Providing aid to County Assessors' Offices by developing assessment manuals, tools, and systems, including valuation models and property valuation analysis tools • Developing and conducting appraisal workshops • Reviewing appraisals of conflict of interest property valuation and classification appeals • Providing technical assistance and training, as needed or requested by county assessors and other staff • Auditing of assessor data and assessment practices • Perform legislative analysis 		
<p><u>Data Production</u> Responsible for the data gathering, development, and calculation of the following:</p> <ul style="list-style-type: none"> • Agricultural Capitalization Rate • Golf Course Per Hole Costs Rate • Government Property Lease Excise Tax Rate • Property Tax Relief Program Rates • Depreciation, obsolescence, and discount rate tables • Construction Cost Improvements 	15%	E 1, 2, 3, 4, 5
<p><u>Agency/Department Compliance & Continuous Improvement</u></p> <ul style="list-style-type: none"> • Remains current on all laws, regulations, policies, and best practices related to taxation through regular engagement in activities such as: self-directed research, conferring with other practitioners and technical experts; subscriptions to regulatory/legal/industry newsletters and briefs; membership industry associations and attendance at meetings/events; and or participation in training and others continuing education opportunities. • Actively contributes to team and individual effectiveness through the following: <ul style="list-style-type: none"> ○ Attends staff meetings and huddles of work unit or district; and may cascade and track information as indicated ○ Completes all required training in a timely manner. ○ Participates in assigned work teams as appropriate. ○ May complete periodic metrics, projects, huddle boards and reports as requested. ○ Prepares for and actively participates in 1:1 coaching with supervisor • Maximizes work processes and deliverables through lean principles within the Arizona Management System (AMS); and provides recommendations for process improvement, and engages in continuous improvement efforts as assigned. 	20%	E 3, 5
<p><u>Projects Engagement</u> Engages as project business lead and/or SME as applicable, to ensure the successful execution of all mandated and non-mandated projects.</p>	5%	E 2,5
<p>Other duties as assigned</p>	5%	NE

Requirements



Job Description

Education & Experience

- Any combination that meets the knowledge, skills and abilities (KSA); typical ways KSAs are obtained may include but are not limited to: a relevant degree from an accredited college or university such as Bachelor's Degree (e.g., B.A.), training, coursework, and work experience relevant to the assignment.
- Minimum of three years of previous property appraisal experience in ad valorem property taxation, to include a minimum of two years of commercial property appraisal experience.

Licenses & Certifications

- Valid Arizona Driver's License
- Successful completion of the DOR intermediate appraisal certification program or ability to successfully complete the program within three years after the hire date

Knowledge/Understanding

- Working knowledge of federal laws, the Arizona Constitution, Arizona Revised Statutes, Administrative rules and tax court cases pertaining to property tax
- Working knowledge of accepted ad valorem appraisal principles, techniques, and practices
- Working knowledge of property tax assessment systems
- Working knowledge of assessment administration
- Working knowledge of mathematics, statistical research, report, letter, and technical writing
- Knowledge of the legislative process and statutory interpretation
- Understanding of research techniques including Internet research, and knowledge of the sources of information for general real estate appraisal and property tax valuation, and assessment related subjects.

Skills

- Strong verbal, written, and listening communication skills
- Strong statistical research and mathematical skills to include addition, subtraction, multiplication, division, average, percentage, simple and compound interest, gross yield, capitalization rates, and depreciated costs
- Effective interpersonal skills and demeanor
- Effective presentation and public speaking skills
- Effective organization and time management skills with the ability to make progress on multiple duties and tasks simultaneously and work in high-pressure situations
- Proficient in the use of a PC in a Windows environment; in the use of the Internet; in the use of MS Office Applications such as Outlook, Access, Word and Excel, PowerPoint; and in the use of Google Suite applications such as Gmail, Sheets, Docs, and Drive.

Abilities

- Ability to clear a comprehensive background and clearance process that includes an Arizona tax compliance verification, and a criminal background check through the FBI via level one fingerprint clearance through the Arizona Department of Public Safety
- Ability to develop exhibit packages for review and presentation
- Ability to analyze collected income, expense, and sales data and to develop capitalization rates from this data for all types of income producing property
- Ability to create and facilitate presentations for workshops, roundtable discussions, and classes to county assessor personnel
-



Job Description

- Ability to travel and operate a vehicle to attend workshops, roundtable discussions, and classes.
- Ability to create, measure, monitor, and analyze metrics for standard processes.
- Ability to work both independently and collaboratively as part of a team.
- Ability to appraise property for ad valorem property tax purposes and successfully defend the appraisal in front of a Board of Appeals and in tax court.
- Ability to work in a confidential manner, ensuring information is shared with internal and external individuals in an appropriate manner.
- Ability to interpret Arizona Revised Statutes, Department of Revenue manuals, guidelines, and standard appraisal methods and techniques relating to appraisal for property tax purposes.
- Ability to learn and apply lean principles and practices.
- Ability to understand and solve problems by applying intermediate analytical, and critical thinking skills to include collecting all the relevant information and data needed to address the problem; organizing, classifying and synthesizing the data into fundamental issues; from the information, identifying the most probable causes of the problem; reducing the information down into manageable components; identifying the logical outcomes from the analyses of the data collected; and, identifying the options and solutions for addressing the problems analyzed.
- Willingness and ability to embody ADOR's core values of Do the Right Thing, Commit to Excellence, and Care About One Another.

Additional Job Demands

- In the course of performing the essential duties one must be able to exert up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- No substantial exposure to adverse environmental conditions (such as in typical office or administrative work.)

Selective Preferences

- Bachelor's Degree in Accounting, Finance, or related field
- Experience with LEAN management process improvement methodologies
- Experience in testifying before a panel or before a jury or judge in a courtroom situation
- Experience in Commercial Property Appraisal
- Current Level 2 Arizona Department of Revenue Certificate
- Designation through a recognized professional appraisal organization