

Title: Assessment Supervisor
Department: Finance
Division/Office: Assessment section



Grade 2123; FLSA Exempt position; Category: Classified; Job Code: ASSS; Rev.:07/01/2021

General Description

The purpose of this position is to ensure fair and equitable assessments by providing supervising the administrative functions of the office.

This position works independently, under limited supervision, reporting major activities through periodic meetings.

Duties and Responsibilities

The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions as necessary.

- Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.
- Coordinates, assigns and reviews work and establishes work schedules; maintains standards; monitors status of work in progress; inspects completed work assignments; answers questions; gives advice and direction as needed.
- Responds to and resolves difficult and sensitive citizen inquiries and complaints.
- Manages the exemption application process and coordinate it with the Board of Assessment Review.
- Supports assessment developed for property taxation purposes in hearings before the Board of Assessment Review and courts.
- Programs and maintains tables in assessment software.
- Assembles reports and performs routine administrative activities as required.
- Communicates with taxpayers, responds to inquiries about state assessment statutes and local policies and procedures, or present the final disposition of their assessment appeals.
- Makes operational and strategic plans for the assessment office.
- Performs related work as required.

Minimum Education and Experience Requirements:

Bachelor's degree in business administration, public administration or related discipline and four (4) years of experience in tax assessment, collection, accounting, business management, or closely related field or any equivalent combination of education and experience.

Additional Requirements:

Comprehensive knowledge of the theory and methodology of both single-property and mass appraisal; thorough knowledge of property assessment software; considerable knowledge of statutes, ordinances and policies pertinent to assessment and property taxation; considerable knowledge of social and economic factors affecting real property value; good knowledge of office management and supervisory principles and practices; skill in planning and reviewing the work of subordinates; considerable ability in dealing tactfully and courteously with property owners and the public; regular and timely attendance; performance of duties in a safe manner.

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Must pass testing for substance abuse and criminal background investigation. Must maintain a positive work environment by acting and communicating in a manner that promotes harmonious relations with customers, co-workers, and supervisors. Direct deposit of pay required.

Americans with Disabilities Act Requirements:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; mental acuity is required to make rational decisions through sound logic and deductive processes; physical attendance at work site is required to perform manual tasks, provide immediate service to onsite customers, and supervise or interact with work group; visual acuity is required for preparing and analyzing written or computer data, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

Special Certifications and License Requirements:

- Must possess and maintain a valid state driver's license with an acceptable driving history.
- Possession and retention of an Assessor License issued by State of Delaware.

Notices:

Kent County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management. This is an employment at-will position.

Employee Acknowledgement