

JOB DESCRIPTION

Job Title: Director of Appraisal
Department: Appraisal Division
Annual Salary: Grade 15/\$82,993.37 - \$116,190.72
Reports to: Chief of Staff/Deputy Chief of Staff

The Appraisal Division compiles information for all residential, commercial, industrial, agricultural and tax exempt properties. The primary purpose of the Appraisal Director is to oversee the appraisal process of around 440,000 parcels, as well as the maintenance of the CAMA system. The Appraisal Director oversees the activities of the Appraisal Division and is responsible for providing leadership and project management of the Reappraisal as well as staff's progress and productivity. This position requires excellent leadership skills (decision making, problem solving, planning, delegation and meeting management), organizes teams, participates in the hiring of new employees, oversees supervisory performance (setting goals, observing and giving feedback, addressing performance issues), and ensures conformance of the Ohio Revised Code, personnel policies and other senior leadership directives. The Director has oversight of project deadlines in the divisions of Appraisal, communication with other governmental agencies, vendors and constituents, and other tasks assigned by the Auditor, Chief of Staff and/or Deputy Chief of Staff.

Primary Responsibilities:

Provides management of the department and the successful performance of the staff establishing and measuring productivity benchmarks, mentoring and supporting staff, conducting meetings to discuss, plan and monitor team progress; creating and implementing efficiency improvement processes; informing staff of new processes and facilitating their execution through training; reviewing production and completed tasks and assisting staff with questions and concerns; providing activity status reports as needed.

Staffing

- Regularly reviews the needs of Supervisors and employees, e.g. schedules, training, mentoring.
- Participates in the hiring of new staff.
- Monitors Supervisors time records, attendance and requests for time off.

Training and Development

- Ensures new employees are oriented to the organization, its policies, facilities, etc.
- Develops training plans with Supervisors to ensure employees have the necessary expertise.
- Provides ongoing guidance to Supervisors and employees, often in the form of coaching.

Performance and Project Management

- Set performance standards for tasks, jobs and roles of the Appraisal Division.
- Ensure Supervisors and employees have appropriate and realistic goals.
- Provides ongoing feedback to Supervisors about divisional performance.
- Conducts performance reviews on a regular basis.
- Assists Supervisors to develop an improvement plan if performance is not adequate.
- Management of calendars for planning & ticklers at progress points for timely completion of projects.
- Follow-up regularly with Auditor and/or Chief of Staff or Deputy Chief of Staff once assignment is given regarding progress, goal dates, concerns, etc.

Policies and Procedures

- Ensures that employees follow the organization's policies and procedures, and obtains necessary approval and authorizations e.g., for sick leave usage, progressive discipline as described in employee handbook.
- Follows policies and procedures for carrying out Director responsibilities.

- No Director may, directly or indirectly, induce, encourage, or aid anyone to violate any provision of the employee handbook including but not limited to harassment or misconduct. If a Director suspects that someone has violated the handbook, he or she has a duty to immediately report it to the relevant individual, Auditor, the Chief of Staff, Deputy Chief of Staff or Human Resource Director.

Essential Duties

Along with the day-to-day management of employees, contractors and processes, this position requires coordination and communication with constituents throughout Franklin County Government.

Job responsibilities will include but are not limited to...

- Providing reports to senior leadership to include initiative updates.
- Successfully meets all mass appraisal deadlines, including the Triennial and Reappraisal, etc.
- Establishing and directing effective teams to ensure accuracy and efficiency in all areas.
- Participating in all programs and enforces all policies relating to performance evaluations and career development planning.
- Supports and solicits input from team members at all levels within the organization.
- Coordinating with and delegating duties to appropriate Supervisors and staff.
- Creating a supportive working relationship between staff and other sections of the FCAO.
- Motivating your staff, individually and as a group.
- Anticipating future needs, identifying proactive solutions to satisfy needs.
- Ensures department is well informed, of changes and news worthy events within the agency.
- Effectively communicates relevant RE related information to senior leadership.
- Handles difficult personnel situations directly, using appropriate discretion, HR advice and respect for the individual.
- Promotes the agency through speaking engagements at conferences and involvement in local business organizations.
- Champions change and effectively manage the implementation of new ideas.

Qualifications:

To perform the duties of this job successfully, an individual must be able to perform each essential duty satisfactorily. The education and experience requirements listed below are representative of the knowledge, skill and/or ability required.

- Strong leadership style with a focus on team development and execution.
- Excellent communication and presentation skills, including the ability to listen to the needs of the leadership team, vendors, business partners and staff while articulating issues in a clear concise manner.
- Ability to compose letters and memos.
- Proficiency in MS Office, including Word, Excel, Outlook and the Internet.

Education and/or Experience:

- Bachelor's degree required. Ten plus years related Appraisal experience and/or training; or equivalent combination of education and experience.
- State of Ohio appraisal certification, residential or general.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to perform successfully the essential functions of this job. Must be able to use standard office equipment, including computer, vision to read printed materials, and computer screen; and hearing and speech to communicate in person, and over the telephone. Physical requirements include: sitting, standing, talking, reaching, bending, and walking. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

AN EQUAL OPPORTUNITY EMPLOYER