

# Residential Real Estate Appraiser Supervisor



## General Summary of Classification:

Supervises appraisers responsible for the annual review and assessment of real estate zoned as residential property in a designated section of the County and appraisers responsible for a specialized field of residential properties, such as multi-family residential property; directs staff assignments; trains staff to perform unusual, complex and difficult appraisals requiring special knowledge, accuracy and the use of independent judgment; and performs other duties as assigned.

## Examples of Primary Tasks, Duties and Responsibilities (TDR):

*NOTE: This is not a job description. The following examples are intended to be illustrative of the nature and scope of TDR that are typically assigned to positions in this job classification. Examples below are not all comprehensive. Actual assigned TDR may vary based on operational needs.*

Proficiently performs all the essential job duties of a Senior Real Estate Appraiser in addition to the following:

- Directs and supervises the staff responsible for the annual review of real estate transactions, related analysis and resulting adjustment recommendations, and coordinates the annual reassessment program for countywide residential properties;
- Supervises the staff responsible for the annual appraisal of all real estate zoned as residential Countywide;
- Directs and supervises appraisal-oriented data collection/data audits and clean-up efforts, oversees the entry of data into computer system, directs or handles related reporting as needed and as scheduled;
- Reviews the work of assigned appraisers to ensure uniformity and to check for errors in judgment, provides feedback to assigned staff regarding their work, and trains employees on all aspects of residential real estate appraisals;
- Represents the County before the Board of Real Estate Review and Equalization to support appraisals, assists staff in handling rezoning and appeals related cases, reviews complaints from property owners brought to the attention of the Board of Real Estate Review and Equalization, and makes recommendations whether or not assessments should be adjusted within legal requirements;
- Performs other duties as assigned.

## Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Serves as a subject matter expert (SME) for property zoned residential and the determination of fair market value in accordance with Constitution of Virginia, Article X, Section 2 and the Code of Virginia, § 58.1-3201. Routinely utilizes own extensive working knowledge of appraisal field, principles and practices of appraising property, zoning laws, construction practices, building and land valuation, property owner rights, and the appeals process to perform assigned duties; extensive knowledge of social and economic factors affecting property values and market trends; excellent knowledge of the County's land use mix and zoning; excellent data mining, analysis, mathematical, trending and statistical skills; demonstrated knowledge of and accuracy in appraising a wide variety of types residential real estate; demonstrated ability to effectively supervise, train and develop assigned staff and to manage workloads efficiently to meet critical deadlines; serves as SME to testify and defend appraisals in hearings and courts of record as needed; and meets with the public and to discuss appraisals professionally with courtesy and tact.
- **Technical:** Excellent computer skills with the demonstrated ability to proficiently use typical business software, proprietary systems and applications such as CAMA that are specific to the division and assigned tasks.
- **Communication, Customer Service and Interpersonal:** Excellent written and oral skills with the ability to communicate clearly and accurately, both verbally and in writing, with the County's diverse citizen populations using non-technical language to provide excellent customer service and accurately explain the assessment process, valuations, appeal options. Meets with stakeholders, regarding appraisals and programs, interacting professionally with courtesy and tact.
- **Decision-making, and Authority:** Makes sound recommendations and decisions independently, appropriately informing and involving supervisor as needed. Serves as SME for the County and the Board of Real Estate Review and Equalization.
- **Leadership:** Supervisory. Makes presentations and recommendations to the Board of Real Estate Review and Equalization.
- **Environment:** Works indoors and outdoors; may work in various locations Countywide based on assigned duties.
- **Physical:** Visual and hearing acuity sufficient to interact accurately with a diverse audience of citizens. Physical ability sufficient to perform assigned duties in an office environment and at various other duty-related locations as needed.

## Minimum Education and Experience:

**Education:** Graduation from high school, and preferably graduation from college;

**Experience:** Five (5) years of residential appraisal work experience, preferably including some supervisory experience;

**OR:** Any equivalent combination of education and experience which provides the necessary knowledge, skills, and abilities.

## Other Requirements (License, Certifications, Training, etc.):

- Valid driver's license.
- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of NIMS ICS 700. Additional NIMS ICS training courses may be required.