

GILA COUNTY HUMAN RESOURCES

JOB ANNOUNCEMENT

1400 E. ASH STREET, GLOBE, AZ 85501



POSTED: NOVEMBER 6, 2014
REVISED: NOVEMBER 18, 2014
OPEN UNTIL FILLED

DEPARTMENT: Assessor's Office

POSITION: Computer Assisted Mass Appraisal
(CAMA) Program Administrator

LOCATION: Globe/Payson

JOB CODE: 14-082

ANNUAL SALARY: \$38,336.00-\$41,404.00 DOE

PURPOSE OF THE JOB

To manage, modify, install and maintain the department's database application by performing all related system and software upgrades, and by maintaining the integrity of records through research, compilation and update of property valuation information.

Under the direction of the Assessor, is responsible for administrative database functions of considerable difficulty in the maintenance and management of Assessor specific software and all third party applications. Works closely with Gila County I.T. Department. Provides technical support in troubleshooting, installing and maintaining various hardware, software and equipment. Provides user assistance and training. Evaluates and develops procedures to improve department accuracy and consistency.

SUPERVISORY RESPONSIBILITIES

This position supervises one employee, the Database Support Technician.

ESSENTIAL DUTIES AND RESPONSIBILITIES	TIME SPENT
<ul style="list-style-type: none">Serves as Administrative Lead for Assessor's CAMA system, including but not limited to managing ongoing service and support relationship with software vendor, developing and implementing data verification and quality assurance procedures in an effort to produce an accurate, equitable and error free assessment roll, and ongoing end user training and support. Manages, modifies, installs, and maintains database software and hardware including personal computers. Performs all related system and software upgrades. Analyzes complex problems and system malfunctions and implements effective solutions. Serves as a liaison to vendor support of Assessor specific software and the DOR in systems information. Troubleshoots and maintains the Assessor's database system.	40%
<ul style="list-style-type: none">Maintains compliance with the Arizona Department of Revenue (DOR) equalization assessment calendar by conducting research, compiling data and making data related recommendations to efficiently manage property valuations in compliance with State of Arizona standards and statutory requirements. Develops procedures and in-house programs for the collection, manipulation, analysis, and reporting of appraisal data, runs testing to verify procedures and prepares results; develops and implements data verification, and quality assurance procedures and queries in order to produce the most accurate, equitable, and error free assessment roll. Investigates and gathers data required for input and reporting of data for Assessor software and databases; produces all statutorily mandated Assessor administrative functions, including Notices of Value, Notices of Change, Personal Property Declarations and Tax roll.	30%
<ul style="list-style-type: none">Responsible for generating statutory mandated reports, abstracts of value, Notices of Value, Notices of Change, Personal Property Declarations and the annual delivery of the assessment roll to the County Treasurer for the purpose of creating tax roll. Creates requested data reports for in house and the public uses.	10%
<ul style="list-style-type: none">Monitors property records for accuracy by conducting file and software queries; corrects errors in identification, classification and/or valuation of properties. Manages property valuation records in compliance with State of Arizona standards and statutory requirements. Creates and executes quality assurance procedures in order to produce the most accurate assessment roll.Serves as a liaison to the Gila County I.T. Department and third party vendors. Ensures limited property values and assessed values are calculated in accordance with State statutes; runs checks and balance analysis against software and paper files.	10%
<ul style="list-style-type: none">Completes special projects as requested by supervisor.	10%
<ul style="list-style-type: none">Performs other duties as assigned.	

BUDGET RESPONSIBILITIES

This position has no responsibility over any types of budget.

Continued on next page...

PROJECT RESPONSIBILITIES

This position provides research support on projects relating to organizational planning, organizational development, quality assurance, process improvement, employee training and technology projects.

ORAL COMMUNICATION DUTIES

Trains colleagues, explains procedures, responds to public inquiries, participates in meetings, gives presentations, speaks with the media, negotiates or persuades and moderates meetings.

WRITTEN COMMUNICATION DUTIES

Writes internal memoranda, writes formal letters, writes emails, writes proposals and grants, and writes reports on a monthly basis.

INTERACTIONS WITH THE GENERAL PUBLIC

Interacts extensively with employees, customers, the general public, vendors, regulatory bodies, and other groups and/or individuals and Institutions over the telephone, by email, and/or in person.

INTERACTIONS SPECIFICALLY WITH CUSTOMERS

Occasionally (more than 10% but less than 20% in a year).

MINIMUM EDUCATION REQUIRED

Associates Degree with college coursework pertaining to computer assisted mass appraisal, statistics, database management or computer related field.

MINIMUM YEARS OF DIRECTLY RELATED EXPERIENCE REQUIRED

Three (3) years computer system operations, installation, maintenance and troubleshooting experience in providing support services that involve relational databases, property appraisal, real estate, construction and development, exposure to various Ad Valorem Appraisal functions in an Assessor's Office, college level appraisal and/or real estate courses; exposure to software programs and database management evidenced by application and processing of data and/or certification, or education; or equivalent combination of education, training and experience.

PROFESSIONAL CREDENTIALS REQUIRED

The ability to complete and pass DOR required sixty-four (64) hours of introductory level appraisal courses to include twenty-four (24) hours of introduction to Property Tax (TCH-490) within 6 months of hire; the ability to complete and pass DOR required forty (40) hours of classroom/field study in Valuation Concepts and Cost Appraisal Methods (TCH-4902) including data collection and Cost and Market Valuation Approaches within 6 months of hire; the ability to complete and pass DOR Level 1 Property Assessment Certification OR obtain within 12 months of hire; the ability to complete and pass DOR Level 2 Property Assessment Certification OR obtain within 24 months of hire; the ability to complete and pass International Association of Assessing Officers (IAAO) level 1 courses and certification, OR obtain within 12 months of hire; the ability to complete and pass International Association of Assessing Officer's (IAAO) level 2 courses and certification, OR obtain within 24 months or hire. Completion of International Association of Assessing Officers (IAAO) Course 331 Procedures or ability to complete within 1 year of hire.

KNOWLEDGE REQUIRED

Computer programming languages, database management, Information Technology, server technology, and an understanding of Arizona laws, rules and statutory regulations pertaining to the appraisal methods of taxable properties for assessment purposes. Categorize and group data, ability to consider options, risks, and benefits. Ability to imagine outcomes of particular actions, make sense of multiple information, and ability to solve problems by deductive reasoning. Knowledge of principles and practices of database management, information technology, PC hardware and software, methods of installing and maintaining computers. Principles and practices of Ad Valorem property appraisal, methods and standards utilized in the assessment of property; types and values of assessed property, State statutes and regulations governing property appraisal activities; methods and techniques for collecting field data; customer service standards and protocol; mathematics- including arithmetic and geometry; professional and technical English grammar and usage.

SKILLS REQUIRED

Critical and Analytical thinking, problem recognition, problem solving, analyzing systems, troubleshooting, quality control, analysis, conducting tests and multitasking. Database management and administration. Time management, communicating diplomatically, multi-tasking, customer service, conducting a variety of property appraisal functions and providing assistance to third party software vendors or users. Advanced knowledge and experience with Ad Valorem appraisal and mass appraisal ideologies

Continued on next page...

ABILITIES REQUIRED

Categorize and group data, ability to consider options, risks, and benefits. Ability to Imagine outcomes of particular actions, make sense of multiple information and ability to solve problems using deductive reasoning. Provide analysis, troubleshooting, system monitoring, maintenance and user support. Analyze appraisal data to make appropriate software use, management, and upgrade determinations for the Assessor's Office in a proactive manner to ensure speed and accuracy for mandated taxpayer mailings to include Notice of Values and others as mandated under Arizona Revised Statutes; make and verify accurate mathematical calculations within or without software; understand and follow rules and instructions whether verbal or written; communicate effectively by verbal or written means; provide customer service to taxpayers, data purchasers and the general public. Courtesy and diplomacy are essential elements of the job. Work involves personal contact with others inside and outside the County for the purpose of giving or obtaining information, building relationships, making reports or soliciting cooperation.

PHYSICAL DEMANDS

- Occasionally stands to present, train, deliver presentations or speeches and assist customers.
- Constantly sits to complete reports, constantly sits to operate computers or other tools, occasionally sits to operate special equipment, occasionally sits to complete writing a program and constantly sits to attend to other duties.
- Regularly requires dexterity for keyboard operation.
- Occasionally lifts up to 50 lbs. of work related materials.
- Constantly requires dexterity for keyboard operation and occasionally requires dexterity for special machines.

WORK ENVIRONMENT

This position constantly spends time in an office environment, occasionally in classroom, training rooms, or auditoriums.

SAFETY RISK EXPOSURE

Rarely (0-5% of work time), incumbents in this position may become exposed to telephone verbal abuse by customers, patients, or citizens. Incumbents in this position are generally not exposed to safety risk, may become exposed to telephone verbal abuse by customers, patients, or citizens, individuals with high level of emotional distress; physical danger, mechanical hazards, chemical hazards, electrical hazards, blood borne pathogens, communicable diseases and fire hazards, as possible under typical office conditions which involve public contact.

PROTECTIVE GEAR & SAFETY MANUAL

Regularly (51-75% of work time) required to follow appropriate manuals & procedures. Incumbents in this position are required to constantly follow written safety procedures and manuals relevant to the Assessor' Office, with specific regards to use of Gila County vehicles for travel to and from offsite locations for training or meetings.

CONSEQUENCES OF ERROR

Potential errors can result in unfavorable public perceptions and legal ramifications, cause inconvenience to other employees, and/or delays in related work areas. Delays of service are possible.

NOTICE: APPLICANTS MAY BE REQUIRED TO FURNISH, AT THEIR OWN EXPENSE, DOCUMENTARY PROOF OF EDUCATIONS, CERTIFICATION, REGISTRATION, LICENSE OR ANY OTHER PROOF OF COMPETENCY AS REQUIRED IN THE OFFICIAL CLASSIFICATION DESCRIPTION OR ANNOUNCEMENT AND MAY BE REQUIRED TO UNDERGO PHYSICAL, PSYCHOLOGICAL AND/OR BACKGROUND INVESTIGATIONS AS A CONTINUING CONDITION OF EMPLOYMENT. FURTHER, APPLICANTS FOR POSITIONS REQUIRING OPERATION OF A COUNTY OR PERSONAL VEHICLE ON OFFICIAL BUSINESS MUST POSSESS AND MAINTAIN COUNTY OR PERSONAL VEHICLE OPERATORS LICENSE. GILA COUNTY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGION, AGE OR DISABILITY, AND FAMILIAL STATUS IN EMPLOYMENT OR THE PROVISIONS OF SERVICE. AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER.