



Request for City Council Committee Action from the Department of Human Resources

Date: November 24, 2014

To: Mayor Betsy Hodges and the Executive Committee

Referral to: Ways and Means Committee

Subject: New Appointed Position: Chief Appraiser

546 points/Grade 12 (\$86,533- \$102,017)

Recommendation:

- Find that the proposed position meets the criteria in Section 20.1010, Council to Establish (Appointed) Positions, as follows:
 - The person occupying the position will report to the head of the designated city department or the designated city department head's deputy.
 - The person occupying the position will be part of the designated department head's management team.
 - The duties of the position involve significant discretion and substantial involvement in the development, interpretation, or implementation of city or department policy.
 - The duties of the position do not primarily require technical expertise where continuity in the position would be significant.
 - The person occupying the position needs to be accountable to, loyal to, and compatible with the mayor, the city council, and the department head.
- Approve the proposed position: Chief Appraiser; 546 points/Grade 12 The position is FLSA – Exempt
- Approve the recommended salary schedule for the position, which has a range of \$86,533 to \$102,017, effective December 12, 2014, and authorize annual step movement for the incumbent provided satisfactory or better performance in the job:

Title	Points	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8
<u>Chief Appraiser</u>	546	86,533	91,087	92,909	94,730	96,552	98,374	100,196	102,017

- Refer to Ways and Means

Prepared or Submitted by: Pamela Nelms, CCP, SPHR

Human Resources Senior Consultant/Compensation; 673-3344

Approved by: _____

Patience Ferguson
Chief Human Resources Officer

Spencer Cronk
City Coordinator

**Presenters in Committee: Pamela Nelms, CCP, SPHR
Human Resources Senior Consultant**

Financial Impact (Check those that apply)

No financial impact (If checked, go directly to Background/Supporting Information).

Action requires an appropriation increase to the _____ Capital Budget or _____ Operating Budget.

Action provides increased revenue for appropriation increase.

Action requires use of contingency or reserves.

Business Plan: Action is within the plan. Action requires a change to plan.

Other financial impact (Explain):

Request provided to department's finance contact when provided to the Committee Coordinator.

Background/Supporting Information

Dear Mayor Hodges:

The City Assessor requested Human Resources to review the existing appointed position Chief Appraiser, a grade 11 position valued at 515 total points, noting that the duties and responsibilities have evolved over time and that the certification requirements for the job have significantly changed. Following a review of the position, we agree that the position requires an adjustment.

The duties and responsibilities include but are not limited to:

- Directs the work of the Principal Appraisers in the valuation and classification of complex downtown Central Business District (CBD) and neighborhood properties
- Responsible for the litigation in estimated market value of court petitions (\$2.6 Billion five-year average).

- Oversees trial preparations leading up to tax court. Responsible for developing trial strategies with the County Attorney's Office. Identifies strengths and weaknesses in a petitioner's appraisal and testimony.
- Supervises the collection, cataloguing and distribution of financial statements and forms to internal and external users for each tax court appeal.
- Establishes, develops and maintains the department-wide tax court schedule.
- Ensures section supervisors and their staff comply with tax court orders, litigation deadlines and timely recording and dispensing of settled and dismissed cases
- Writes highly technical narrative appraisals and testifies as an expert witness in Minnesota State Tax Court on large, complex or controversial valuation cases.
- Manages high-volume tax petition scheduling orders, interrogatories and deadlines. Implements "best practices" strategies to ensure the tax appeal system can accommodate sudden and significant fluctuations in appeals with minimal financial impact on City and department resources.
- Assigns work and provides clear work direction and expectations to department staff. Develops and outlines the responsibilities, skills, and knowledge needed for each position in the unit and manages employee performance.
- Trains, mentors, and coaches employees on current real estate appraisal data, the valuation of real property, new legislation affecting valuation and assessment administration, real estate tax law, assessment procedures and public relations problems, customer service techniques and assessment processes to increase both employee and customer satisfaction in each transaction.
- Represents the Assessor's office at council meetings, City and non-City department meetings, neighborhood and community engagement initiatives, and taxpayer meetings.
- Informs and educate taxpayers on Minnesota real estate laws and procedures related to property tax assessment and real estate sales activity. Supervise the Local Board of Appeal and Equalization proceedings and 1100 informal appeals annually (five-year average).
- Leads Business Process Improvements (BPI) projects to evaluate the department's workplace practices and procedures and maintain quality improvement initiatives.
- Responds to Mayor, City Council, City and non-City departments and neighborhood groups on requests for information, assistance and professional advice on real estate trends and property tax questions.
- Approves the assessment rolls; the auditing and recording of sales information and ratio studies; and data processing activities of the department. Has authority to approve or deny tax-exempt classifications. Has oversight over compliance enforcement, exemption fraud, and management of all exempt property records.
- Direct the administration of legislative programs; including homestead and exemption appeals and investigations.
- Manages professional service contracts and provides direction and oversight to contractors that perform real estate appraisal and consulting services for tax court related litigation.
- Promotes a diverse, culturally competent, and respectful workplace.

Factor Summary of the evaluation of the position.

Factor	Points	Analysis
Pre-requisite Knowledge	65	<p>The position requires a Bachelor's Degree in Real Estate, Architecture, Engineering, or an equivalent. It requires a strong background in and knowledge of Minnesota's property tax statutes, the Department of Revenue's Assessment Administration Manual and the Uniform Standard of Professional Appraisal Practice (USPAP) Standards. It also requires five years of work experience that demonstrates competency in leadership, problem-solving, interpersonal and motivational skills.</p> <p>The minimum certification qualifications have changed significantly from a Certified Minnesota Assessor (CMA) to an Accredited Minnesota Assessor (AMA) with the Senior Accredited Minnesota Assessor Certification (SAMA) required within 12 months of hire.</p>
Decisions and Actions	60	<p>Jobs at this level supervise critical work groups, or manage a specialized function. Positions at this level are involved in aiding and advising regarding certain actions, and implementing and monitoring programs under their direct authority. These positions typically have responsibility for the formulation of objectives, policies, and programs. They advise on identification of goals, objectives, and performance measures. Decisions tend to have greater effect on the organization due to greater citywide impact, more notable budgetary impacts, or longer-term impacts. Work is done under supervision in accordance with broadly stated policies or principles, sometimes of advanced nature and with latitude for the exercise of independent judgment. Performance generally has influence on finances or delivery of services; errors or inadequacies could cause serious inconvenience, embarrassment or expense. Decisions and actions are subject to prior approval in complex or unusual cases.</p>
Supervisory Responsibility	5	<p>The Chief Appraiser supervises three Principal Appraisers</p>
Relationships Responsibility	65	<p>The position will have contact with several positions, including the City Assessor, Directors, Managers and Supervisors in the Assessor's Department, managers and staff in numerous City departments, including: Community Planning and Economic Development, Regulatory Services, City Attorney's Office, 311, Communications, and Finance and Property Services.</p> <p>Relationships with contacts from outside the City organization include the Hennepin County's Attorney's Office, real estate brokers, appraisers, staff at the Minnesota Department of Revenue (MN DOR) and the United States Census Bureau and the general public</p>

		Jobs at this level are responsible for creating and maintaining effective relationships that are essential to the success of the job function and that require the use of tact and diplomacy in dealing with departments, agencies and constituents on matters that could result in potential lawsuits, have large financial impact, or where communications are closely scrutinized, are highly visible and have the potential of harming the City's image.
Working Conditions	20	The position will work in normal office environment and will have exposure to the typical equipment in an office including computer keyboarding, copiers, and phones.
Effort	55	Jobs at this level are higher-level positions with regular deadlines, time pressure, and a need to pay strict attention to detail, resulting in mental effort and fatigue. Managerial and supervisory jobs at this level will typically participate in professional activities as well and having the pressure of managing others. They are over major areas of accountability, where actions and activities can have Citywide impact, and involve significant resources. Deadlines are crucial and there can be limited windows of time to complete work. These positions spend a great deal of time using a computer, reviewing financial, specialized, or legal documentation and related detail content, which can lead to eyestrain and fatigue.

Attached: Classification Report and Salary Ordinance