

## **CHIEF ASSESSOR**

**Department:** Assessor's Office

**Division:** N/A

**Appointing Authority:** Mayor

**Grade:** S10

**Revision Date:** 11/2021

**Bargaining Unit:** S

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### **Definition:**

Directs, manages, supervises and administers the programs and activities of the Assessor's Office. This includes formulating and determining policy; assessment of all real and personal property to determine the values upon which taxes are levied annually, mapping services, and coordination of assigned activities with other departments and outside agencies relative to assessments. Advises the Board of Assessors on all matters relative to assessments, abatements, property appraisal, and setting of the annual tax rate, all in accordance with State and local statute and regulations. Provides highly responsible, complex, and confidential administrative support to the Director of Municipal Finance. Performs all other work that is logical to the position.

### **Supervision:**

Reports directly to the Director of Municipal Finance (per charter) who sets broad policy guidelines for the department; works independently within the statutory and regulatory requirements and under the broad policy direction of the Mayor.

Responsible for the day-to-day supervision of 5 or fewer employees of the Assessor's Office within a collective bargaining environment, including setting office policy, assigning work, and reviewing and evaluating, and disciplining staff performance; may work collaboratively with other Department Heads; meets regularly with members of the Board of Assessors.

### **Environment:**

Varied work in a multi-task environment. Duties are performed under typical office conditions. Operates standard office equipment. Noise levels are usually quiet to moderate.

Performs varied, complex and responsible professional duties requiring independent judgment and initiative in the administration of the Assessor's office and in establishing property values; work is performed in strict accordance with the directives and policies of the Massachusetts Department of Revenue (DOR) and in compliance with Massachusetts General Laws. Ensures compliance with applicable laws, rules, regulations, and departmental policies, procedures and methods. Makes presentations and represents the Department in public forums.

Has access to and control of confidential records subject to non-disclosure or limited disclosure pursuant to law, regulation or policy.

Has frequent contact with citizens, employees, departments, boards and committees, city elected officials, State agencies, outside organizations and community leaders or citizens groups, vendors, contractors, the general public.

Errors in judgment and administration may adversely impact operations resulting in municipal tax revenue, inequitable assessments, cause confusion or delay, cause an adverse impact on public opinion, or legal and financial repercussions, and lower standards of service to taxpayers.

**Essential Functions:**

(The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Responsible for effective operation of City -wide real and personal property appraisal system including to establish and maintain fair and equitable assessments on personal property and residential, sub-divisions, commercial, industrial, and farm property, and to maintain all related files and records. Examines, evaluates or inspects existing and new properties, and additions to existing properties to determine fair market value and establish assessments. Does market, cost, income and trend analysis to: construction, grading, relative values in area, and other pertinent factors; review available data, plans, costs, purchase price; reviews values on real and personal property using complex internal assessment methods.

Serves as a member of the Board of Assessors. [*NOTE: This could change with 2021 Charter Change.*]

Enters /oversees assessment and related information entry into the Tax Recap; provides the Department of Revenue required and requested documentation.

Commits real estate, personal property and motor vehicle excise to the Treasurer-Collector to produce tax bills for the City of Greenfield.

Determines the amount of Overlay Surplus needed for each fiscal year; maintains records of overlay surplus.

Prepares and administers the departmental budget and presents budget to City Council; provides the Director of Finance and Administration with related revenue projections; maintains computer systems and necessary software upgrades in support of the appraisal activities; plans and conducts public hearings after valuations have been established.

Investigates complaints and reviews all abatement and exemption requests, and makes recommendations to the Board of Assessors regarding abatement and exemption requests. Reviews inflationary pressures on long term leases, hardship cases; elderly, veterans and blind persons. Applies statutory exemptions or abatements where applicable and carries out abatement decisions on other cases as required. Coordinates with the Council on Aging on the Senior Tax Work-Off and the Veterans Office for the Tax Work-off programs.

Maintains records of automobile excise taxes. Periodically submits to Tax Collector a commitment list of properties, values and collectable tax. Prepares various periodic or special reports, summaries or statistical data as required; oversees the preparation of the required reports for the DOR including recapitulation report prior to setting of the tax rate annually, consistent with the provisions of 100% valuation and Proposition 2 ½; documents the amount of growth that can be added to the total valuation of the City for the purpose of calculating the tax levy; prepares for and testifies before the Appellate Tax Board.

Answers questions from property owners and members of the banking, legal and development community; works with individual taxpayers to explain their assessments if necessary; effectively participates in activities of various groups and committees to exchange ideas and information, to plan and coordinate programs and to discuss matters of mutual concern.

Establishes and maintains administrative and clerical procedures, files and records, reporting and communication methods. Supervises, trains, and directs office clerical personnel and Assistant Assessor, and participates as required in office functions. Reviews inquiries and complaints in order to follow up and handle those requiring personal attention, advises and instructs office personnel in handling of routine matters.

Coordinates and assists assessor contractual services for revaluations, large scope appraisals and legal defense at the Appellate Tax Board.

Performs other duties as required

**Minimum Qualifications: Valid State driver's license; Massachusetts Accredited Assessor (MAA) certification, or willing/able to receive it within 18-months of hire date.**

**Education and Experience:**

Bachelor's degree in finance, business administration or related field or Juris Doctorate or Master's Degree preferred; Associates degree in finance, business administration or related field, plus additional training such as real estate and personal property appraisal courses required; Minimum of three to five years (3-5) of real and personal property appraisal experience including the appraisal of industrial property; supervisory and office administrative experience required; experience with municipal taxation procedures, business management and accounting procedures necessary.

Massachusetts Accredited Assessor (MAA) certification; or International Association of Assessing Officers (IAOO) designation, or be so certified within 18 months of hire date.

Working knowledge of assessing system software; Munis experience desirable.

**Knowledge, Ability and Skill:**

Comprehensive knowledge of current property appraisal principles and practices, including Massachusetts property tax laws; broad knowledge of residential, commercial and industrial construction, property classes, types, values and prices; knowledge of legal requirements of property and taxation.

Thorough working knowledge of departmental functions and operations; of standard office practices and procedures; of use and operation of standard office equipment; ability to operate a personal computer in a windows environment with proficiency in MS Office and G-Suite required; familiarity with MUNIS and other database programs, computer hardware and software applications.

Wide variety of assessment and administrative duties involving general knowledge of City policies and procedures, and their application to cases not previously covered. Duties require considerable judgment to devise methods and techniques for evaluating properties, and to make decisions guided by precedent and within limits of established policies.

Ability to maintain overview of detailed and accurate records using data processing; ability to compute using various statistical methods; and the ability to work with a computer on a daily basis; ability to establish and maintain effective working relationships with city officials and the public.

**Physical Requirements:**

Minimal physical effort required under typical office conditions include regular sitting, talking, walking and mental concentration for extended periods; intermittent moderate effort required for tasks such as moving files or related office equipment. Position requires the ability to operate a keyboard and view computer screens for an extended period of time and the ability to adjust focus; hearing ability requirements include ability to interact with subordinates, the public, elected or appointed officials and outside organizations.

Ability to maneuver stairs and uneven terrain for field inspections.

**Special Requirements:**

Must possess or be able to obtain within two years of appointment State certifications of Massachusetts Accredited Assessor (MAA); and either Certified Assessment Evaluation (CAE) or Certified Massachusetts Assessor (CMA) or IAAD certification. Must possess or be able to obtain a Massachusetts Class D Driver's License.

*(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)*

**Approved:**

EXECUTED 11/29/2021 AND ON FILE IN THE HR DEPARTMENT

\_\_\_\_\_  
Human Resources Director

Date \_\_\_\_\_  
Revision History: 10/72, 10/88, 12/03, 7/08, 10/2021

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Mayor

[SSEA Review: \_\_\_\_]