

Job Title: Appraiser Trainee
Department: Assessor / Assessor Chief Deputy
Reports to: Assessor
FLSA Status:

NOTICE TO APPLICANTS:

Please read this job description carefully and ask for clarification if you have difficulty understanding the functions of this job.

Please describe any accommodations that you need in order to perform this job.

SUMMARY

Responsible for appraising all property categories in Cassia County providing fair, equitable and accurate values for property and improvements

ESSENTIAL DUTIES AND RESPONSIBILITIES: include but are not limited to the following:

Residential Services Administration/Operations:

- Same duties and responsibilities are required for the Appraiser trainee as the Appraiser position. They are required also to take the educational classes, pass the exams and become certified within 1 year of hiring. After that maintain all annual training hours to maintain that certification.
- Confers with administrative personnel to analyze current operational procedures, identify problems, learn specific requirements, implement needed correction, evaluate and document results.
- Creates systems for responding to customer inquiries and needs via telephone, online networks and mail.
- Studies existing administrative processing systems to evaluate effectiveness and develops new systems to improve production or workflow as required. Establishes benchmarks to track efficiencies gained.
- Advises management on issues arising from administrative operational problems.
- Upgrades systems as needed and corrects errors or inefficiencies to maintain system after implementation.
- Analyzes and organizes office operations and procedures and suggests improvements where needed.
- Maximizes office productivity through training and proficient use of appropriate software applications. Maintains State accreditation for appraisal work.
- Pursues proposals for improvement of outsourced administrative functions, makes recommendations, and reviews administrative contracts minimum bi-annually.
- Review's clerical and client records to ensure completeness, accuracy, and timeliness.
- Reviews and verifies accuracy of compliance reports for Assessor, County Commissioners and Idaho State Agencies.

Corporate Administration/Operations:

- Assists and follows directions from the Assessor with overall leadership duties as directed.
- Maintains good public relations and interacts with clients, customers, and co-workers in a respectful and professional manner.
- All employees are expected to perform any reasonable work requested that falls within the qualification but not specifically described.

QUALIFICATIONS & SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

KnowledgeTwo years of previous supervisory/management experience mentoring and training staff; operations, policy and procedure documentation and execution; State Certified Appraiser Experienced in IAAO appraisal methods and Idaho State Tax Commission guidelines

Abilities/Competencies...**Accountability/Responsibility** – Accepts responsibility for decisions, actions, errors and results; Has a strong sense of urgency about solving problems and completing work; When delegating, remains responsible for final results; Takes on additional work without

complaining; Proactively communicates information that may be helpful to others; Is reliable, conscientious and trustworthy.

Communication – Communicates effectively with people at all levels in the organization; Gives specific timely feedback so that work can be accomplished effectively; Gains respect quickly, builds trust and credibility; Demonstrates the ability to persuade and influence others in a positive manner; Confronts interpersonal issues; resolves conflicts; Expresses ideas clearly, candidly and concisely in oral and written communication with few to no spelling and grammar errors; Listens actively and carefully and avoids speaking over others; Conveys a positive image of self, team, and company using communication techniques; Keep supervisor and/or others informed about progress and problems – avoid surprises.

Cooperation/Teamwork - Relates in an appropriate and productive manner to those inside and outside of company; Is willing to pitch in when needed and is a positive influence in the company; Takes direction willingly and does not become defensive when being coached; Avoids blaming others when problems occur; Gains the trust of others by being forthright and honest in all interactions; Open to working with any employee or team; Is open to hearing what other co-workers have to say; Puts the team's interests and accomplishments ahead of his/her own; Is a skilled team leader; When conflicts occur, is effective in helping resolve them.

Customer Service - Manages all interactions with composure, professionalism, and maturity regardless of customers' attitude; Talks to customers (internal or external) to find out what they want and how satisfied they are with what they are getting; Demonstrates technical and business expertise and appropriate urgency in dealing with customer problems/concerns.

Dependability - Comes to work on a consistent basis and does not miss excess amounts of work; Is well prepared for meetings and/or discussions; Assists other team members whenever possible; Can be counted on to complete tasks in a timely manner; Able to remain on task in spite of difficulties that may arise; Can be depended upon even in times of significant complexity and pressure.

Flexibility – Demonstrates openness to new organizational structures, procedures and technology; Switches to a different strategy when an initially select one is unsuccessful; Is versatile and can multitask; Willing to change current responsibilities as needed; Deals with change in a positive manner, adapting as needed to arrive at effective solutions; Tries to improve performance when asked to do so.

Forward Thinking – Anticipates possible problems and develops contingency plans in advance; Notices trends in the industry or marketplace and develops plans to prepare for opportunities or problems; Anticipates the consequences of his/her decisions; Develops a plan for effective communication to minimize turmoil or fallout; Thinks far enough ahead to account for various outcomes that may occur.

Initiative – Performs independently and offers help to others when possible; Initiates and implements new projects or solutions; Anticipates problems and addresses them proactively; Strives to improve work processes on a continuing basis; Takes independent action to change direction of events; Takes effective action when appropriate, without being told to do so; Assumes responsibility for meeting personal goals and fulfilling requirements of the position.

Job Knowledge – Demonstrates complete possession of knowledge and skills pertaining to the job/industry and applies it to solve problems; Understands and applies company policies and procedures; Initiates communication as necessary to enhance knowledge that might be lacking; Makes sound recommendations for improving processes, procedures and approaches; Understands job priorities and works accordingly; Takes job coaching and training seriously and applies concepts/skills to the job.

Judgment – Manages own time effectively; Recognizes and deals with problems effectively; Understands implications of own behavior/actions; Adapts to changes quickly and easily; Is aware of own actions/behavior/words usage and how they impact others; Understands how to gain the respect of others; Evaluate situations and make appropriate decisions to deal with them.

Leadership/Supervision – Takes measurable steps to develop the mutual trust and respect necessary for a productive and positive work environment; Demonstrates behavior that sets a clear example of hard work, sound judgment, focus, a sense of urgency, and sound business ethics; Coaches and mentors others in a positive and productive manner; Demonstrates maturity in his/her interactions with others; Keeps emotions out of decision making and interactions with others; Takes on difficult issues without hesitation; Demonstrates respect for others and treats people fairly.

Professionalism – Demonstrates maturity and is tactful in dealing with others; Reacts appropriately to the situations at hand; Handles situations in a calm and objective manner; Maintains tact in addressing difficult, awkward or conflicting situations. Follows company/department protocol at all times; Dresses appropriately for all situations.

Quality of Work - Demonstrates accuracy and thoroughness; Makes minimal errors, mistakes, and omissions, resolving them quickly and thoroughly; Produces quality work consistently; Organizes work to enhance productivity; Uses time effectively and efficiently; Assists others as necessary to make certain that work is completed.

Stress Management – Remains calm under stress; Can effectively handle several problems or tasks at once; Maintains a sense of humor under difficult circumstances; Responds to criticism or coaching without allowing emotions to come into play; Understands that problems will arise and handles them without overreacting.

EDUCATION and/or EXPERIENCE

Associate's degree (A. A.) or equivalent from two-year college or technical school; or two years related appraisal or related experience and/or training; or equivalent combination of education and experience. State Certified Appraiser.

LANGUAGE SKILLS

This position requires the ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations; ability to write reports, business correspondence, and procedure manuals; and the ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Testing for candidacy in this position may require simulation or other computer testing or other methods.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

This position requires the ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form; Ability to define problems, collect data, establish facts, and draw valid conclusions and the ability to interpret an extensive variety of instructions in mathematical or diagram form and deal with several abstract and concrete variables. Testing for candidacy in this position may require simulation or other computer testing or other methods.

CERTIFICATES, LICENSES, REGISTRATIONS

- Candidates must be legally employable by a U. S. business.
- Idaho State Certified Appraiser
- A valid driver's license and satisfactory driving record are required. This position requires the candidate have reliable transportation and may drive their vehicle during working hours. Proof of current vehicle insurance required.

PHYSICAL DEMANDS

The physical demands described here are representatives of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and reach with hands and arms and lift up to 50lbs. The employee is frequently required to talk or hear. Specific vision abilities required by this job include ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate to quiet. This position involves being in an inside office and working in an individual cubicle in a professional work environment.

Acknowledgement & Receipt

I have read and understand the requirements of this job and can safely and effectively perform all the job functions listed above. I also acknowledge that I have received a copy my job description for reference and my questions relating to my duties have been answered satisfactorily. I acknowledge and understand that changes will be made from time to time without prior notice, and that I will receive a copy of changes made.

Employee Name (print)

Signature

Date