

**CITY OF MARLBOROUGH**  
**ASSESSOR'S OFFICE**  
**Senior Assessor**

**DEFINITION/PURPOSE**

The purpose of this position is to provide professional and technical duties that assist with the measuring, listing, and valuing of all types and classes of real property on an equalized basis using accepted professional property assessment techniques.

**ESSENTIAL FUNCTIONS**

*(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. 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.)*

- Assists the Principal Assessor by reviewing all real property systematically to ensure accurate and current information for tax valuation as directed.
- Inspects and measures real property to estimate fair market value for taxation purposes.
- Determines taxability and value of properties, using methods such as field inspection, structural measurement, calculation, sales analysis, market trend studies, and income and expense analysis as directed by the Assessor.
- Assists with the appraisal and inspection of residential, commercial, and industrial properties for taxation purposes; assists with the valuation of motor vehicles for excise tax purposes; and assists with the administration of cyclical re-inspections.
- Verifies real estate sales, including field review, physical inspection, and statistical analysis. Assists with preparation for the quinquennial revaluation, including documentation, and statistical analysis required by the Department of Revenue.
- Assists with the administration and processing of exemptions and abatements; assists with appeals to the Appellate Tax Board, including preparation for trial.
- Computes valuation and assessments, using the Vison CAMA system as well as individual appraisals.
- Performs research and develops assessment schedules and independently reappraises various types of properties.
- Processes abatements and exemptions, when applicable, for various reasons in accordance with statutes, regulations, and procedures.
- May assist or prepare certified abutters list for various Boards and Commissions.
- Participates in the maintenance and updating of all property records, both computer files and printed records.
- May converse with taxpayers, real estate professionals, elected officials as well as all members of the general public to explain City's assessment policies and procedures, the determination of specific valuations, tax abatements, and filing abatement/exemption applications.
- Receives and examine requests for abatements and exemptions of property taxes.
- Attends professional meetings, training programs, and seminars to stay abreast of changes or trends in the field and to remain familiar with Massachusetts laws and regulations concerning tax assessments.
- May attend meetings of the Board of Assessors and participating in discussions, information exchange, and decision-making, as appropriate.
- Prepares various reports of assessment activity for Department of Revenue for sign off by Principal Assessor.
- Perform all other department related duties as required.

**SUPERVISION RECEIVED**

Works under the general direction of the Principal Assessor and may take direction from the Board of Assessors. The employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently. Employee is expected to solve most problems of detail or unusual situations by adapting methods or interpreting instructions accordingly. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines, and priorities. Technical and policy problems or changes in procedures are discussed with supervisor.

**SUPERVISION EXERCISED**

This position may lead other departmental employees in accomplishing assigned work and also performs non-supervisory work that is usually of the same kind and levels as is done by the group led. The employee may provide on-the-job training to new employees, reports to the supervisor on disciplinary problems, performance and training needs.

**ACCOUNTABILITY**

The nature of the work means that errors in administrative work are not easily detected. Consequences of errors, including inaccurate information, could impact other departments and result in monetary loss, legal repercussions, interruption of service and poor internal or external customer service.

**JUDGMENT**

The work requires examining, analyzing, and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices and precedents which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions. Requires understanding, interpreting, and applying federal, state and local regulations.

**COMPLEXITY**

The work consists of the practical application of a variety of concepts, practices and specialized techniques relating to a professional or technical field. Assignments typically involve evaluation and interpretation of factors, conditions, or unusual circumstances; inspecting, testing, or evaluating compliance with established standards or criteria; gathering, analyzing, and evaluating facts or data using specialized fact-finding techniques; or determining the methods to accomplish the work.

**NATURE AND PURPOSE OF CONTACTS**

Relationships are constantly with co-workers, the public, groups and/or individuals such as peers from other organizations, and representatives of professional organizations. The employee serves as a spokesperson or recognized authority of the organization in matters of substance or considerable importance, including departmental practices, procedures, regulations, or guidelines. May be required to discuss controversial matters where tact is required to avoid friction and obtain cooperation.

**CONFIDENTIALITY**

Employee has access at the departmental level to a variety of sensitive and confidential information.

**WORK ENVIRONMENT**

The work is performed in an office environment. Noise or physical surroundings may be distracting. May encounter aggravated customers.

**EDUCATION AND EXPERIENCE**

A college degree in economics, finance, business, or a related field preferred, with a minimum of 4 years

appraisal or assessing experience; or any equivalent combination of education or experience. Mass Certified Residential Appraisal License, or higher a plus. Must possess a valid driver's license. Must obtain Massachusetts Accredited Assessor (MAA) certification within twenty-four months of appointment; certification must be maintained throughout appointment.

### **KNOWLEDGE, ABILITY AND SKILLS**

Knowledge: Practical knowledge of customer service best practices, general computer applications, and basic accounting practices. Knowledge of modern assessment practices and procedures and Massachusetts General Laws, policies and regulations relating to the assessment of property. General knowledge of GIS mapping, surveying, plans of land, and deeds; Department operations and computer programs; knowledge of concepts, practices, tools, and methods of appraising as it relates to Ad Valorem taxation; knowledge and proficient in the use of CAMA software, financial management software, other online assessor related databases.

Ability: Ability to work in groups with other employees and with the public. Ability to communicate effectively in written and oral form. Ability to be organized and pay attention to details. Ability to operate standard office equipment and computer software and database administration. Ability to read and interpret maps, subdivision plans and building plans accurately; ability to work effectively with the public, contractors, lawyers, and federal, state, and local officials; ability to accomplish complex tasks, meet deadlines, and work independently.

Skills: Excellent oral and written communication skills. Strong interpersonal skills. Strong problem-solving skills. Proven analytical skills, and must have excellent organizational, oral, and written skills. Experience with Microsoft Office programs is a must.

### **PHYSICAL, MOTOR, AND VISUAL SKILLS**

Physical Skills: Work is typically in an office setting, involving sitting, with intermittent periods of stooping, walking, and standing. tasks require the ability to exert light physical effort in sedentary to light work, which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 30 lbs.). There may be need to stretch and reach to retrieve materials.

Motor Skills: Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

Visual Skills: Visual demands require routinely reading documents, including maps, for general understanding and analytical purposes; ability to use computer and other office equipment.