



Town of Rockland

Job Description

Position Title:	Director of Assessing	Department:	Assessing
Reports To:	Board of Assessors	Date	May 6, 2022
Appointing Authority:	Board of Assessors	FLSA:	Exempt

Summary: Under the general direction of the Board of Assessors, the Director of Assessing is the administrator and technical expert of the Assessing Department, implementing the policies of the Board of Assessors. This position is responsible for the valuation and taxation of all real and personal property within the Town of Rockland following the direction of MGL on local taxation. This position requires a thorough knowledge of the principles of property valuation and assessment with regards to assessing residential, commercial, and personal property. The Director supervises and manages the staff, liaises with the Massachusetts Department of Revenue, other municipal departments and officials and the public. In addition, the Director ensures that the work and reports are completed in a timely, professional manner, in accordance with the statutes and policies of the Massachusetts Department of Revenue.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type 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.

- Manages the day-to-day operation of the Assessors' Office, including training and guidance of office personnel, both professional and clerical, and coordinates work of outside professional contractors and appraisers.
- Supervises revaluation and interim updates of all real estate including the supervision of personnel and outside contractors.
- Meets with taxpayers and their representatives' concerning questions of valuation, assessment, abatement and exemption, and policy.
- Communicates change in policy, regulations and legislation on assessing and taxation to staff and board.
- Prepares and submits the department's annual budget. Oversees expenses, working closely with the Town Accountant, Town Administrator and Finance Committee.
- Prepares annual new growth reports to establish the Town's levy limit.
- Prepares all reports and documents required by the DOR to set the tax rate and achieve certification by the DOR.
- Manages the assessors' overlay account, which provides for adjustments and overvaluation refunds.
- Recommends hardware and software to improve assessing practices and finds the most efficient, cost-effective way to maintain accurate records and current values of all real and personal property.
- Gathers current real estate sales data, prepares required valuation analysis reports, and maintains property records based on site inspections, deeds, building permits and plans, legal decisions, board hearings and permits, zoning changes, news reports, trade publications, and other sources. This involves working with the Planning Board, Building Inspector, Health Board and Health Inspector, Zoning Board, Conservation Commission and its agent, and other officials and professionals.
- Performs field inspections of new and improved structures, following up on building permits and establishing or adjusting values as well as inspections on properties which submit overvaluation applications.
- Continues professional development through training, courses, seminars, and memberships in assessing organizations.

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- Maintains all necessary records, files and maps.
- Prepares annual valuation list of all properties by class for the Department of Revenue and the Selectmen's classification hearing.
- Oversees the commitment of real estate, personal property, motor vehicle excise, and special assessments to the Tax Collector for billing.
- Prepares agenda for Board of Assessors meetings and makes recommendations to the board on policy, purchases, personnel, abatements, exemptions, and other matters.
- Prepares articles for the Town Meeting warrant.
- Responsible for writing and preparing the annual report for the department.
- Prepares news releases and other information for the public about assessing matters.
- Testifies, representing the Board and the Town, at hearings before the Appellate Tax Board, defending the values established by the Assessing Department.

Supervision Required: Under the general supervision of the Board of Assessor's, but most day-to-day work is performed independently.

Supervisory Responsibility: Supervises departmental staff. Formulates office policy, training, work assignments and performance evaluations.

Confidentiality: In accordance with the State Public Record Law, the employee has regular access to department-level confidential information such as official personnel files and department records.

Accountability: Consequences of errors, missed deadlines or poor judgment could result in missed deadlines, monetary loss; jeopardize programs, or legal repercussions to the Town.

Judgment: Work is performed based on administrative or municipal policies, state and federal legislation, or directives that pertain to a specific department or functional area. Extensive judgment and ingenuity are required to develop new or adapt existing methods and approaches to accomplish objectives and/or to deal with new or unusual requirements within the limits of established guidelines, practices, or policies. The employee is recognized as the department or functional area's authority in interpreting the guidelines, in determining how they should be applied, and in developing operating policies.

Complexity: Work consists of employing many different concepts, theories, principles, techniques, and practices relating to a professional or administrative field. Assignments typically concern such matters as studying trends in the field for application to the work; assessing services and recommending improvements; planning long range projects; devising new techniques for application to the work, recommending policies, standards or criteria.

Nature of Public Contacts: The employee has constant interaction with local, state, and federal government officials, community leaders and any other individuals to protect and promote the municipality's overall interest. The employee must possess a high degree of diplomacy and judgment. Duties require a well-developed sense of strategy and timing in representing the municipality effectively in critical and important situations that may influence the financial wellbeing of the municipality.

Recommended Minimum Qualifications:

Education and Experience: Bachelor's Degree in Business, Accounting, Mathematics, or relative field required, and minimum five years of experience in assessing real estate taxation preferred which at least three years were in an administrative or supervisory position or any equivalent combination of education and experience.

Special Requirements: Massachusetts Accredited Assessor (MAA) professional designation or its equivalent and Massachusetts Driving License.

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Knowledge, Abilities and Skill

Knowledge: Thorough knowledge of assessing property, both real and personal; assessor's municipal functions; Massachusetts General Laws regarding local taxation and preferred knowledge in Mass Appraisal software packages, specifically PK Assessment Systems; municipal budgetary functions; MUNIS and Microsoft Office Suite.

Abilities: Strong analytical ability; develop effective working relationships with department personnel, subordinates, taxpayers and with the general public; ability to express oneself clearly and concisely orally and in writing. Ability to use office equipment efficiently. Ability to take on multiple tasks in a detailed, organized manner.

Skills: Excellent organizational and detail skills; excellent data processing skill in the use of personal computers and financial software including word processing and spreadsheet applications. Excellent analytical skills. Proficient customer service skills, oral and written communication skills.

Work Environment: The work environment is typical of a professional office, involving moderate noise levels and with frequent interruptions. The field work is performed with some exposure to varying conditions of weather.

Physical and Mental Requirements:

The physical demands described here are representative 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 position's essential functions.

Physical Skills: Work effort principally involves sitting and walking to perform work tasks, with intermittent periods of stooping, and standing. The employee is occasionally required to lift objects such as books, office equipment, and computer paper.

Motor Skills: Duties are largely mental rather than physical, but the job may occasionally require the application of basic motor skills for activities such as operating a telephone system, personal computer, office equipment, computer keyboarding, filing and/or sorting of papers.

Visual/Auditory Skills: The employee is required to constantly read documents, personal computer screens and written reports for general understanding and routinely for analytical purposes. The employee must have the auditory ability to listen and comprehend.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.

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