



**Buncombe County**  
 A caring community in harmony with its environment  
 where citizens succeed, thrive, and realize their  
 potential.

**POSITION DESCRIPTION FORM**

DIVISION:	County Manager
SECTION/UNIT:	Tax Department
FLSA STATUS:	Exempt

<b>Classification Title of Position:</b>	Tax Assessor
<b>Working Title of Position:</b>	Tax Assessor
<b>Name of Immediate Supervisor:</b>	
<b>Supervisor's Position Title:</b>	
<b>Name of Employee:</b>	

**Employee Certification:**

I certify that I have reviewed this position description and that it is a complete and accurate description of my responsibilities and duties.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor Certification:**

I certify that (a) I am the Immediate Supervisor of this position, that (b) I have provided a complete and accurate description of responsibilities and duties and (c) I have verified (and reconciled as needed) its accuracy and completeness with the employee.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Program Administrator, Department Head or Division Manager Certification:**

I certify that this position description, completed by the above named immediate supervisor, is complete and accurate.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**I. Purpose of the position:** The primary purpose of this position is to direct the operations and activities of the appraisal, land record management, and tax relief initiatives that support the County's comprehensive tax program and to ensure compliance with the North Carolina Machinery Act.

**II. Essential Functions of the position:**

- Direct the activities of the County's comprehensive appraisal program which includes coordinating the evaluation of real and personal taxable and non-taxable property; ensuring that assessments and standards are correctly made and uniformly applied; and making decisions regarding extenuating circumstances.
- Develop and coordinate the implementation of department policies, procedures, and methods for program operations and determine the applicability and method of enforcement.
- Personnel Management: Hire, develop, evaluate performance, provide feedback and disciplinary action as needed; develop and maintain a positive team work environment; provide effective, clear and timely communication.

**III. Duties, Responsibilities, and Other Functions:**

**Direct Personnel Management:**

- Assess staffing needs, screen applicants, conduct interviews and select the best-qualified candidate to fill vacancies within the unit.
- Provide and/or coordinate appropriate training and development for new and existing employees, supply information, technology and reference materials necessary to perform specific jobs functions.
- Assign staff duties, relative to classification and specific to job description, communicate the expectations for successful performance of those duties and ensure staff understands how performance will be measured.
- Ensure an efficient and effective workflow, implement changes in routine work practices and procedures as needed to modify unit functioning according to client needs and employee capabilities.
- Evaluate employee performance, provide ongoing feedback, and address performance issues in a timely manner.
- Ensure a fully staffed, competent workforce and a safe and supportive work environment for all employees.
- Assist employees with addressing and resolving concerns related to job duties, performance standards, and relationships with others.

**Program Management:**

- Plan, organize, and direct work related to appraising property, listing taxes, reevaluating property, maintaining property records, and handling a variety of records, files, and information.
- Oversee tax exemptions and deferment programs.
- Oversee mapping and land records management programs.
- Respond to inquiries and requests for information from department staff and the public regarding County and department tax policies.
- Coordinate activities for the Board of Equalization and Review and appeals processes.
- Plan and supervise the in-house reevaluation of property based on required State guidelines.
- Plan and monitor operating budget; authorize purchases and expenditures from budget.
- Handle the appraisal processes, particularly those which are appealed and are controversial in nature.
- Explain tax laws, policies and procedures to property owners, attorneys, real estate specialists, County Board of Commissioners, and the general public.
- Assure that all required notices, postings, deadlines, and other guidelines are met in the tax appraisal and listing systems.
- Make recommendations for use of automated systems in the tax administration processes and procedures.
- Address complaints with regard to client satisfaction and appropriateness of services by staff or clients and make assessment and recommendations for resolution.

**Team and Network Engagement:**

- Actively cultivate and manage relationships with County staff in order to successfully work with other departments across Buncombe County to achieve common objectives.
- Engage community partners and organizations within the community to assure that concerns of Buncombe County citizens are being addressed and to influence the success of program outcomes.

- Align with the County’s mission, vision, operating principles and objectives through messaging and conduct.

*Note: The above statements are intended to describe the general nature and level of the work being performed by an employee assigned to this work. This is not an exhaustive list of all duties and responsibilities. This job description does not create a contract of employment and Buncombe County reserves the right to amend or change responsibilities to meet business and organizational needs as necessary.*

**IV. Typical Work Schedule:**

- M – F during business hours (8:00am – 5:00pm)
- Nature of work requires attendance during business hours
- Regular, predictable attendance is essential

**V. Supervision Received:** Level 3: receives direction regarding general objectives of assigned work, operates within division and agency policy using independent judgement in achieving assigned objectives; independently determines best methods and sequence to achieve assigned tasks.

**Supervisory Responsibilities:** Level 3: Supervise the selection, training, development, appraisal, and work assignment of Level 2 Supervisors and employees who provide direct services or equivalent level work.

**VI. Consequence of Error:**

- Error in the administration of the tax appraisal program could result in inaccurate evaluation of real and personal taxable and non-taxable property.
- Error in management of staff and resources could result in personnel grievances, waste or misuse of budgets, and failure to meet divisional performance objectives.

**VII. Knowledge, Skills, Abilities, and Other Abilities:**

- Thorough knowledge of State laws and County tax policies governing the administration of taxes on real and personal property.
- Thorough knowledge of accepted practices in assessing real and personal, residential, commercial, and industrial property.
- Thorough knowledge of office practices and procedures and automation systems necessary to operate and administer a County tax system.
- Considerable knowledge of the organization and functions of County government.
- Considerable knowledge of modern supervisory practices, and County personnel, budgeting, and purchasing policies.
- Ability to evaluate and appraise a wide variety of real and personal property.
- Ability to deal courteously and tactfully with the public.
- Ability to establish and maintain an effective relationship with State and County officials, other departments, employees, and the general public.
- Ability to handle sensitive and controversial tax appeals and other situations.
- Ability to interpret and explain laws, policies, and procedures relating to listing and assessing property.
- Understanding of the tax collections process.
- Ability to plan, organize, and evaluate the work of employees.
- Ability to organize work and establish priorities to meet guidelines and deadlines of the State.

**Organization Conformance Standards for all positions:**

- Communicate clearly and effectively both orally and in writing.
- Maintain knowledge of the agency organizational rules, policies, procedures, services and mission.
- Plan, prioritize, and organize work effectively to produce quality work with measurable results and within identified deadlines.
- Interact with other employees, customers and partners with professionalism and cultural competency.
- Work effectively and efficiently as a team contributor including interacting, communicating and coordinating work efforts with other employees and organizations to accomplish a common task.
- Function in highly stressful circumstances and demonstrate the ability to adapt to changing priorities, deadlines and

directions.

- Conduct business in an ethical manner at all times while maintaining a high level of professionalism and confidentiality.
- Safely and successfully perform the essential job functions consistent with ADAAA, FMLA and other federal, state, and local standards, including meeting qualitative and/or quantitative productivity standards.
- Maintain regular, punctual attendance consistent with ADAAA, FMLA and other federal state and local standards.

**Minimum Education, Training and/or Experience:** Graduation from a four year college or university with a major in business, economics, public administration, real estate appraisal or related field and considerable experience in property appraisal, real estate, or related field and some supervisory experience; or an equivalent combination of education and experience.

**Additional Training and Experience:** NA

**License or Certification Required by Statute or Regulation:** Certified as an Assessor by the Ad Valorem Tax Division of the North Carolina Department of Revenue.

**Special Skills:** NA

## ADA CHECKLIST FORM

<b>JOB TITLE:</b>	Tax Assessor	<b>Current Form date:</b>
<b>BCHHS PROGRAM:</b>	Tax Department	10/30/2017

**ESSENTIAL JOB FUNCTIONS (EJF)** are those duties and responsibilities that an individual must perform with or without the assistance of reasonable accommodations. This checklist is completed to document the physical and mental effort required in performing essential duties of the position. **Please briefly identify up to five primary essential job functions relative to the position.**

<b>EFJ 1</b>	Direct the activities of the County's comprehensive appraisal program which includes coordinating the evaluation of real and personal taxable and non-taxable property; ensuring that assessments and standards are correctly made and uniformly applied; and making decisions regarding extenuating circumstances
<b>EFJ 2</b>	Develop and coordinate the implementation of department policies, procedures, and methods for program operations and determine the applicability and method of enforcement.
<b>EFJ 3</b>	Personnel Management: Hire, develop, evaluate performance, provide feedback and disciplinary action as needed; develop and maintain a positive team work environment; provide effective, clear and timely communication.
<b>EFJ 4</b>	
<b>EFJ 5</b>	

### MENTAL CAPABILITY REQUIREMENTS

<b>Comprehension:</b>	<input type="checkbox"/> Understand and apply routine verbal and/or written instructions. <input type="checkbox"/> Understand and apply non-routine verbal and/or written instructions. <input checked="" type="checkbox"/> Understand complex problems and collaborate to explore alternative solutions.
<b>Organization:</b>	<input type="checkbox"/> Organize actions to complete sequential and/or routine tasks. <input type="checkbox"/> Organize/prioritize individual work schedules to manage multiple task/projects. <input checked="" type="checkbox"/> Organize/prioritize others' work schedules to manage multiple task/projects.
<b>Decision Making:</b>	<input type="checkbox"/> Make decisions that impact this individual's work. <input type="checkbox"/> Make decisions that impact the immediate work-unit's operations/services. <input checked="" type="checkbox"/> Make decisions having significant impact on department's credibility/operations/services.
<b>Communication:</b>	<input type="checkbox"/> Communicate and exchange routine information. <input type="checkbox"/> Communicate responses relative to a variety of information. <input checked="" type="checkbox"/> Communicate in order to explain, interpret or negotiate.

### Essential Job Function Mental Tasks as a Percentage of Employee's Time

Check ALL mental tasks that apply to the essential functions of this job, and then select the closest percentage of time that the employee is performing this type of task.

	Rarely 0 - 30%	Routinely 31 - 70%	Constantly 71 - 100%
Continued learning & retention	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Interacting in team dynamics	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Preparing, analyzing data	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Using interfaced communication devices (phone, computer, TTY)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Memorizing, concentrating	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Making group presentations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Self-regulating emotions, behaviors	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Composing letters, reports, memos to convey a variety of information	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**WORK ENVIRONMENT AND TASKS**

**Work Setting:** Majority of time is spent  INSIDE or  OUTSIDE? (choose one)

<b>Work Equipment Use:</b> Check ALL equipment that this job requires employee to use regularly.	<input checked="" type="checkbox"/> Computers/Monitors	<b>Potential Exposures:</b> Check ALL conditions to which this job may expose and employee.	<input type="checkbox"/> Infectious bacteria/viruses
	<input type="checkbox"/> Driving vehicle (specify below)		<input type="checkbox"/> Blood-borne pathogens
	<input type="checkbox"/> Driving light equipment (specify below)		<input type="checkbox"/> Allergens
	<input type="checkbox"/> Driving heavy equipment (specify below)		<input type="checkbox"/> Aggressive Animals
	<input type="checkbox"/> Firearms, controlled equipment		<input type="checkbox"/> Rodent/insect infestations
	<input type="checkbox"/> Ladder/step stool		<input type="checkbox"/> Fumes/airborne particles
	<input type="checkbox"/> NONE of the above		<input type="checkbox"/> Chemicals/hazardous waste
	<input checked="" type="checkbox"/> OTHER (describe below)		<input type="checkbox"/> Acidic/harsh substances
<b>Physical Work Environment:</b> Check ALL work environment conditions to which this job may expose the employee.	<input type="checkbox"/> Confined spaces	<input type="checkbox"/> Gases/gas leaks	
	<input type="checkbox"/> Damp interior conditions	<input type="checkbox"/> Electrical hazards	
	<input type="checkbox"/> High or precarious places	<input type="checkbox"/> Radiation	
	<input type="checkbox"/> Moving mechanical parts	<input type="checkbox"/> Extreme temperatures	
	<input type="checkbox"/> Vibrations	<input type="checkbox"/> Extreme noise levels	
	<input checked="" type="checkbox"/> NONE of the above	<input type="checkbox"/> Extreme darkness	
	<input type="checkbox"/> OTHER (describe below)	<input type="checkbox"/> Extreme brightness	
		<input checked="" type="checkbox"/> NONE of the above	
	<input type="checkbox"/> OTHER (describe below)		

**OTHER or Details**  
 On equipment or work environment

Describe here any "OTHER" exposures, work environment conditions, equipment used.  
 General office equipment including copier, scanner, fax machine, multi-line telephone, audio video equipment

**PHYSICAL EFFORT REQUIREMENT**

Check all physical requirements that apply to the essential functions of this job and then select the closest percentage range of time that the employee spends doing that activity.

	Rarely 0 - 30%	Routinely 31 - 70%	Constantly 71 - 100%
<b>Mobility Requirements</b>			
<input type="checkbox"/> Balancing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Bending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Crawling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Immobility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Pulling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Pushing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Reaching	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Standing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Walking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Other Sensory requirements</b>			
<input checked="" type="checkbox"/> Hearing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Smelling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Speaking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Hand Movement Requirements</b>			
<input checked="" type="checkbox"/> Finger Dexterity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Grasping, holding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Repetitive motion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Writing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Vision Requirements</b>			
<input checked="" type="checkbox"/> Color distinction	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Eye-hand coordination	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Visual inspection	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Visual perception	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Lifting requirements</b>			
<input type="checkbox"/> Lifts 1-15 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Lifts 16-30 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Lifts 31-60 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Lifts 61-90 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Lifts 90+ lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Physical Exertion Requirements</b>			
<input type="checkbox"/> Cardiovascular	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Large Muscle, motor control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Supervisor Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_