

JOB DESCRIPTION

Appeals Manager

DEPARTMENT: Appeals

EXEMPT/NON-EXEMPT: Exempt

TITLE: Appeals Manager

POSTED DATE: 06/13/22

BENEFITS: Retirement, Longevity, Health, Dental, Vision, LTD, Life Insurance and more

PAY RANGE: \$110,000 - \$120,000 plus mileage

DUTIES & FUNCTIONS

Responsible for being a leader, mentor, and teacher for the Appeals department.

Responsible for managing and directing the Appeals department.

Managing the department's employees.

Oversee the procedures and workflow for the Appeals department.

Responsible for coordinating and overseeing lawsuits filed against the District.

Assist in departmental operating budget and District manuals.

Assist with Property Value Study and MAP Review.

Perform quality assurance checks.

Represent the Appraisal District before the Appraisal Review Board, in Arbitrations, SOAH Hearings, in District Court, and at the state ratio study hearings.

Evaluate employee performance and take corrective measures when appropriate.

Make sure new employees are well trained and knowledgeable of their job duties.

Coordinate sales, appraisal, and market value information with the Property Tax Division concerning annual Property Value Study.

Responsible for coordinating and overseeing binding arbitration cases filed by property owners, agents or attorneys.

Oversee ARB scheduling (including rescheduling), mailing hearing notices (regular mail or electronically) to property owners and/or owner representatives and mailing ARB orders to property owners or their representative.

Oversee the supplemental process including working with the appropriate tax office.

Oversee and maintain appointment of agent forms filed by licensed tax agents.

Must maintain a good working relationship with other managers and all other district personnel.

Perform other tasks as assigned

KNOWLEDGE & SKILLS

The Appeals Manager must have a thorough knowledge of all functions and appraisal methods of all departments, and how they fit together with DCAD procedures.

Read computer records, property cards, and all appraisal district records (i.e., maps, permits, rolls, reports, owner correspondence, taxpayer's accounting records, inter-office communications, textbooks, manuals, etc.).

Must be competent in the understanding of and ability to utilize business documents, books, records, appraisals, contracts, and any legal conditions that may have a bearing on ownership, value and taxability.

Expected to be highly effective in negotiating values with property owners and agents, and be able to successfully defend appraisal policies, methods, and value conclusions before the ARB, in court cases and to the State in connection with ratio studies and performance reviews.

Must be able to provide guidance and feedback to assigned staff and be able to distribute information and resolve issues in a professional and polite manner.

Must have strong problem solving and time management skills.

Maintain a good working relationship with the officers of the Appraisal Review Board.

REQUIREMENTS

Education:

Bachelor's Degree.

Experience:

Registered Professional Appraiser (RPA) designation.

Previous managerial experience.

Must demonstrate strong leadership skills.

Must have an above average work ethic and go above and beyond for their team.

Must demonstrate an understanding and knowledge of the Texas Property Tax Code, Mass Appraisal and requirements of Uniform Standards of Professional Appraisal Practice.

Must have a reliable vehicle, valid driver's license, and liability insurance.

It is essential to have a high degree of accuracy. Appraisal and clerical errors can cause severe problems for the Appraisal District. Legal action and tax payment refunds could be a result.

Good verbal and written communication skills are essential. Must be able to communicate with other employees, the public and taxing jurisdictions on the telephone and in-person. Must be able to distribute information and resolve issues in a professional and polite manner.

Must be willing to collaborate and share ideas and experiences in a group dynamic.

Must have knowledge and desire to follow the District's cultural goals, core values and objectives.

At times, lifting of heavy boxes or equipment may be required.

Employees of the District shall not be permitted to perform any type of fee appraisal work and property tax consulting services in or out of Denton County. They are also prohibited from performing any type of real estate activity involving the personal use of the employee's real estate license or broker license within Denton County.

Employees of the District shall not be permitted to engage in outside employment, where such employment may reflect negatively or creates an appearance of impropriety upon the District, the County, or any taxing jurisdiction within Denton County.

SUPERVISION

This position reports directly to the Deputy Chief Appraiser. Periodically, directives will be given directly from the Chief Appraiser of the District.

This position has leadership authority over their designated department and is required to respect and honor that authority and their subordinates.

WORK HOURS

Normal work hours are 8 am until 5 pm, Monday through Friday. Although, a seasonal flex schedule is offered. Those work hours are from 7:30 am to 5:30 pm, with every other Friday off. Periodically, it will be necessary to work past five and on weekends.

WORK HAZARDS

Majority of the work is performed in a traditional office environment.

There are certain physical hazards associated with the appraiser position when working in the field. An appraiser must be able to physically negotiate uneven and broken terrain and maneuver slick or cluttered property. This is especially the case on active construction sites or in rural areas. Appraisers may also encounter heavy equipment, sharp objects in walkways, and possibly even angry property owners. On occasion, an appraiser may encounter a vicious, unrestrained animal. The appraiser should be in reasonably good physical condition in order to avoid such situations. Verbal abuse by the public in person and over the telephone is a possibility.

I hereby verify that I have read and understand this job description. I understand that this job description is subject to change when the responsibilities of the job change. Further, I understand that I will be expected to perform in total accordance with this job description within six months of being hired.

EMPLOYEE: _____

DATE: _____

MANAGER: _____

DATE: _____