

WASHINGTON COUNTY
Job Description

JOB TITLE: Real Estate Supervisor

Exempt (Y/N): No

DEPARTMENT: Assessor

DATE REVISED: November 2015

SUPERVISOR: Chief Deputy of Real Estate

SUMMARY:

The Real Estate Supervisor is responsible for ensuring all real estate records are properly updated within Washington County and to administer the Amendment 79 Homestead Credit as prescribed by state law. Provide direction and supervision to Real Estate Deputy I and Real Estate Deputy II positions. Ensure that all real estate department functions are performed efficiently and in a professional and timely manner. All assessments must be accurate in accordance with state law to provide the records base for the County Collector to collect the appropriate amount of tax for the operation of schools, city, and county organizations. Ensure all Amendment 79 Homestead applications are verified and processed according to current law. directly responsible for \$13.6 million dollars for homestead credits applied to qualifying tax bills. This position is responsible for maintaining accurate real estate records in excess of \$14.1 billion in appraised property value throughout the county. Directly supervises 6 to 8 real estate deputies. Ensure each situation is handled according to County and State policies with tact and diplomacy.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Provide supervision to the staff in the Real Estate Records Department, including Deputy I and Deputy II positions. Assign daily work to maintain office continuity and ensure that all work is completed in a timely fashion.
2. Verify all name changes done in the office from deeds and other instruments received from the Circuit Clerk's Office.
3. Ensure all changes in assessments are entered on records correctly to allow for proper accountability.
4. Ensure that all changes are properly posted, copied, and delivered to the Collector's Office in an efficient and timely manner.
5. Assist customers with locating a piece of property on a map or locating a specific property owner by legal description or an address.
6. Sort all deeds and other instruments received from the Circuit Clerk's Office

7. Explain the Amendment 79 Homestead benefits and limitations to taxpayers in person, by phone and written communication.
8. Send out Homestead applications in a timely manner to all new owners per deed changes and notify taxpayers that will be eligible for the Fixed Benefits based on year of birth.
9. Make determination of eligibility for Homestead credit according to state law before facilitating the data entry and application of limitations for the current and future year.
10. Notify taxpayers by phone, e-mail or in writing when additional information is needed to process the Homestead exemption.
11. Remove Homestead exemptions when necessary on past, current, and future years including adjusting benefits based on the deceased persons list from the Arkansas State Health Department.
12. Assist and work with other counties and stated to ensure Homestead credit is not claimed in more than one jurisdiction.
13. Assist and work with the Collector and County Attorney when necessary in the levying of fines for taxpayers who are claiming a disallowed Homestead exemption.
14. Create and check edit reports periodically and timely to make sure taxable values on land and buildings are adjusting correctly according to Amendment 79 limitations from one year to the next by percentage or dollar amount.
15. Assist internal and external customers in retrieving all assessment records from the Assessor's database for assessment applications and research.
16. Process change slips for corrections and adjustments due to Amendment 79 limitations for the Collector's Office for correct billing, as necessary.
17. Assist in other areas of the office, when needed. This includes but is not limited to making appropriate ownership and valuation changes as necessary..
18. Provide assistance and resolve problems for other staff members.
19. Conduct all liaison activities in a professional manner to ensure maximum cooperation between and among County and other agencies.
20. Ensure that all activities are professionally and ethically performed in accordance with the law to protect the individual rights of all citizens in Washington County.

21. Must pursue appropriate continuing education to aide in efficient valuation and assessment practices.
22. May be required to travel for training and/or to represent the Assessor's at various meetings and functions.

SUPERVISORY RESPONSIBILITIES:

Directly supervises up to eight people in the Real Estate Department, including full-time and temporary personnel. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include assisting with interviewing, making recommendations for hiring, and training employees; planning, assigning, and directing work; addressing complaints and resolving problems. When needed, will follow Assessor's disciplinary policy and procedure – using FORM PIP Created 8/20/15

QUALIFICATION REQUIREMENTS:

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.

EDUCATION and/or EXPERIENCE:

Bachelor's degree or related experience is desirable. Minimum of high school diploma or general education degree (GED); must have knowledge of real estate terminology, legal descriptions, and previous experience in the office. Must be proficient with ArcReader software to locate properties and print maps. Must have expert knowledge in Amendment 79 law with a minimum of 3 years experience. Must have 2 years experience using CAMA (Computer Assisted Mass Appraisal) database.

OTHER SKILLS and ABILITIES:

Should possess computer, keyboarding, and math skills; be able to organize work so as to work with limited supervision; have supervisory skills; have knowledge of modern office practices, procedures, and equipment; and have strong written and verbal communication skills. Must be able to use various computerized copiers and plotters, be proficient with legal description plotting software.