



Municipal Assessment Agency
St. John's | Gander | Corner Brook |
Phone: 1-877-777-2807
Email: info@maa.ca
www.maa.ca

Manager, Assessment Operations

Permanent/ Full Time/ Public Opportunity

The Municipal Assessment Agency is required to provide municipalities with real property values (or assessments) in accordance with the terms and conditions of the province's *Assessment Act, 2006*. We are responsible for providing property assessment services to over 230 municipalities within Newfoundland & Labrador.

Location: Any Regional Office (St. John's, Gander, Corner Brook)

Why join the Municipal Assessment Agency?

The Municipal Assessment Agency is committed to providing their employees with training and overall professional growth. We provide great rewards including, but not limited to, comprehensive health benefits, flexible working arrangements, pension and leave benefits, development opportunities, an employee & family assistance program, and challenging work.

The Role:

The Municipal Assessment Agency is seeking a **Manager, Assessment Operations** within the Valuation Services Division.

Under the general direction of the Director of Valuation Services, this leadership role provides support and leadership in the delivery of services to the Agency's municipal clients. This position is responsible for daily operations of the field, residential and commercial property assessment teams. This position is part of the leadership team and contributes to business and operational planning, policy reviews, problem solving and meeting legislative requirements.

Specific Responsibilities:

- Daily supervision of all Property Data Collectors, Field Assessors, Residential Assessors, and Commercial Assessors
- Promotes and maintains a collaborative team environment by managing and supporting employees to achieve personal and business plan goals
- Functions as a primary point of contact in the resolution, escalation or routing of inquiries and issues with clients and/or residents
- Meets with clients to identify and resolve concerns and provides training where necessary
- Monitors, identifies and recommends staffing needs for the assessment unit
- Determines training needs internally and provides recommendations to the Director, Valuation Services
- Manages workloads and implements systems to ensure priorities are met based on the prescribed legislation and the annual valuation schedule
- Leads in the orientation and training of new employees
- Leads in the resolution of employee relations concerns including formal grievances or policy violation
- Acts as a management representative in various human resources activities including recruitment

and committee based decision groups

- Leads in the review of processes and practices within the assessment unit
- Manages and monitors employee performance and goals through the Employee Feedback and Development System
- Ensures occupational health and safety practices are maintained. Monitors employee safety through the utilization of program tools. ie. Safetyline
- Monitors and evaluates the effectiveness of assessment practices and recommends changes to the business processes as required
- Maintains advanced knowledge of internal systems related to field services practices and assessment related legislation
- Collaborates with other divisions to ensure operational goals are achieved
- Develops and provides the Director of Valuation Services with progress reports, as required

Qualifications:

- A post-secondary degree or diploma in a related field with extensive experience in valuation of real property and development of policy to support valuation services is required
- Must have an active industry specific certification/designation such as: Accredited Appraiser of the Appraisal Institute of Canada, (A.A.C.I.), Certified Assessment Evaluator of the International Association of Assessing Officers (C.A.E.), Residential Evaluation Specialist (R.E.S), and the Associate (A.I.M.A.) or the Accredited (M.I.M.A.) designation through the Institute of Municipal Assessors
- Extensive knowledge of related legislation, appraisal practices, current assessment case law, and major trends in the industry is required
- Experience and proficiency in managing professional staff in a unionized environment would be an asset
- Proficient in the use of related to computer software (i.e. Microsoft Excel & Word, IASW or similar software) is required
- Must have effective communications and presentation skills
- Must be customer focused and demonstrate outstanding leadership and relationship building skills
- The ability to work collaboratively with various teams and focus on the professional development of others
- Self-motivation and possess strong critical and forward thinking skills

Salary: Remuneration will be in accordance with the Government of NL's Management Compensation Plan. **HL19 (\$62,228 - \$80,896)**

Closing Date: October 5, 2022

Applications, quoting reference MAA.MAO.13.2022, should be submitted to careers@maa.ca

Applicant Information:

- For additional information please contact Stephen Wheeler at 709-330-0855.
- An equivalent combination of experience and training may be considered.
- It is the responsibility of the applicant to submit an application that demonstrates the requirements.
- All applications must contain accurate contact information, including current mailing address, email address and phone number.
- Applicants must be legally entitled to work in Canada.