

Real Property Systems Supervisor (NCP Opportunity) Tompkins County

Department: Assessment Department
Classification: Competitive
Labor Grade: White Collar grade 13
Approved: Reclassification 04/01
Revised: 04/18;
By: AF, Commissioner of Personnel

QUALIFYING EXPERIENCE FOR TAKING THE EXAMINATION:

This is a non-competitive promotional situation in accordance with Section 52-7 of the New York State Civil Service law. The candidate nominated by their appointing authority must currently hold, and have continuously held, at least six months of permanent competitive class status in a lower title. In addition, there must be three or fewer in a line of promotion. If a candidate has already taken an examination appropriate to the duties and responsibilities of the position s/he may not have to take a new qualifying test.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This is a supervisory and administrative position responsible for developing, organizing and providing ongoing support to the Real Property Systems (RPS) division of the Assessment Department. Work methods and procedures will be developed with an eye towards technical results. The incumbent, in collaboration with personnel from the Information Services Department, will evaluate and determine the department's present and future micro-computer hardware and software needs. Topics to be evaluated will include: user needs; software and hardware; maintenance; training; system troubleshooting; and recommendation and implementation of new computer systems for the Department of Assessment. The incumbent will be required to operate, maintain and manage the New York State Real Property System database. An employee in this class is responsible for the training and direct supervision all entry level Assessment department staff, ensuring both the quality and quantity of the employee's work through daily supervision and the periodic use of performance reviews. The work will be performed under the general direction of the Director of Assessment with wide latitude allowed for the exercise of independent judgment. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Directly supervises, trains and oversees the entry level staff performing functions relating to the RPS (Real Property Service) system, data entry and accounting systems;
- Ensures accountability for the quantity and quality of the work of front office staff through periodic performance reviews;
- Oversees the preparation and maintenance of Veterans, Senior, Agricultural and Disability exemption information and confers with taxpayers with regard to questions;
- Oversees the preparation of and provides accounting, statistical and narrative reports;
- Formulates reports and notices for State and local government (i.e., assessment rolls, special districts, school rolls, tax rolls, tax bills, etc., relating to RPS);
- In collaboration with the Information Services Department, recommends computer systems (including hardware, software, networks, etc.) for all Assessment Department needs;
- Coordinates the installation, testing and evaluation of delivered materials, systems, programs and data supplied by the State and other agencies (i.e., RPS updates and enhancements);
- Coordinates, maintains and recommends computer systems (including hardware, software, networks, etc.) for all Assessment Department needs;
- Assures compatibility and coordinates the operation of computers, computer networks, telecommunications hardware and software;
- Coordinates with the Director of Assessment to develop services to provide information to other departments and agencies and general public;
- Independently prepares the Assessor's Annual report for submission to the NYS Office of Real Property Tax Services;
- Prepares and maintains current total taxable values for submission to the County Administrator, City of Ithaca, School Districts and Special Districts (fire, water, sewer, light, etc.);

- Under the general direction of the Director of Assessment, provides services and information to County departments, other agencies and the general public;
- Independently prepares the Assessor's Annual report for submission to the NYS Office of Real Property Services;
- Prepares and maintains current total taxable values for submission to the County Administrator, City of Ithaca, School Districts and Special Districts (fire, water, sewer, light, etc.);
- Manages all microcomputer tasks using spreadsheet, word processing, database and other specialized software;
- Routinely evaluates staff computer needs and trouble-shoots technical problems on computers operated by the Assessment Department staff;
- Assists in drafting contracts for the equipment, systems and professional Services required to carry out the long range plans of the Assessment Department;
- Assists property owners with obtaining the information that they need;
- Trains (or makes arrangements to have others train) the Assessment Department staff in computer usage including but not limited to: data base maintenance, word processing, spreadsheet programs and other specialized software;
- Performs related work necessary for the efficient execution of accounting functions within the department.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of the current principles and practices of business administration;
- Thorough knowledge of office terminology, procedures and equipment;
- Thorough knowledge of common business practices and English;
- Thorough knowledge of a wide variety of microcomputer software including database maintenance, spreadsheet, word processing and other types of software;
- Thorough knowledge of computer communication protocol;
- Good knowledge of the principles and practices employed in supervising others;
- Excellent verbal and written communication skills including concise idea presentations;
- Ability to prepare, understand and interpret a wide variety written material;
- Ability to process routine administrative details independently, including the composition of letters and memoranda;
- Ability to establish and maintain cooperative relations with public and effectively interact in stressful situations;
- Ability to perform close detailed work involving considerable visual effort and strain;
- Ability to train users in the use of hardware and a variety of software;
- Analytical reasoning ability, resourcefulness, dependability, accuracy, integrity, tact, and good judgment required.
- The employee's physical and mental abilities shall be commensurate with the demands of the position, either with or without reasonable accommodations.

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