MANAGER OF COMPUTER ASSISTED MASS APPRAISAL

Department: Valuations  Job Code: 8990
Grade: 22  Shakman Status: Non-Exempt
Hiring Process: Actively Recruited  FLSA Status: Exempt

Job Summary

Reporting directly to the Director of Data Integrity or Director of Special Projects – Commercial Valuations, as assigned, the Computer Assisted Mass Appraisal Manager (CAMA Manager) is responsible for providing software support to the Residential Valuations, Commercial Valuations, and Data Integrity Divisions for the Cook County Assessor’s Office (CCAO). The CAMA Manager’s job duties include working with technology-driven solutions that cover the full spectrum of the property valuation cycle, including mass appraisal activities and working with staff across the organization to digitize property records of both residential and commercial properties, which includes property sketch drawings.

Essential Job Duties

- Provides consultation, software readiness, and education to staff on Tyler's iasWorld software.
- Educates users on software functionality as well as on data entry, system administration, user security, and user permissions.
- Recommends options for new approaches in staff work processes as appropriate to ensure efficient software solution for the client’s needs.
- Creates custom reports or customizes existing reports to satisfy staff requirements.
- Play an active role in troubleshooting staff issues, or work with the appropriate departments to resolve.
- Manages the data building processes within Tyler Technologies iasWorld / Enterprise Assessment & Tax property valuation software.
- Maintains timely administrative tasks such as documenting system issues, communicating agendas, and departmental reporting.
- Notifies management and appropriate organization/department of issues or unplanned events that could impact the staff’s work processes.
- Creates both client-facing and internal documentation such as "quick tips" and "how to’s".
- Participates in the annual User Conference. Facilitates user group discussion on assigned module/topic.
- Tracks issues with software applications.
The duties listed are not set forth for purposes of limiting the assignment of work. They are not to be construed as a complete list of the many duties normally to be performed under a job title or those to be performed temporarily outside an employee’s normal line of work.

**Minimum Qualifications**

- Bachelor's degree or higher from an accredited college or university.

- Two (2) years of full-time work experience in GIS, computer science, finance, real estate, property assessments, property taxation, law, project management or related field.

**Preferred Qualifications**

- Experience with Tyler Technologies iasWorld appraisal software or any other CAMA system.

- Proficiency with databases and database queries.

**Knowledge, Skills and Abilities**

- Solid knowledge and understanding of software related products or solutions.

- Knowledge and understanding of Geographic Information Systems technology.

- Excellent initiative, interpersonal, collaboration and relationship building and customer service experience involving developing professional relationships with internal and external clients.

- Strong organizational skills with a proven track record of prioritizing, managing and executing on multiple priorities successfully.

- Strong analytical and critical thinking skills and experience in the technical environment involving research, performing data/gap analysis with proficient problem solving experience anticipating, and resolving root issues of moderate complexity.

- Proven ability to consult successfully with clients exhibiting sound judgment and presenting viable recommendations.

- Strong written and oral communications including conveying, documenting, preparing, presenting, and training various audiences on both technical and non-technical information.

- Solid knowledge and application of relational database design and data base structures (i.e. fields, tables, views, database objects, etc.) involving data flow, mapping

- Ability to mentor associate level team members including assisting with the training of new staff; assists in to process improvement and best practice initiatives.

- Strong Microsoft Office skills

- Knowledge of CCAO procedures, policies, practices and guidelines.

- Ability to work with others; excellent interpersonal skills in dealing with the public and co-workers, and to provide guidance and information regarding the field inspection process.

- Ability to meet CCAO and departmental deadlines, production goals and effectively utilize time with limited oversight.

- Ability to lead and cooperate on specific projects related to the functions of the department.
• Must be computer literate, with skill and efficiency in entering and retrieving data, and the ability to use CCAO systems and databases, data servers, and internet-based applications.
• Knowledge of and ability to consistently interpret and apply CCAO policies.
• Working knowledge of CCAO Employment Plan, Employee Handbook, and any applicable collective bargaining agreement(s).

**Physical Requirements**

• Visual acuity to review and edit written and electronic communications for long periods of time.
• Repetitive use of hands to handle and/or operate standard office equipment.
• Regular use of a telephone to communicate.

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Interested applicants must apply online at:
https://www.cookcountyassessor.com/job-opportunities

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