



## IDENTIFICATION

Department	Position Title	
Municipal and Community Affairs	Manager, Assessment Services	
Position Number	Community	Division/Region
21-10270	Yellowknife	Community Governance/Headquarters

## PURPOSE OF THE POSITION

The Manager, Assessment Services is responsible for managing, developing and delivering programs and legislation related to the Government of the Northwest Territories (GNWT) assessment and valuation programs to ensure that eligible property in the Northwest Territories (NWT) is appropriately and accurately assessed. The incumbent works within the *Properly Assessment and Taxation Act and Regulations*, and other legislation that directs the work of the Department of Municipal and Community Affairs (MACA). The assessment of property in the NWT provides an essential role toward the property tax regime taken on by NWT Municipal Taxing Authorities and the GNWT for the General Taxation Areas.

## SCOPE

The Manager, Assessment Services has a critical role to play in helping the Community Governance Division and the Department of MACA in reaching its mandate objectives. The Manager directs the Assessment Services Unit to achieve its objectives, develop programs and policies related to assessment, and ensure compliance with the applicable legislation. The Manager position is located in Yellowknife, NWT and reports to the Director, Community Governance. As Manager, it is also essential that the incumbent fulfill the day-to-day duties as an active Senior Property Assessor.

The incumbent works with each of the Regional Superintendents, as required, to support the regional offices in communicating information about property assessment to community governments and residents. The position supervises seven positions: two Senior Assessors, four various Property Assessors, and one Assessment Technician. Additional supervisory duties are also required through the use of casual staff, summer students or contractors, as required.

The incumbent works within and ensures that all staff adhere to GNWT and departmental policies and guidelines. The Manager is responsible for ensuring that staff conduct their duties within in the GNWT financial and administrative regulations and acts. The incumbent supports the Department's role in fulfilling its role, responsibility and mandate within the GNWT and in respect to community governments. For example, the Manager needs to demonstrate an understanding of the GNWT Aboriginal Engagement Strategy and must understand and accommodate the settlement and implementation of land claim and self-government agreements in the conduct of their business.

Assessment Services provides property assessment services to the Towns of Inuvik, Norman Wells, Hay River, Fort Smith, and the Village of Fort Simpson, and is responsible for the contracting of assessment services for the City of Yellowknife. Services are also provided to 19 communities in the General Taxation Area, and in the Hinterland that encompasses all the land and improvements located in the NWT that are outside the municipal boundaries of communities. This includes the assessment of industrial properties in the hinterland such as mines.

Assessment Services is responsible for approximately 21,000 properties in the NWT with an assessed property value in excess of \$7.3 billion, resulting in property taxation revenues across the NWT exceeding \$85 million annually.

The position is responsible for communicating with other GNWT departments, federal government departments, real estate appraisal companies, law firms, tax agents, community governments, and the general public. The incumbent is responsible to ensure that the property assessment system in the NWT is delivered in a consistent, fair, and transparent manner. The incumbent is further responsible for management of appeals filed by the public with respect to disputed property assessment values.

The incumbent manages an annual budget of approximately \$1.5 million, with contracts up to \$200,000 and exercising spending authority of up to \$100,000.

## **RESPONSIBILITIES**

### **1. Manage the Property Assessment Services Program:**

- Establish and implement evaluation mechanisms (e.g. on-site inspections, program audits, check for compliance and accuracy in accordance with procedure manuals) to identify success in meeting Assessment Program objectives, and take corrective action where required;
- Amend practices and standards as property valuation and assessment or construction practices change, or as new developments occur (i.e. changes in the industry);
- Direct the development and implementation of scope of work for Assessment Services proposals and tenders;
- Direct, through a Scope of Work, the development and implementation of the inspection and reporting procedures for private contractors in accordance with legislation and industry standards and procedures;

- Direct the review of portions of the municipal evaluation (inspection) reports for compliance with the Act, regulation and program practices, identify inconsistencies and recommend solutions;
- Oversee the preparation and publication of the assessment roll for the General Taxation Area, and for each of the Municipal Taxation Areas.
- Communicate the publishing of the assessment roll and the process for appealing the property assessments contained within it.
- Participating as a member of the management team in the Division. This will include establishing work-plans, supporting the goals and objectives of the Department and the GNWT mandate, and reporting on results;
- Manage the human resources of the section; including conducting performance evaluations based on the competencies of the staff against the job description, developing of staff training plans, oversight of work planning and priority setting, and provision of mentorship, coaching and training of staff;;
- Manage the day-to-day Human Resource requirements of the section, which also includes being up-to-date on all GNWT Human Resource training for managers;
- Manage and control the Section's financial resources by exercising spending authority up to \$100,000, monitor expenditures, ensuring that the sections variance reports are completed accurately and in a timely manner, and participating in Departmental actions to manage expenditures as required or directed;
- Maintain professional certification through professional development and staying current in the field of property assessment; and
- Participate in departmental monitoring of implementation of legislation and policies, to inform requirements to update legislation to ensure that it are current, not only in the implementation of property assessment, but also addresses issues identified by MACA staff and other stakeholders throughout the NWT.

**2. Manage the Assessment Appeal Process and direct preparations for court cases or appeal procedures at the Territorial and Municipal Boards of Revision and the Assessment Appeal Tribunal:**

- Direct the representation of the GNWT in appeal cases by: presenting the defense; acting as an expert witness in quasi-judicial or judicial hearings, or coaching/mentoring staff to fulfill this function;
- Provide advice and guidance to the Territorial and Municipal Boards of Revision and the Assessment Appeal Tribunal regarding legislation and hearing procedures;
- In cooperation with the Director of Assessment, determine strategy for line of defense for the Boards of Revision and the Assessment Appeal Tribunal;
- Compare subject cases with other cases and/or researching other jurisdictions' appeal decisions; and
- Identify issues with the legislation that are exposed through the Appeal Process and direct the research, analysis, consultation and identification of alternatives, and implementation of solutions to inform departmental legislative initiatives.

**3. Administer and implement the property assessment functions and perform the duties incumbent of a senior property assessor:**

- Conduct assessments of land in accordance with the pertinent legislation, departmental policies and property assessment standards;
- Complete statistical analyses and apply all aspects of land valuation and assessment theories, principles and practices in determining land assessments for all types of land;
- Utilize the three approaches (direct sales comparison approach, income approach and cost approach) to value for analyzing and deriving land assessments;
- Analyze land sales to determine sale price, names, addresses and relationships of buyer and seller, property address and/or legal description, type of transfer, interest transferred, personal property transferred, financing arrangements, and date of transfer;
- Inspect land with consideration given to the location of the property such as distances from major amenities and major centres, changes in land use and zoning in the area, noticeable vacancies and turnover rate in the area, accessibility, and income producing capabilities; and
- Inspect land with consideration given to the site, size and area, topography, subsoil, drainage, zoning, taxes and local improvements, services available, as well as services adjoining the site.

**4. Completes assessments of improvements (buildings, machinery and equipment), transmission lines, railway and pipelines in accordance with the pertinent legislation, departmental policies and property assessment standards:**

- Apply all assessment theories, principles and practices utilized in determining improvements, transmission lines, railway and pipeline assessments;
- Set benchmark assessments to ensure fair and equitable treatment to all assessments;
- Analyze, interpret and utilize buildings and machinery and equipment plans, blue prints and specifications;
- Inspect and measure all types of buildings to determine size, the type of construction, costs of construction, quality of construction materials and workmanship of the construction;
- Inspect all types of buildings and machinery and equipment to determine the normal functional obsolescence, normal physical depreciation and any abnormal depreciation including economic depreciation;
- Determine ownership to properties and whether the owner is taxable or exempt from assessment and/or taxation;
- If a property is exempt from taxation only, then determine if the property is grantable or non-grantable under the applicable Grant-in-lieu of Property Tax Policy;
- Participate in departmental monitoring of implementation of legislation and policies to inform requirements to update legislation to ensure that it is current not only in the implementation of property assessment, but also addresses issues identified by MACA staff and other stakeholders throughout the NWT;

- Interpret and apply costing or assessment manuals to determine assessed values of all types of improvements in accordance with the *Property Assessment and Taxation Act and Regulations*; and
- Analyze, interpret and utilize financial statements to determine income-producing capabilities to assist in determine assessed values.

## **WORKING CONDITIONS**

### **Physical Demands**

- Standard office environment, and
- Occasional (10%) outdoors in communities doing property assessments.

### **Environmental Conditions**

- Majority, consistent with standard office working conditions in the NWT, and
- Occasional (10%) duty travel for field work with the region, sometimes by small plane or on seasonal roads, predominantly on a seasonal basis. The travel that is required involves field work and is characterized by long periods of duty travel and extended time staying in communities.

### **Sensory Demands**

- No unusual sensory demands.

### **Mental Demands**

- The incumbent is regularly called upon to respond to questions from NWT residents that may question the accuracy of their particular Assessment Notices,
- May be called upon to defend an assessment position in public environment,
- May be called upon to provide immediate information to the Department, to be able to speak to issues related to Assessment Services, as required, and
- The assessment function has critical timelines, which is an essential component for bringing in significant revenues to community governments as well as to the GNWT. Failure to perform this work accurately and in a timely manner will bring significant attention to the position.

## **KNOWLEDGE, SKILLS AND ABILITIES**

### **Knowledge:**

- Knowledge, skills and abilities in all areas of property valuation and assessment theories, principles and practices; and
- Knowledge in analyzing, identifying, and valuing all types of construction, costs of construction, quality of construction materials, and workmanship of construction.

### **Skills:**

- Skills in conflict resolution and negotiation; tact and diplomacy,

- Skills in effective written and oral communication, to persuade or motivate board members in quasi-judicial or judicial assessment hearings, to rule in accordance with the principles of property assessment, and in accordance with legislation; and
- Skills in effective staff supervision, staff management, and ability to apply management principles; and
- Staff management skills supporting the unit as to be part of the MACA/GNWT team.

**Abilities:**

- Ability to communicate effectively in all settings; from a large group to individuals, in a cross-cultural setting;
- Ability to apply budgeting and financial analysis principles;
- Ability to apply analytical skills to solve problems and make decisions; and
- Ability to apply knowledge of computer software in word processing, spreadsheets, manipulation of existing databases, and knowledge of computer assisted mass appraisal systems.

**Typically, the above qualifications would be attained by:**

- The knowledge, skills and abilities described are acquired by meeting the requirements for professional accreditation from a recognized property assessment association (e.g. the Interprovincial Professional Property Assessors of Canada, the Accredited Municipal Assessor of Alberta accreditation, or the University of British Columbia Diploma in Urban Land Economics - Assessment Specialization) and a minimum of six years' experience in property assessment. The incumbent requires the certification that would be required to be able to register with the Alberta Assessor's Association. Two to four years of management or supervisory experience in the field of property assessment is required, along with a valid driver's license.

**ADDITIONAL REQUIREMENTS**

**Position Security** (check one)

No criminal records check required  
 Position of Trust – criminal records check required  
 Highly sensitive position – requires verification of identity and a criminal records check

**French language** (check one if applicable)

French required (must identify required level below)

Level required for this Designated Position is:

**ORAL EXPRESSION AND COMPREHENSION**

Basic (B)  Intermediate (I)  Advanced (A)

**READING COMPREHENSION:**

Basic (B)  Intermediate (I)  Advanced (A)

**WRITING SKILLS:**

Basic (B)  Intermediate (I)  Advanced (A)   
 French preferred

**Aboriginal language:** To choose a language, click [here](#).

Required  
 Preferred