

**MPAC - OPSEU
Pay Equity Job Evaluation**

Position Number: 40

Position Title	Valuation Review Specialist (formerly Customer Service Representative)		
Date Evaluated	March 22, 2006	Date Revised	
Notes Taken By	Jane Mizanski		

EVALUATION

Factor	Level	Explanatory Notes
1. Writing Skills	4	Preparing Statement of Issues/reports for ARB hearings, letters to ratepayers, municipalities; records detailed property information, chronology of events relating to the property.
2. Numeric Skills	3	Calculates area of property, sales ratios, interpreting financial statements for incoming producing properties.
3. Technical Skills/Professional Knowledge	5	Knowledge of appraisal/valuation theory, including cost techniques and valuation methods; knowledge of assessment legislation, knowledge of/understanding real estate market as it relates to property values; reviews values that may have been determined by other valuation staff to understand how/why a specific approach was taken and the value arrived at.
4. Analytical/Problem-Solving Skills	5	Analysis of specific property data, requires site inspection, review of property records, comparable properties, MLS, other sales data, is the property coded correctly, etc.; RfR could be vague "value is just wrong" that requires investigation; eg. what qualifies as a farm property; incumbent must use judgment to identify solutions/settlement to the RfR or ARB case giving consideration to broader impact on like-properties/ or precedent being set.
5. Communication Skills	6	Dispute resolution/negotiation with taxpayers or their agents to resolve RfR or appeal; presentation and cross-examination at the ARB. Attend municipal Open House sessions to discuss values with ratepayers, municipal representatives.
6. Co-ordinating Skills	1	Normal coordination of files, site visits etc to complete an RfR or review of the property.
7. Freedom of Action	4	Work is defined by KPI timelines, volume is determined by number of RfRs/ARB hearings filed.
8. Guiding Others	2	Provide guidance to new incumbents/peers; providing technical direction to Property Inspectors eg. on appropriate house quality codes.
9. Physical Effort	1	Inspections are done based on appointments.
10. Manual Dexterity	1	Keyboarding, accuracy is important.
11. Audio/Visual Effort	2	Listening to taxpayers (phone and walk-in) trying to discern the issues.
12. Working Conditions	3	Dealing with irate taxpayers, driving in inclement weather, site visits to properties in various conditions (including farms, subdivisions under construction, etc.). Physical exposure to taxpayers on their property without support.
General Notes		