

**MPAC - OPSEU
Pay Equity Job Evaluation**

Position Number: 75

Position Title	Case Management Analyst		
Date Evaluated	March 21, 2006	Date Revised	
Notes Taken By	Jane Mizanski		

EVALUATION

Factor	Level	Explanatory Notes
1. Writing Skills	4	Letters to Agents, Lawyers, ratepayers regarding appeals, change in valuation; writing/modifying Statement of Issues, motion reports, affidavits.
2. Numeric Skills	3	Appeals tracking, calculations to verify Statement of Issues, potential % loss, on appeal.
3. Technical Skills/Professional Knowledge	5	Valuation and legislation knowledge with good understanding of the ARB/appeals process, court process; lawyers available for guidance and advice; liaison role between valuation and legal counsel.
4. Analytical/Problem-Solving Skills	4	Ensuring Statement of Issues are prepared/filed on time within the rules of the ARB; refers to ARB rules and decisions, legislation; research legal opinions, offering advice on appeals, moving appeals forward.
5. Communication Skills	5	Communicate with taxpayers, lawyers, other staff, making presentations/representation at ARB; training other staff; discussing/negotiating with staff/ARB to dismiss/reschedule/additional prehearings/adjournments Conduct/assist training for staff on ARB procedures and rules; may be required to persuade the ARB on the merits of dismissing/rescheduling.
6. Co-ordinating Skills	4	Coordinate information and staff resources for assessment appeals to ensure legislated deadlines are adhered to.
7. Freedom of Action	4	Works independently when coordinating appeals/case management processes; legal deadlines are fixed but make decisions on how to proceed within the deadlines, retain legal counsel; work is assigned through the ARB docket that identifies cases to be heard, or through Board Orders.
8. Guiding Others	2	Provide technical direction/advice to staff on ARB/appeals process.
9. Physical Effort	1	Driving a car, standing to present at ARB, carrying legal briefs.
10. Manual Dexterity	1	Keying on daily basis for greater than 2 hours.
11. Audio/Visual Effort	2	Telephone calls to staff/ARB to coordinate appeals; pattern of interruptions is the normal part of the job.
12. Working Conditions	2	Traveling to different ARB locations, dealing with irate taxpayers.
General Notes This position "owns the appeals process"		