

Do you want to be part of a team helping to strengthen every community across Ontario? Are you interested in seeing the importance of your work firsthand?

Become a Manager, Valuation and Customer Relations with MPAC

The Municipal Property Assessment Corporation (MPAC) is made up of a team of experts who understand local communities and assess every property in Ontario. What we do provides the very foundation that municipalities use to base the property taxes needed to pay for the services we use every day. [Learn more >](#)

Here's what you will do as part of the team:

- Lead and oversee the valuation of assigned properties within a designated geographic territory;
- Manage the valuation process for legislated reassessment activities (approach to value, mass appraisal models, land analysis, cap rate analysis and gross multiplier);
- Ensure high quality data through managing the process control functions;
- Review and approve value adjustments prior to new valuation base year, taking into consideration; local real estate markets trends, previous appeal decisions, and location-specific circumstances;
- Prepare detailed appraisal reports for contested property valuations;
- Respond to taxpayers, municipal representatives and tax agents on questions regarding assessed values;
- Identify and recommend improvements in data collection/quality and appraisal methodology through the analysis of complaints, requests for reconsideration and appeals;
- Collect and analyze reports on productivity, quality and customer service to ensure benchmarks are met while addressing areas that do not meet these standards;
- Support a best practices learning environment to allow successful management, coaching and mentoring of staff;
- Detect staffing and training needs to build and implement development plans; and
- Identify unit operating budget requirements, monitor and forecast monthly allocations and develop plans to mitigate variances.

Here's what you will need to succeed:

- Completion of a related post-secondary educational program;
- A designation from one of the following accrediting organizations:
 - Appraisal Institute of Canada: Accredited Appraiser Canadian Institute (AACI™)
 - International Association of Assessing Officers: Certified Assessment Evaluator (CAE);
 - Institute of Municipal Assessors: Member of the IMA (MIMA);
 - Royal Institute of Chartered Surveyors: Member of RICS (MRICS), Fellow of RICS (FRICS);
- At least 5 years of progressive experience in property valuation/appraisal;
- Advanced knowledge of property assessment terminology, valuation theory, appraisal procedures, and Assessment Act, Municipal Freedom of Information, and Protection of Privacy Act legislation;
- Advanced understanding of market and economic factors that affect property values, with a full understanding of the three approaches to value (cost, income, direct comparison);
- Excellent verbal and written communication skills to prepare reports and deliver presentations;
- Strong customer service focus to maximize business relationships;
- Proven ability to coach, mentor and motivate teams;
- Effective research, analytical and problem solving skills; and
- Statistical analysis proficiency and familiarity of software programs such as SPSS, Word and PowerPoint

What's in it for you:

- Competitive compensation
- Great corporate culture
- Flexible work
- Opportunity for growth
- Strong focus on learning, professional accreditation and mentorship
- Leading edge technology

Full time MPAC employees also enjoy: competitive benefits package, defined benefits pension plan, three weeks' vacation to start, parental leave top-up and more.

Additional Information:**Posting numbers:**

- **MPAC-246-19 Manager, Valuation & Customer Relations – Assessment Office #26
Sarnia**
- **MPAC-247-19 Manager, Valuation & Customer Relations – Assessment Office #23
London**

Number of positions: 2

Location: Sarnia and London

Hours of work: 36.25 hours per week

Employment type: Full-time

Department: Valuation and Customer Relations

Position level and salary: (PG-H) \$96,354 - \$120,441

Area of Search: Open

Ready to apply?

Click on this [link](#) to be directed to our MPAC Careers Page and click on the job posting (s) of interest to you. Create your candidate profile and upload your resume and cover letter by **December 13, 2019**. Please note, only applications submitted through the Applicant Tracking System will be accepted.

Successful candidates will be required to undergo a background verification with Mintz Global Screening. By applying to this job posting, you are providing your consent to MPAC to share your name, email address and phone number with Mintz, to conduct the criminal and driver abstract check and for Mintz to disclose the results to MPAC, should you be the successful incumbent.

MPAC is committed to fostering an inclusive, accessible environment where all employees and members of the public feel valued, respected and supported. We are dedicated to building a workforce that reflect the diversity of the public and communities we serve.

Persons with disability who need accommodation in the application process or those needing job postings in an alternative format may email their request to careers@mpac.ca.

We thank all applicants for their interest, however, only those selected for further consideration will be contacted.

Job advertisements for positions that have been designated bilingual will be posted in both English and French on our website. Positions that are not designated bilingual are not translated and are only posted in English on the English version of our website.

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