



MUNICIPAL PROPERTY ASSESSMENT CORPORATION

Posting Date: January 18, 2019

Closing Date: January 31, 2019

Manager, Centralized Properties (2) (PG H)

\$94,743 - \$118,428 per annum

The Municipal Property Assessment Corporation requires two (2) experienced **Manager, Centralized Properties**. Reporting to the Director, Centralized Properties, the successful individuals will manage the valuations, maintenance activities and creation of Market Valuation Reports related to all complex properties to ensure compliance with valuation & assessment standards, policies, and procedures, and to ensure work is completed efficiently and accurately. You will oversee the resolution of stakeholder enquiries, requests for reconsideration (RFR) and appeals associated with complex property types. You will also provide leadership and practice direction to assessors relating to complex properties.

RESPONSIBILITIES:

- Manage the overall valuation process for assigned complex properties including selection of approach to value (direct comparison, cost and income), appraisal models and methodology and inspect complex properties as required;
- Manage the determination of assessed values utilizing various techniques within the three approaches to value;
- Manage the creation of Market Valuation Reports to ensure that they effectively reflect the steps taken to derive assessed values and ensure that the reports meet the Canadian Uniform Standards of Appraisal Practice and/or International Valuation Standards;
- Peer review valuations and provide support and expertise on complex business property valuation and/or methodology challenges;
- Review completed valuations to ensure compliance with valuation & assessment standards, policies, and procedures;
- Partner with Research & Advisory Services branch to assist with the development of valuation standards, policies, & procedures for complex properties;
- Collaborate with Research & Advisory Services branch to provide support during negotiations or questions with stakeholders, legal counsel, and/or stakeholder representatives to resolve challenges to the assessed values;
- Review detailed appraisal reports and/or respond to valuation challenge materials for contested property valuations, and review disclosure packages & expert reports;
- Provide subject matter expertise for complex valuation issues to team and Research & Advisory Services staff, including challenges to property values, approaches and methodology;

- Analyze the market and ensure all data elements and collection methods are in line with market activity; and
- Keep abreast of market place transactions related to complex properties (sales, leases, construction).
- Manage the end-to-end valuation including enquiries, RFR and appeals process for complex properties, from the initial complaint by stakeholder (property owner, municipality) to the final resolution, implementation, and communication of the solution;
- Review and approve adjustments to value prior to release of new valuation base year, ensuring alignment with market trends, previous appeal decisions, and location specific circumstances;
- Manage the overall re-valuation process for assigned complex properties including selection of approach to value (direct comparison, cost and income), appraisal models and methodology;
- Manage the issue evaluation process to ensure issues being brought forward are reasonable and require a revaluation;
- Manage all maintenance related activities which include Municipal Act applications, building permits, sales and lease investigations and stakeholder enquiries; and
- Review and approve the assessor's final opinion of value and appraisal report prior to communication and implementation.
- Identify improvements in data collection, data quality and appraisal methodology based on analysis of complaints, requests for reconsideration and appeals;
- Review and approve the assessed values of centralized properties prior to release of new valuation base year, ensuring alignment with sector market trends, previous appeal decision(s), and location and/or property-specific circumstances;
- Preparation of disclosure documents (e.g. Market Valuation Reports) for staff and external stakeholders regarding valuation practice direction and reassessment analytics as it relates to complex properties; and
- Compile, monitor and analyze reports related to productivity, quality and customer service, (i.e. customer survey results, error reports, building permit metrics) to ensure benchmarks are met and identify deviations between planned and actual metrics.
- Set clear accountabilities for direct reports, providing timely and honest performance feedback, coaching to maximize probability of success and managing non-performance effectively;
- Support a learning environment where best practices and knowledge is shared;
- Transfer skills and knowledge to enhance performance of staff and provide opportunity for growth and development;
- Ensure staff are trained and processes well documented;
- Evaluate staff according to the performance management program to ensure highest quality service is being provided and competencies reviewed;
- Manage, coach and mentor staff: assign, check and evaluate employees' work; identify staffing and training needs;
- Develop and implement appropriate development plans; identify and fill vacancies;
- Determine merit increases, authorize overtime, vacations and discretionary leaves;
- Respond to employee complaints and grievances in a timely manner;
- Initiate progressive discipline process, where necessary, up to and including dismissal; and
- Implement and monitor compliance with MPAC Human Resources policies.

- Provide input to annual Branch operational goals; identify unit operating budget requirements; monitor and forecast monthly allocations; identify and develop plans to mitigate variances;
- Monitor third-party contracts/service level agreements for variance to budget allocations; and
- Approve invoices and expenditures in accordance with the Procurement Policy.
- Other duties, as required.

LOCATION: TBD upon close of competition

QUALIFICATIONS:

- A minimum of 10 years progressively responsible experience in property valuation and appraisal;
- Completion of an undergraduate university degree in a related field (Business Administration, Accounting, Economics, Geography, Real Estate);
- Completion of a professional appraisal designation/certificate such as Member Institute of Municipal Assessors (MIMA), Accredited Appraiser Canadian Institute (AACI), Certified Assessment Evaluator from the International Association of Assessment Officers (CAE - IAAO), the Canadian Institute of Chartered Business Valuers (CBV) or Member/ Fellow Royal Institution of Chartered Surveyors (MRICS/ FRICS);
- Demonstrated ability to coach, mentor and motivate teams;
- Advanced knowledge of property assessment terminology, MPAC policies and procedures, valuation theory, appraisal procedures, related legislation such as the Assessment Act and the Freedom of Information and Protection of Privacy Act, and valuation/reporting standards such as the Canadian Uniform Standards of Professional Appraisal Practice (CUSPAP) and International Valuation Standards (IVS);
- Advanced understanding of market and economic factors affecting property values, and a comprehensive understanding of the principles of the cost, income and direct comparison approaches to value;
- Effective research, analytical and problem-solving skills to develop sound recommendations to resolve technical issues;
- Proficiency with Microsoft Excel, Word and PowerPoint;
- Solid interpersonal and collaboration skills to develop strong relationships across organizational boundaries to identify opportunities and resolve issues;
- Excellent verbal and written communication skills to prepare reports and deliver presentations; and
- Effective management skills to assign and prioritize work, plan, schedule and allocate resources to meet legislated deadlines and operational targets.

AREA OF SEARCH: OPEN

To apply to this posting, click on the “Apply Online” icon below. Please use the Applicant Tracking System to create your Candidate Profile, upload your Resume and Cover Letter and apply to the posting by **January 31, 2019**. Please note, only applications submitted through the Applicant Tracking System will be accepted.

While MPAC thanks all applicants for their interest, only those under consideration will be contacted for interviews. Please be advised successful incumbent(s) who are not presently permanent MPAC employees may be required to undergo a criminal and drivers abstract check. **By applying to this job posting, you are also providing your consent to MPAC to share your name, email address and phone number with Mintz Global Screening (Mintz), a third party service contracted by MPAC, to conduct the criminal and driver abstract check and for Mintz to disclose the results to MPAC, should you be the successful incumbent.**

ABOUT US:

The Municipal Property Assessment Corporation (MPAC) is an independent, not-for-profit corporation funded by all Ontario municipalities. Our role is to accurately assess and classify all properties in Ontario, and with more than 1,700 employees in offices across the province, our assessors are trained experts in the field of property valuation. At MPAC, we know that maintaining work life balance is the key to fostering employee health, happiness and productivity. We offer generous vacation allowances, a self-funded leave program and flexible work arrangements to help ensure employees' unique needs are met both at work and at home. For more information visit www.mpac.ca or www.aboutmyproperty.ca.

In accordance with *the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005*, and MPAC's [Accessibility Standards for Ontarians with Disabilities Policy](#), accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.

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.