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# Appeal and Tax Exemption Manager

| JOB CODE | JOB FAMILY | PROFILE |
|---|---|---|
| **JCM333** | **Property & Real Estate** | **Appeal and Tax Exemption Manager** |
| **PAY TYPE** | **PAY RANGE** | **REVISION DATE** |
| **Salary** | **$69,451.00 - $109,720.00** | **February 16, 2026** |

The Property Assessment Manager oversees day-to-day operations of assigned Property Assessment Coordinators, Appraisal staff, and administrative support staff. This role manages taxpayer transactions and customer service related to protests and appeals, exemptions, and special valuations. Responsibilities include processing government and non-government exemptions, affordable housing and industrial bonds, and agricultural or livestock property valuations. The manager ensures compliance with New Mexico statutes, maintains accurate data within the Computer-Assisted Mass Appraisal (CAMA) system, and oversees related court and protest board processes. This position plays a key role in ensuring accurate application of Public Improvement Districts (PIDs) and Tax Increment Development Districts (TIDDs), while delivering exceptional service to the public and maintaining internal efficiency.

## Job Description

### DUTIES AND RESPONSIBILITIES

- Manages the annual appeal/protest process in compliance with New Mexico statutory guidelines and deadlines.
- Oversees customer service related to exemptions (government, non-government, organizational), including Industrial Revenue Bonds, Metro Redevelopment Bonds, and affordable housing applications.
- Ensures timely and accurate processing of transactions such as exemptions, bonds, and special valuations by managing workload, monitoring deadlines, and supporting staff.
- Stays current with applicable legislation and update office policies and procedures to ensure continued compliance.

- Manages processes related to decisions and orders, claims for refunds in District Court, and applications of PIDs, TIDDs, and Hospital Equipment Loan Council (HELC) Bonds.
- Provides high-level public service by setting expectations, managing staff performance, and personally representing the Assessor’s Office in external interactions.
- Coordinates effectively with internal divisions to support information sharing and consistency across operations.
- Validates the accuracy of complex transactions, including deeds, transfer declarations, business personal property filings, rent restrictions, and legal descriptions.
- Applies economic development practices to support accurate assessments and contribute to regional development initiatives.
- Supervises daily operations related to protests, exemptions, and special valuations, including field inspections, research, and record maintenance.
- Participates in appeal/protest hearings and taxpayer reviews.
- Conducts staff performance evaluations, manage employee discipline, address complaints, and make recommendations on hiring, promotions, and terminations.
- Communicates clearly and professionally with taxpayers, colleagues, external agencies, and management.
- Represents the department in meetings related to appeals, protests, and exemption processes.
- Maintains confidentiality when handling sensitive documents, records, and decisions.
- ***The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.***

## MINIMUM QUALIFICATIONS

- Bachelor's degree in Business Administration, Public Administration, or a related academic field.
- Four (4) years of progressively responsible property appraisal, real estate or business management experience.
- Two (2) years of experience in an ad valorem assessment office managing multiple sections or service lines;
- One (1) year of supervisory/management experience managing multiple sections or service lines required.
- New Mexico Property Tax Division Certified Appraiser's Certificate required.
- Successful completion of four (4) International Association of Assessing Officers (IAAO) (or equivalent) appraisal courses is required.
- Relevant customer service experience is preferred.

***Any equivalent combination of related education and/or experience may be considered for the above requirements.***

## SUPPLEMENTAL INFORMATION

### SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer employment medical examination.
- Adherence to all County safety guidelines.
- Complete all FEMA training(s) assigned to this position.
- Possession of a valid New Mexico driver’s license by the date of hire and maintenance of a valid license while employed in this position.
- Complete required supervisor training, if applicable.
- Ability to manage statutory deadlines, work with property valuation systems such as CAMA, and interpret New Mexico property tax law, including exemptions, protests, and special valuation methods.

## WORKING CONDITIONS

- Duties are performed primarily indoors (85–90%) with occasional outdoor work (10–15%).
- Indoor work occurs in a temperature-controlled office setting. Outdoor tasks may expose employee to various weather conditions.
- Employee may encounter dust or airborne particles while conducting field inspections.
- Work surfaces indoors are typically dry, level, and carpeted or tiled. Outdoor work may involve uneven, inclined, or wet surfaces, including dirt, concrete, or asphalt.
- Most work is performed independently. Some tasks require collaboration with a team.
- Fieldwork may include driving to various locations throughout the County.

## EQUIPMENT, TOOLS, AND MATERIALS

- Regularly used equipment includes a desktop or laptop computer, telephone, calculator, copier, scanner, and printer.
- Fieldwork may require the use of a county vehicle, tablet, or GPS device.
- Materials handled include property records, forms, legal documents, maps, reports, and general office supplies.