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Quality Control/Assessment Lead

JOB CODE	JOB FAMILY	PROFILE
JCM120	**Property & Real Estate**	**Quality Control/Assessment Lead**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$54,018.00 - $85,363.00**	**September 15, 2026**

The Quality Control/Assessment Lead coordinates and oversees the quality assurance and quality control programs for the Assessor's Office. This role conducts analyses of assessment reports and monitors property changes initiated by the appraisal division. Employee supervision includes hiring, training oversight, performance evaluations, coaching, disciplinary actions, and terminations.

Job Description

DUTIES AND RESPONSIBILITIES

- Coordinate and supervise the daily operations and activities of the assigned section by inspecting computer-assisted mass appraisal (CAMA) updates, monitoring paper flow, and reviewing transaction logs from various appraisal divisions.
- Monitor and investigate property changes to ensure the accuracy of change actions.
- Assist the Assessor and Deputy Assessors in developing and establishing policies and procedures for quality control management.
- Observe and track the activities of assigned personnel to ensure performance and quality standards are met; conduct detailed reviews of individual field appraisers' work for accuracy, completeness, and adherence to office standards; report individual and cumulative production levels to managers and supervisors.
- Oversee the proper reporting of property tax assessments and make recommendations to improve assessment updates for the current tax year.

- Serve as a liaison between support staff and other divisions regarding appraisal changes, mapping changes, parcel identifier changes, and appraisal records.
- Assist in the development and implementation of training programs for efficient maintenance procedures, CAMA changes, residential and commercial updates, and Assessor authorizations.
- Investigate issues within the CAMA system and recommend corrective actions or solutions.
- Oversee support staff operations, including analysis of monthly reports; prepare periodic production reports for use by managers and supervisors.
- Conduct employee performance evaluations; issue disciplinary actions; handle employee complaints; and make recommendations regarding hiring, termination, and promotions.
- ***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

- High school diploma or GED.
- Six (6) years of progressively responsible experience in property appraisal, including experience in an ad valorem assessment office performing both commercial and residential assessments and reappraisals.

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.
- While employed with the Bernalillo County Assessor’s Office, the employee is prohibited from engaging in real estate activities, including but not limited to buying or selling property, acting as a broker for others, performing appraisal work, or selling computerized database information for personal gain.

WORKING CONDITIONS

- Essential duties are performed primarily indoors (85–90%) and occasionally outdoors (10–15%).

- Indoor duties are performed in a temperature-controlled environment; outdoor duties may expose the employee to natural weather conditions.
- Indoor duties are performed on even and dry surfaces such as carpet or tile, with occasional stair use. Outdoor duties may be performed on even or uneven surfaces (natural ground, concrete, or asphalt) that may be wet or dry and may involve inclines or hills.
- Most duties are performed independently, although some tasks may involve collaboration with a small team.

EQUIPMENT, TOOLS AND MATERIALS

Equipment typically used includes a calculator, computer terminal and keyboard, typewriter, telephone, photocopier, and fax machine.

Vehicles may be used on an occasional basis in traveling from property to property.

Materials typically used in performance of office duties include various documents, writing utensils and an assortment of office supplies and equipment.