

Cook County Board of Review



ASSESSMENT/APPEALS ANALYST

Department: Board of Review
Grade: 23
Position I.D. No.: 0009211

Job Code: 0324
FLSA Status: Non-Exempt
Posting Salary: \$88,220

Job Description

General Overview

The Assessment/Appeals Analyst (“Analyst”) is responsible for analyzing assessment appeals for residential and/or commercial property in Cook County, in a fair, uniform, and timely manner. This position reports to the First Assistant Commissioner of the applicable District (e.g., 1, 2 or 3). The Analyst makes complex analytical decisions to ensure the fair and uniform assessment of property, applying appropriate rules, regulations, policies, and other guidelines. The Analyst is a deputy under the Illinois Property Tax Code and assists with the proper discharge of Board duties. This authority includes the ability to administer oaths, preside over hearings and examine parties or witnesses at a hearing. On behalf of his or her Commissioner, the analyst must be able to discuss, explain and support their decisions and/or recommendations on various appeals. Lastly, the position must have the ability to assist other employees and perform other assignments and duties as may be required. This description generally encompasses the titles Appeals Analyst I, Appeals Analyst II, Appeals Analyst III, Assessment Analyst III, Assessment Analyst IV, and Administrative Assistant to Commissioners II Board of Appeals. There are variations in the essential job duties of these positions set forth below.

Key Responsibilities and Duties

- Analyze appeals filed by residential and commercial property owners or their respective attorneys, recommending corrections.
- Responsible for reviewing and adjudicating a high volume of tax appeals in a fair, efficient, and organized manner.
- Preside over property tax appeal hearings.
- Elicit and evaluate evidence from the taxpayer or their representative when necessary.
- Review complex appraisals.
- Communicate and correspond with taxpayers to answer questions and resolve matters relating to appeals, including answering in-person, telephone, or email inquiries about appeals, providing direction to the appropriate forms, when necessary.
- May be responsible for PTAB matters: Represent the Cook County Board of Review (“CCBOR”) before

the Illinois Property Tax Appeals Board (“PTAB”) when defending CCBOR decisions on appeal. Prepare and present documentary evidence at PTAB hearings. Draft and argue briefs in support of CCBOR decisions. Evaluate taxpayer and taxing district evidence, cross-examine witnesses, and vigorously defend CCBOR decisions and/or negotiate favorable settlements.

- May be responsible for exemptions: Analyze applications for property tax exemptions for, inter alia, churches, hospitals, and schools.
- Provide excellent customer service to all CCBOR customers.
- For each District (1, 2 or 3), analysts will typically be assigned outreach duties. Those outreach duties include preparing and presenting presentations to groups and organizations to educate homeowners about the property tax system and to help homeowners file appeals with the CCBOR. Outreach hours may be scheduled outside of standard work hours.

The duties listed are not set forth for purposes of limiting the assignment of work. They are not to be construed as a complete list of the many duties normally to be performed under a job title or those to be performed temporarily outside an employee’s normal line of work.

Knowledge, Skills, Abilities, and other Characteristics

- Knowledge of CCBOR procedures, the Illinois Property Tax Code, policies, practices, and guidelines, or the ability to gain such knowledge.
- Ability to work independently.
- Ability to make executive decisions and implement the Commissioner’s policies and the CCBOR mission.
- Basic arithmetic skills.
- Ability to communicate effectively, both orally and in writing, including public speaking skills.
- Strong organizational skills.
- Must be computer literate, with skill and efficiency in accurately entering, reviewing, and retrieving data and the ability to utilize CCBOR systems and databases.
- Ability to obtain CIAO designation from the Illinois Property Assessment Institute (IPAI) within a year of employment.

Minimum Qualifications

- Possession of a bachelor’s degree from an accredited college or university, and four (4) years of full-time paid work experience in a professional office setting OR possession of a valid high school diploma or General Education Development (GED) certificate, or an associate degree and eight (8) years of full-time paid work experience in a professional office setting.

Preferred Qualifications

- Master's degree or Juris Doctor from an accredited college or university.
- 2+ years full-time paid work experience with assessments, real estate tax appeals or in the appraisal industry.
- Bilingual with proficiency in Spanish, Polish, Korean, Hindi, or Mandarin languages.
- Possession of the CAE designation from the International Association of Assessing Officers (IAAO) or MAI or SRPA designation from the Appraisal Institute.

Physical Requirements

- Long periods of time working on a computer requiring vision and typing capability.
- Ability to sit and stand for extended periods of time.
- Regular use of telephone.
- Traveling between office and meetings may be required.

Any offer of employment will be contingent on the applicant passing a background check and any required pre-employment testing.

The Cook County Board of Review prohibits all unlawful discrimination in its hiring and promotional process.