

## New York State Department of Civil Service

DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

**Occ. Code 2329300**

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| <b>Real Property Services Administrator 1, M-3</b> | <b>2329300</b> |
| <b>Real Property Services Administrator 2, M-4</b> | <b>2329400</b> |

### Brief Description of Class Series

Real Property Services Administrators oversee the daily administration of real property tax laws and regulations. Incumbents plan work, manage staff, and participate on cross functional process improvement teams and collaborative intra-governmental teams; participate in making policy decisions; and act as spokespersons for agency programs and real property tax administration.

Real Property Services Administrators are classified only in the Department of Taxation and Finance.

### Distinguishing Characteristics

*Real Property Services Administrator 1:* manager; oversees the operation of one or more sections.

*Real Property Services Administrator 2:* oversees the operation of one or more bureaus; supervises Real Property Services Administrators 1.

### Related Class

Real Property Analysts collect, review, and reconcile assessment and real property data; appraise real property; review and analyze municipal assessment administration practices; and support the real property systems; research issues regarding real property tax administration and the interpretation of Real Property Tax Law; and administer educational and quality assurance programs related to these activities. They may also perform these activities as they relate to both sales and appraisals for complex commercial, industrial and utility structural properties.

### Illustrative Duties

*Real Property Services Administrator 1:* under the general direction of a Real

Property Services Administrator 2, manages the operations of one or more sections; establishes and maintains relationships between local government officials and the department; responds to local government officials to resolve politically sensitive matters related to Real Property System development functions, School Tax Relief (STAR) credit issuance or exemption administration, and legislatively mandated reporting; oversees and provides direction to staff by ensuring staff is aware of any changes concerning real property tax law; ensures quality and timeliness of all work products and services; signs off on products and services as appropriate; develops strategic priorities and guides them to completion; oversees market value survey planning; oversees special projects, including efforts to modernize real property systems; and coordinates communication across Division programs.

*Real Property Services Administrator 2:* under the general direction of the Director Real Property Tax Services; supervises Real Property Services Administrators 1; manages the day-to-day operations of assigned bureaus including personnel, budgeting, administrative matters, resource allocation planning, work priorities, and implementation of agency policy and plans; directs the development of systems to monitor and facilitate the day-to-day delivery of programs and services; coordinates and leads team efforts to map processes and identify target areas for process improvement; participates in the development of documentation, media, and training materials for real property systems applications; responds to inquiries from assessors, county directors, and State officials; and participates in agency policy and strategic planning.

### Minimum Qualifications

#### *Real Property Services Administrator 1*

Promotion: one year of service as a Real Property Analyst 3.

#### *Real Property Services Administrator 2*

Promotion: one year of service as a Real Property Services Administrator 1 or two years of service as a Real Property Analyst 3.

**Note:** Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

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