

# REAL ESTATE

Broad Occupational Category - 27

## DUTIES AND RESPONSIBILITIES

- *Conduct property inspections to assess condition, use (highest and best), and quality.*
- *Issue, track, and maintain records of permits for right-of-way use and occupancy.*
- *Ensure compliance with Nebraska Real Estate Laws, Uniform Act, and USPAP standards.*
- *Provide guidance or training to less experienced appraisers or right-of-way agents.*
- *Assign, supervise, and evaluate work of appraisal and right-of-way staff, including reviewing plans, records and permits.*
- *Measure property and document physical characteristics (e.g., photographs, sketches).*
- *Collect and verify market data from buyers, sellers, brokers, and assessors.*
- *Prepare independent appraisals for land, residential, commercial, industrial, and special-purpose properties.*
- *Estimate damages to remaining property in acquisition scenarios.*
- *Review legal documents, deeds, and easements before property acquisition, and prepare legal documentation for property transactions.*
- *Contact property owners to explain project plans and acquisition processes.*
- *Extend purchase offers and counteroffers; negotiate settlements.*
- *Determine relocation assistance for displaced individuals or businesses.*
- *Serve as liaison between agency leadership, staff, and external stakeholders, including when managing disposal or sale of state-owned properties.*
- *Research laws, regulations, and policies to support agency operations and ensure compliance, including potential development of policies, procedures and guidelines for external and internal use.*

## COMPETENCIES

- **Dealing With Ambiguity** - Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.
- **Conflict Management** - Steps up to conflicts, seeing them as opportunities; reads situations quickly; good at focused listening; can hammer out tough agreements and settle disputes equitably; can find common ground and get cooperation with minimum noise.
- **Organizing** - Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently arranges information and files in a useful manner.
- **Negotiating** - Can negotiate skillfully in tough situations with both internal and external groups; can settle differences with minimum noise; can win concessions without damaging relationships; can be both direct and forceful as well as diplomatic; gains trust quickly of other parties to the negotiations; has a good sense of timing.
- **Perseverance** - Pursues everything with energy, drive, and a need to finish; seldom gives up before finishing, especially in the face of resistance or setbacks.
- **Planning** - Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results.
- **Action Oriented** - Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.
- **Approachability** - Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.
- **Command Skills** - Relishes leading; takes unpopular stands if necessary; encourages direct and tough debate but isn't afraid to end and move on; is looked to for direction in a crisis; faces adversity head on; energized by tough challenges.

- **Composure** - Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.
- **Timely Decision Making** - Makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure; able to make a quick decision.
- **Dealing With Paradox** - Can act in ways that seem contradictory; is very flexible and adaptable when facing tough calls; can combine seeming opposites like being compassionately tough, stand up for self without trampling others, set strong but flexible standards; can act differently depending upon the situation; is seen as balanced despite the conflicting demands of the situation.
- **Peer Relationships** – Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers.
- **Problem Solving** - Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers. (50%)
- **Time Management** - Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.

# SMART Goal Prompting Questions

**Conduct property inspections to assess condition, use (highest and best), and quality**

- What actions could you take to improve the accuracy, consistency, or efficiency of property inspections?
- How will you measure success, such as fewer inspection errors, more complete documentation, or reduced time required to complete inspections?
- What inspection checklists, documentation methods, technology, or training could strengthen your inspection process?
- How do thorough property inspections support accurate valuations, sound acquisition decisions, and responsible stewardship of public resources?
- By what date or inspection cycle will you aim to improve your property inspection practices?

**Issue, track, and maintain records of permits for right-of-way use and occupancy**

- What steps could you take to improve the accuracy, organization, and timeliness of right-of-way permits and related records?
- How will you measure success, such as fewer record errors, faster permit processing, or improved ability to locate permit information?
- What tracking systems, databases, templates, or review procedures could strengthen permit administration?
- How does accurate permit management support compliance, public access, property rights, and agency accountability?
- By what date or permit cycle will you aim to improve permit tracking and recordkeeping practices?

**Ensure compliance with Nebraska Real Estate Laws, Uniform Act, and USPAP standards**

- What actions could you take to strengthen compliance with Nebraska real estate laws, the Uniform Act, and USPAP requirements?
- How will you measure success, such as fewer compliance issues, improved documentation, or more consistent application of requirements?
- What training, reference materials, review processes, or professional resources could strengthen your knowledge of applicable standards?
- How does consistent regulatory compliance protect property owners, the agency, and the integrity of real estate transactions?
- By what date or professional development cycle will you aim to strengthen your compliance practices?

**Provide guidance or training to less experienced appraisers or right-of-way agents**

- What strategies could you use to improve mentoring, coaching, and technical guidance for less experienced staff?
- How will you measure success, such as improved competency, greater staff independence, or fewer errors requiring correction?
- What training materials, job aids, shadowing opportunities, or feedback processes could support staff development?
- How does effective mentoring contribute to consistent real estate practices, professional growth, and workforce succession?
- By what date or development cycle will you aim to improve your mentoring and training practices?

**Assign, supervise, and evaluate work of appraisal and right-of-way staff, including reviewing plans, records and permits**

- What actions could you take to improve workload assignment, supervision, and evaluation of appraisal and right-of-way staff?
- How will you measure success, such as improved workload balance, timely completion of assignments, or stronger quality of work?
- What performance measures, review procedures, scheduling tools, or communication practices could strengthen supervision?
- How does effective supervision support productivity, accountability, consistency, and quality in real estate operations?
- By what date or performance cycle will you aim to improve staff assignment and supervision practices?

**Measure property and document physical characteristics (e.g., photographs, sketches)**

- What steps could you take to improve the accuracy and consistency of property measurements and physical documentation?
- How will you measure success, such as fewer measurement discrepancies, more complete documentation, or reduced need for follow-up inspections?
- What measurement tools, photography standards, mapping technology, or documentation templates could improve the process?
- How does accurate property documentation support reliable appraisals, acquisitions, and legal records?
- By what date or inspection cycle will you aim to improve property measurement and documentation practices?

**Collect and verify market data from buyers, sellers, brokers, and assessors**

- What actions could you take to improve the completeness, reliability, and timeliness of market data collection?
- How will you measure success, such as increased data verification, fewer discrepancies, or improved confidence in valuation information?
- What databases, research methods, verification procedures, or stakeholder contacts could strengthen market data collection?
- How does reliable market data support accurate appraisals and defensible real estate decisions?
- By what date or valuation cycle will you aim to improve market data collection and verification practices?

**Prepare independent appraisals for land, residential, commercial, industrial, and special-purpose properties**

- What strategies could you use to improve the accuracy, consistency, and defensibility of independent property appraisals?
- How will you measure success, such as fewer appraisal revisions, stronger quality-review results, or improved timeliness?
- What appraisal tools, market research, comparable-property analysis, training, or peer-review processes could strengthen your work?
- How do accurate appraisals support fair property acquisition, sound financial decisions, and public accountability?
- By what date or appraisal cycle will you aim to improve appraisal practices?

**Estimate damages to remaining property in acquisition scenarios**

- What actions could you take to improve the accuracy and consistency of estimating damages to remaining property?
- How will you measure success, such as fewer valuation adjustments, improved documentation, or reduced disputes over damages?
- What valuation methodologies, market data, case studies, or peer-review practices could strengthen damage assessments?
- How does accurate damage estimation support fair treatment of property owners and defensible acquisition decisions?
- By what date or acquisition cycle will you aim to improve your damage-estimation practices?

**Review legal documents, deeds, and easements before property acquisition, and prepare legal documentation for property transactions**

- What steps could you take to improve the accuracy and completeness of reviewing deeds, easements, and other legal documents?

- How will you measure success, such as fewer documentation errors, earlier identification of title issues, or reduced transaction delays?
- What checklists, legal resources, document-review procedures, or collaboration with legal staff could strengthen the process?
- How does careful review of property documents reduce legal risk and support successful acquisitions?
- By what date or transaction cycle will you aim to improve property-document review practices?

**Contact property owners to explain project plans and acquisition processes**

- What actions could you take to improve communication with property owners about project impacts and acquisition processes?
- How will you measure success, such as improved stakeholder understanding, fewer misunderstandings, or faster resolution of questions and concerns?
- What communication materials, meeting practices, FAQs, or outreach strategies could make the process clearer for property owners?
- How does effective communication support transparency, trust, and fair treatment during property acquisition?
- By what date or project phase will you aim to improve property-owner communication practices?

**Extend purchase offers and counteroffers; negotiate settlements**

- What strategies could you use to improve the effectiveness, consistency, and documentation of purchase-offer negotiations?
- How will you measure success, such as timely settlements, fewer escalations, reduced negotiation delays, or improved documentation?
- What negotiation training, market information, communication techniques, or approval processes could strengthen your approach?
- How do fair and well-documented negotiations support successful acquisitions while protecting public resources?
- By what date or acquisition cycle will you aim to improve your negotiation practices?

**Determine relocation assistance for displaced individuals or businesses**

- What actions could you take to improve the accuracy, consistency, and timeliness of determining relocation assistance?
- How will you measure success, such as fewer errors, faster determinations, or improved compliance with applicable requirements?
- What eligibility checklists, documentation procedures, training, or stakeholder resources could strengthen relocation determinations?

- How does accurate relocation assistance support compliance and fair treatment of individuals and businesses affected by acquisitions?
- By what date or project cycle will you aim to improve relocation-assistance practices?

**Serve as liaison between agency leadership, staff, and external stakeholders, including when managing disposal or sale of state-owned properties**

- What steps could you take to improve communication and coordination among agency leadership, staff, and external stakeholders?
- How will you measure success, such as faster decisions, fewer communication gaps, improved stakeholder satisfaction, or more efficient property transactions?
- What communication plans, tracking tools, stakeholder maps, or regular coordination meetings could strengthen your liaison role?
- How does effective coordination support successful property sales, disposals, acquisitions, and other real estate activities?
- By what date or transaction cycle will you aim to improve stakeholder coordination practices?

**Research laws, regulations, and policies to support agency operations and ensure compliance, including potential development of policies, procedures and guidelines for external and internal use**

- What actions could you take to improve your process for researching and applying laws, regulations, and real estate policies?
- How will you measure success, such as faster research, fewer compliance questions, improved consistency, or timely updates to policies and procedures?
- What legal resources, regulatory monitoring methods, professional networks, or review processes could strengthen your research?
- How does accurate interpretation of laws and policies support compliant, consistent, and defensible real estate operations?
- By what date or policy-review cycle will you aim to improve your research and policy-development practices?