



AUBURN

CENTER FOR
GOVERNMENTAL SERVICES

PROPERTY TAX EDUCATION & CERTIFICATION

AAAO MidWinter, 2012



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Auburn University is an equal opportunity educational institution/employer.

Center for Governmental Services

Auburn University
2236 Haley Center
Auburn, Alabama 36849-5225



PROGRAM OBJECTIVES

1. Improve knowledge in the fields of appraising, mapping, and management.
2. Maintain high standards in property tax administration.
3. Increase professionalism in state and county property tax offices.

OUR SERVICES

CGS cooperates with various professional organizations to provide certification programs to enhance the knowledge and skills of public sector officials and employees. We provide on-site training to governments in a variety of topic areas aimed at improving personnel and financial management, strengthening leadership and team development, improving government services to citizens, increasing organizational efficiency, and educating about important legal and ethical issues. Programs are tailored to an individual government's needs and time considerations.

ABOUT US

The Center for Governmental Services (CGS) represents Auburn University's commitment to excellence in state and local government and non-profit organizations. Since 1976, the Center has provided technical assistance, training, and survey and policy research to meet the changing needs of Alabama governments and public officials.

PROPERTY TAX EDUCATION & CERTIFICATION

COURSES BEING OFFERED IN CONJUNCTION WITH AAAO

DATE OF COURSES: MARCH 5-6, 2012

The following courses are being offered simultaneously prior to the MidWinter AAAO conference. A person can register for only one of the courses. Registration for each course is separate from the conference registration. The AAAO Conference and Pre-Conference courses are being held at the Birmingham Sheraton Hotel Downtown.

Register prior to February 10, 2012 or class could be canceled for lack of participation.

DEALING WITH DIFFICULT PEOPLE (10 HRS)

Working in the property tax office requires that on occasion you have to deal with difficult co-workers as well as difficult taxpayers. In this course, participants will learn tools to help them avoid conflict with the difficult person or personality type. However, if conflict is unavoidable, participants will also gain skills to help them in dealing with difficult people through communication and conflict resolution exercises. Participants will also work on stress relievers to prevent health problems when dealing with difficult situations. This is a tested course.

Fee: \$125

If a tested course is taken for continuing education, the examination for that course must be passed in order for any credit to apply.

REGISTRATION POLICY

Registration forms received and processed at CGS constitute registration, if space is available. A confirmation letter will be mailed from CGS when the participant's enrollment process is complete. Written cancellations received 15 working days (30 days for IAAO courses) prior to the beginning of the program will be honored with a full refund of the registration fee. Late cancellations or non-attendance will not be refunded. Substitutions for registered participants may be made at any time. NOTE: If you have a disability and need accommodations to participate, please contact the Center for Governmental Services at (334) 844-4782.

INTRODUCTION TO THE PROPERTY TAX MAPPING PROCESSES (10 HRS)

This course is for those in the property tax office who are interested in an overview of the processes involved in the mapping department. The course is especially developed for staff and assessors who are not interested in learning how to map, but want a better understanding of the process involved. This is a tested course.

Fee: \$125

INCOME APPROACH WITH AN ALABAMA TOUCH (10 HRS)

This class will give an overview of the income approach discussed in IAAO 102. It will discuss the development of cap rates for real and personal property. It will also touch on the Alabama market and discuss how to determine what to include as personal property when using the income approach. This is a tested course.

Fee: \$125

REGISTRATION

- Dealing with Difficult People \$125
- Intro. to PT Mapping Processes \$125
- Income Approach with Alabama Touch \$125

PARTICIPANT'S INFORMATION:

Mr. Ms. Mrs. (Circle One)

Name

Position / Title

Social Security #

Name Tag Preference

Certificate Program (ACTA, ACAP, ACAR, ACM, Support Staff)

Agency

Mailing Address

City

State

Zip

Phone

Fax

Email

PAYMENT METHOD:

Please find enclosed my check in the amount of \$ _____

Make checks payable to Auburn University.

Or, purchase order # _____

PLEASE RETURN PAYMENT TO:

Center for Governmental Services
Auburn University
2236 Haley Center
Auburn, Alabama 36849-5225
PHONE: (334) 844-4782 / FAX: (334) 844-1919