

Mission

Setting values. Serving the community. Promoting fairness and equity.

Vision

Pursuing excellence and innovation.

King County Department of Assessments is pursuing excellence in all aspects of our business; striving to become a model of best practice, best-in-class. We are pursuing excellence in how we assess property values, how we develop and engage employees, and how we manage the organization. We are striving to revolutionize the way assessors use technology, embracing the risks necessary to learn and improve.

Workplace Culture

Mutual respect, inclusion, and belonging.

King County Department of Assessments welcomes and values diversity. At the department individual contributions are recognized and acknowledged and cultural expectations regarding behavior are clearly articulated and modeled by leadership.

Core Values

These core values describe how we do our work as individuals, teams, and as a department.

Collaborative

We work together within our organization and we provide leadership in cooperation with other private, public and community partners in order to collectively solve problems and provide solutions.

Professional

We are highly qualified and competent in accurate property valuation and tax administration. We actively pursue education and new technologies that keep those competencies at the highest level. We strive to communicate clearly and concisely the nature, importance, and impact of our work on everyone in King County and the State of Washington.

Innovative

We embrace change with creativity and innovation. We recognize that flexible and dynamic solutions to the constantly changing environment at home, at work and in our community are critical to our success.

Fair and Just

We serve the residents of King County with transparency, fairness and equity and with respect and appreciation for the diversity that surrounds us.

Who We Serve

The Department of Assessments has several key customers and stakeholders who have different requirements and expectations.

Property Owners

We set values on approximately 750,000 parcels with a value of \$642.5 billion in 2020. Property owners need timely, fair and equitable individual property valuations, exemption determinations, and appeal responses.

The Public

We serve the public, businesses, and organizations. The public needs fair and equitable mass appraisal of all property within the boundaries of King County, in accordance with legal mandates to collect revenue for the provision of local and state services as well as access to information, data, and education.

Taxing Districts

We serve the 164 taxing districts, including schools, fire districts, libraries, cities, the county, and state government. Taxing districts need a timely and accurate tax roll to be able to collect revenues to pay for the services they provide.

King County Government

As a separately elected office within King County government, we view our internal King County partners as customers, working to serve their needs through collaboration on planning, budgeting, and strategic initiatives.

Assessments' Colleagues

Much of our work flows across individuals, work groups, and divisions. We serve each other, working collaboratively and supporting each other's work to directly impact all our other stakeholders.

Our Goal Areas

The Assessor's 2020-2023 Four-Year Strategic Plan outlines five key goal areas which are necessary to achieve the Department's short-term goals and long-term mission and vision.

Customer Experience Enhancement

Assessments will establish fair, accurate, and timely value assessments, practice empathy and responsiveness in determinations, and provide transparent information to customers. We will improve outreach and education to ensure the public has access to and understands the property tax system and their own property taxes, with a focus on underserved communities.

Employee Health, Safety & Well Being

Assessments will work to improve employee health, safety and wellbeing in the field, office and home. Policies and practices will be reviewed with an employee health lens and employee feedback. We will use our Employee Strategic Advisory and Employee Safety Committees to communicate with our employees on these issues. Our physical office environment will be evaluated based on changing conditions and business practices and adjusted to meet customer and employee needs.

Standard Work & Continuous Improvement

Continuous improvement and use of data is critical to the maximization of PTAS as well as the long-term success of the Department. Operational measures ensure effective and efficient operations and should create employee ownership of processes and outcomes.

Management Systems

We will establish a clear understanding of manager/supervisor expectations, provide tools and support, and feedback systems to ensure excellence in supervision and management of our organization and employees. A unified approach to clear and direct communication and problem solving will be necessary to address changing work processes and environments.

Employee Development

Our ability to achieve our vision is dependent on nurturing and sustaining an engaged, resilient, and enthusiastic workforce. We will elevate employees through encouragement and mentorship, promote the importance of work life balance and invest in their knowledge and skill development. The Department will strive to engage all employees in work and the workplace and support their professional growth and individual goals.

Results Driven

Assessments is a data organization, gathering and analyzing property information and serving the community. The Department will identify what data is available to us and make that data easily shareable. With the implementation of a modern system, we will establish data definitions and standards, system and process measures, set appropriate targets, and focus on results at all levels of the organization.