

JOB DESCRIPTION

Name: _____ **Position No.:** _____
Title: Taxpayer Liaison Officer **Group:** Part-time; compensation provided in budget
Department: Board of Directors **Exempt:** Yes
Registration: Not required

General Description

Facilitates communications between the public and the Bexar Appraisal District in a professional and courteous manner, and provides information to property owners and the general public, both orally and in writing, regarding the appraisal district's responsibilities. Administers the public access functions required by Sections 6.04(d), (e), and (f), Tax Code, and resolves disputes involving matters that may not be protested under Section 41.41. Serves as the board's liaison to the appraisal review board on issues related to ARB management.

Qualifications

1. Graduate of an accredited four-year college or university with a major emphasis in administration, communication or real estate appraisal or equivalent experience preferred, but not required.
2. Working knowledge of the State Property Tax Code, the policies and procedures of Bexar Appraisal District and the Bexar Appraisal Review Board, and real estate appraisal.
3. Must demonstrate strong verbal and written communication skills with ability to convey ideas and make effective use of grammar, spelling and punctuation.
4. Ability to work effectively with others and the general public.
5. Ability to work independently.
6. Ability to speak Spanish preferred, but not required.

Essential Functions of the Job

1. **Represent and report to the board of directors** concerning property owner complaints generally, as well as specific disputes that may not be protested to the Bexar Appraisal Review Board and matters related to appraisal review board management and operations.
2. **Enhance the district's effectiveness** by demonstrating professionalism in conduct, appearance and attitude and administering the public access functions and procedures required by law.
3. **Provide information and materials** prepared by the Bexar Appraisal District and the State of Texas to property owners, on request, to assist in their understanding of the appraisal process, protest procedures, and related matters.
4. **Serve as advisor to the chief appraiser** by reporting complaints concerning employees and appraisal matters over which the chief appraiser has responsibility and providing other input as requested by the chief appraiser.
5. **Keep a regular schedule** in the office of the Bexar Appraisal District as prescribed by the chief appraiser.
6. **Maintain professional and technical knowledge** by demonstrating the ability to organize work, effectively use district records and make decisions; recognize the importance of assigned responsibilities to the immediate operation of the division, and the inter-relationship of the position to the overall operation of the Bexar Appraisal District.
7. **Handle special projects as assigned** by the board of directors or chief appraiser by researching and presenting information and demonstrating organizational skills and coordinating work with others.
8. **Maintain professional and technical knowledge** by providing and participating in appraisal educational opportunities and joining professional societies; provide awareness at all times of the importance to serve the public and to provide information to taxing units.
9. **Contribute to team effort** by accomplishing related tasks as needed and assigned by the board of directors or the chief appraiser.

Reports to: Board of Directors
Supervises: None