



BEXAR APPRAISAL DISTRICT

JOB SPECIFIC INFORMATION

Title: Support Specialist
Department: Customer Information & Assistance
Division: Customer Information & Assistance

AMENDED DATE: January 6, 2020
Group: 612
Exempt: No
TDLR Registration: None

General Description

Performs inquiries and/or updates on District databases from documents such as deeds, abstracts, affidavits, wills, plats, protest forms, letters and partial exemption applications. Researches historical data available at all taxing units and through the County Clerk's Office. Assists the public with information either in the office or on the phone regarding requirements for exemptions, address corrections, completeness of renditions, agent authorizations, and protest. Scans, sorts and files all types of exemption applications, protests, agent authorization, real property renditions, owner's evidence and other documentation. Assists the public with the use of copiers, printers, and the District's administrative databases and web page.

Qualifications

- High school graduate or GED diploma. Prefer general office experience, previous customer service and data entry experience.
- Demonstrate ability to operate a computer terminal and perform multiple inquiry functions for appraisal and customer service use and to perform basic arithmetic problem solving
- Type 25 wpm.
- Ability to explain basic knowledge of the Texas Property Tax Code, Appraisal Review Board process, the Tax Calendar pertaining to specific deadlines, jurisdictional boundaries and taxing units, and the automatic call distribution (ACD) system to answer customer calls and respond to all public inquiries in a timely manner.
- Communicate effectively orally and in writing, bilingual in English and Spanish desirable.
- Must have good interpersonal and telephone skills to deal directly with the public.
- Must develop a basic understanding of all program edits.
- Ability to understand Excel to create spreadsheets and databases for workload processing and understanding of Word to develop letters and memos.
- Possess basic knowledge of the District's functions and responsibilities as outlined in the Texas State Comptroller Taxpayer Rights and Remedies brochure.
- Work effectively both independently and with others.
- Organize and plan work effectively.
- Commitment to providing exceptional public service.
- Must have reliable transportation.
- Must have a telephone or point of contact.

Essential Functions of the Job

- **Support organization goals** by performing data entry on assigned residential, personal property and commercial accounts; interface with others to ensure proper applications, procedures and techniques are maintained; acts as back up to CBX Operator/Receptionist and Mailroom Specialist. Preparing and filing protest and folders for appraisal staff, ARB panels and Full ARB meetings. Handles property owners, telephone inquiries, appraisal staff,exemption applications, fiduciaries, and protests.
- **Provide assistance to the general public and BCAD employees** by developing strategies to deliver effective and factual communication regarding BCAD policies, procedures and property tax laws affecting both the property owner and BCAD; communicate procedures and important deadlines. Creates, modifies and reviews editor's list and computer generated reports for use in the various functions such as account transfers, logging of protests, closing of cases, hearing transfers, fiduciary updates, certification, etc.
- **Maintain BCAD database** by operating a PC and becoming totally familiar with the District's CAMA system in order to research and retrieve BCAD records. Also, operate copiers, printers, scanners, and desk calculators.
- **Represent the district** by providing customer assistance on the phone bank and in the office by answering a wide range of questions posed by the public concerning various situations. Also, by assisting in achievement of overall goals set by the District.
- **Improve procedures and job efficiency** by evaluating work methods and making suggestions; maintaining quality of work and division production standards; plan and organize daily workload.
- **Enhance the division's effectiveness** by demonstrating professionalism in conduct, and appearance; understanding the necessity for dependability, punctuality, regular and reliable attendance, and integrity of work.
- **Comply with BCAD policies and procedures and state laws** by staying current on written policies and procedures for BCAD personnel; maintain current knowledge of new and revised tax laws and property tax code.
- **Contribute to team effort** by accomplishing assigned tasks which can change as required by business needs.
- **Physical demands requiring** sitting, standing, bending, kneeling, carrying, pushing, climbing stairs and ladders, lifting up to 30 lbs. which could be office equipment or furniture, possible weekends and overtime as needed.
- **Environmental factors include**, but are not limited to, high stress office atmosphere analyzing data at a computer terminal or lap-top, map copier machines, cash register, CQS printers, CBX board, scanning machines; high phone demands, may be some exposure to outdoors; high humidity and extreme temperatures.

Reporting Relationships

Reports to: Customer Information & Assistance Supervisor, Manager, or As Assigned.

Supervises: None.

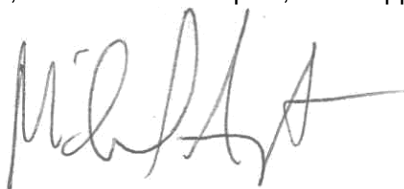
Works With:

Internal – BCAD Staff

External – Taxing Units, Fiduciaries, ARB, and the General Public.

Acknowledgement

I, Michael A. Amezcuita, Chief Appraiser, do hereby approve the Support Specialist Job Description.



Michael A. Amezcuita, Chief Appraiser

01/06/20
Date