



BEXAR APPRAISAL DISTRICT

JOB SPECIFIC INFORMATION

Title: Limited Tenure

Department: Customer Information & Assistance, Residential,
Business Personal Property, & Commercial

Division: District Wide as Needed

AMENDED DATE: JANUARY 1, 2023

Group: 612

Exempt: No

TDLR Registration: None

General Description

Temporary position not to exceed six (6) months. Extensions to be considered on a case by case basis. Retrieves information from data files; responds to inquiries, both on the phone and in person, regarding District information. Specific duties, based on department needs would include: verifies and confirms protest and hearing dates; develops and maintains varied reporting and record keeping for use in production and quality control; works with others on special projects inter and intra department; receives and date stamps all protests, checks each protest for correct documentation, scans protests, scans informal settlement agreements and photos including all other evidence submitted, scans renditions and other documentation; reviews data for deficiencies and errors; processes the quality control of all informal settlement agreements to ensure accuracy of agreed value; receives, classifies and routes incoming mail such as applications and correspondence; answers inquires in person and on the phone directing the public to the proper government entities to handle their issues; enters data and/or makes corrections in the database as instructed; serve as back up to the switchboard operator; works with Appointy software system to assist in scheduling; helps maintain quality control for various scanned documents to ensure accuracy; sorts and files all types of administrative and exemption data and performs other duties as directed or assigned.

Qualifications

1. High School graduate or GED diploma
2. Previous Customer Service and data entry experience desired
3. Demonstrate ability to operate a computer terminal and perform multiple inquiry functions for appraisal use
4. Type 25 wpm - preferred
5. Communicate effectively orally and in writing
6. Must have good telephone skills to deal directly with the public
7. Must develop a basic understanding of all program edits
8. Work effectively both independently and with others
9. Organize and plan work effectively
10. Commitment to providing exceptional public service
11. Must have reliable transportation
12. Must have a telephone or point of contact
13. Punctuality and attendance a must

Essential Functions of the Job

1. **Support organization goals** by relating to people in a professional manner, with tact and diplomacy, to ensure good employer, employee and public relationships.
2. **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.
3. **Maintain BCAD database** by operating a PC and becoming familiar with the District's CAMA system in order to research and retrieve BCAD records. Also, operate copiers, printers, scanners, and desk calculators.
4. **Represent the district** by assisting in achievement of overall goals, those set by the District and those mandated by the State.
5. **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.
6. **Comply with BCAD policies and procedures and state laws** by staying current on written policies and procedures for BCAD personnel.

7. **Contribute to team effort** by accomplishing assigned tasks which can change as required by business needs.
8. **Physical demands requiring** sitting, standing, bending, kneeling, carrying, pushing, climbing stairs, lifting up to 30 lbs., possible crawling, possible weekends and overtime as needed.
9. **Environmental factors include**, but are not limited to, high stress office atmosphere analyzing data at a computer terminal or lap-top, copiers, printers, scanners, calculators, high phone demands, one on one meetings with taxpayers.

Reporting Relationships

Reports to: Respective Department Director or Supervisor, As Assigned.

Supervises: None.

Works With:

Internal – BCAD Staff

External – Property owners and their authorized agents.

Conditions of Employment

1. Meets standards of the “**General Description**”, “**Qualifications**” and “**Essential Functions of the Job**”.
2. Must sign an Authorization for Non-Release or Release of personal information.
3. Agrees to comply with all written District Employee Policies and Procedures.

Acknowledgement

I, Michael A. Amezcuita, Chief Appraiser, do hereby approve the Limited Tenure Customer Information Associate Job Description.



Michael A. Amezcuita, Chief Appraiser

01/01/23

Date