



BEXAR CENTRAL APPRAISAL DISTRICT

Title:	Customer Reception Specialist	Group:	613
Department:	Customer Information & Assistance	Exempt:	No
Division:	Customer Information & Assistance	TDLR Registration:	None

Summary

The Customer Reception Specialist serves as the district's first point of public contact and manages the customer experience within the lobby. This position is responsible for directing visitor flow, setting service expectations, and addressing concerns early to minimize service level issues. The role supports public outreach efforts and provides leadership with actionable insights related to walk-in volume, trends, and service challenges. This position is not clerical or transactional in nature and does not process cases or perform counter work.

As a highly visible position, this role requires dependable attendance, punctuality, and adherence to established professional dress standards.

Key Responsibilities

- Serve as the initial point of contact for all walk-in visitors, providing a professional and welcoming presence.
 - Manage lobby traffic by assessing customer needs and directing visitors to the appropriate department or service area.
 - Proactively manage customer flow during peak periods to reduce congestion and service delays.
 - Address questions, concerns, and service-related challenges early to de-escalate issues before they reach service counters.
 - Coordinate with the Taxpayer Liaison and appropriate departments when elevated concerns or complaints arise.
 - Maintain ownership of the lobby environment to ensure order, professionalism, and a positive customer experience.
 - Track and document walk-in activity, including volume, service purpose, peak times, and recurring issues.
 - Prepare and provide reports or summaries to leadership on walk-in trends, service challenges, and improvement opportunities.
 - Support public outreach events and serve as a District representative when assigned.
 - Work collaboratively with Customer Information & Assistance (CIA), Appraisal, ARB, Records, Facilities, and other departments to ensure efficient routing and service coordination.
 - Perform related duties as assigned to support District service and engagement objectives.
 - Demonstrate reliable and consistent attendance during scheduled business hours.
 - Primarily office-based in a public-facing lobby environment.
 - Frequent interaction with the public, including during peak service periods.
 - May be required to attend outreach events or meetings outside normal office hours on occasion.
-

Qualifications & Requirements

Education & Experience

- High school diploma or GED required.
- Three (3) years of experience in customer service, public-facing service delivery, public administration, communications, or a related field.
- Experience interacting with the public in a professional or governmental setting.

Knowledge & Skills

- Knowledge of customer service principles and public-facing service environments.
- Strong interpersonal and communication skills with the ability to engage in a diverse public professionally and courteously.

- Ability to assess situations quickly and exercise sound judgment in directing customers and de-escalating issues.
- Ability to remain calm and effective in high-volume or high-stress situations.
- Skill in collecting, organizing, and summarizing basic service data and trends.
- Ability to work independently while coordinating across multiple departments.
- Proficiency with standard office technology and data tracking tools.

Preferred

- Experience in a government, appraisal district, or public-sector environment.
- Experience with conflict resolution, issue de-escalation, or service triage.
- Experience supporting outreach, public engagement, or communications efforts.
- Experience collecting or reporting service-related data or metrics.
- Bilingual (English/Spanish) preferred.

Physical & Environmental Requirements

- Ability to maintain energy, attentiveness, and professionalism while standing and engaging with the public for prolonged periods.
- Ability to communicate clearly in person and by telephone.

Reporting Relationships

- **Reports to:** Customer Information & Assistance Supervisor, or Director, or As Assigned
- **Supervises:** None.
- **Works With:**
 - **Internal:** BCAD Directors & Staff, TLO, Sheriffs
 - **External:** Taxpayers, Property Owners, the Public, ARB, Agents & Representatives, Vendors

Acknowledgment

I, Rogelio Sandoval, Chief Appraiser, do hereby approve of the Customer Reception Specialist Job Description.



Rogelio Sandoval, Chief Appraiser

05/01/2026

Date