



BEXAR CENTRAL APPRAISAL DISTRICT

Title:	Project Specialist	Group:	614
Department:	Appraisal	Exempt:	No
Division:	Business Personal Property, Commercial, and Residential Property	TDLR Registration:	None

Summary

Perform data entry and record maintenance to assigned residential, commercial, or business personal properties to include identification, filing, and maintenance. Enter, track, and maintain sales records, building permits, inspection requests, plans, edits, and corrections in support of appraisal operations. Assist in the processing and management of various applications, renditions, electronic communications, and other correspondence from property owners. Answer the phone, respond to customer calls, and direct inquiries as needed.

Key Responsibilities

- Support organization goals by performing data entry on assigned residential, commercial, or business personal property accounts; interface with others to ensure proper applications, procedures and techniques are maintained; enter sales information into the sales files; ability to run applicable Cost Programs; update data on all residential, personal property and commercial files from forms and documents received from the appraisal staff or other authorized persons.
- 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.
- 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, and desk calculators.
- Represent the district by providing customer assistance on the phone bank, when needed, by answering a wide range of complex questions posed by the public concerning various situations.
- Improve procedures and job efficiency by evaluating work methods and making suggestions; maintaining quality of work and division production standards; planning and organizing daily workload.
- Enhance the division's effectiveness by demonstrating professionalism in conduct and appearance; understanding the necessity for dependability, punctuality, regular and reliable attendance.
- 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.

Qualifications & Requirements

Education & Experience

- High school graduate or GED diploma. Prefer general office experience, previous customer service, and data entry experience.

Knowledge & Skills

- Demonstrate ability to operate a computer terminal and perform multiple inquiry functions for appraisal use.
- Type 25 wpm.
- Perform basic arithmetic problem solving.
- Communicate effectively orally and in writing.
- Good telephone skills to deal directly with the public.
- Must develop a basic understanding of all program edits.
- Possess basic knowledge of the District's functions and responsibilities as outlined in the Texas State Comptroller Taxpayer Rights and Remedies brochure.

- Maintain confidentiality of sensitive property owner data and ensure compliance with applicable privacy laws and BCAD internal controls.
 - 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.
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Physical & Environmental Requirements

- Ability to sit, stand, bend, kneel, carry, push, climb stairs, and lift up to 30 lbs.
 - Ability to work in a high-stress office environment, including extended periods of computer work.
 - Possible high phone demands and extended work hours, including weekends and overtime, as needed.
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Reporting Relationships

- **Reports to:** Quality Control Supervisor, Director, or As Assigned
 - **Supervises:** None.
 - **Works with:**
 - **Internal:** BCAD Staff
 - **External:** Taxing Units, Fiduciaries, ARB, and the General Public.
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Acknowledgment

I, Rogelio Sandoval, Chief Appraiser, do hereby approve of the Appraisal Project Specialist Job Description.



Rogelio Sandoval, Chief Appraiser

Date: October 1, 2025