



BEXAR CENTRAL APPRAISAL DISTRICT

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

Summary

Provides accurate and professional assistance to the public and BCAD staff while performing high-volume document review, research, data entry, scanning, and account maintenance. Reviews documents such as deeds, affidavits, wills, plats, exemption applications, renditions, protests, agent authorizations, letters, and owner evidence. Assists customers in person and by telephone with District procedures, requirements, and deadlines. Prior property appraisal or property tax experience is not expected. The District provides job-specific training; successful employees must learn detailed information, apply it accurately, build production, and maintain excellent customer service.

Key Responsibilities

- Perform accurate and timely data entry, document processing, and account updates for assigned residential, commercial, and personal property accounts; maintain established quality and production standards.
 - Assist the public in person and by telephone with routine questions concerning exemptions, address corrections, renditions, authorizations, protests, hearing procedures, District services, and applicable deadlines.
 - Ask clarifying questions, provide factual and understandable information, use approved reference materials, and refer complex, unusual, or disputed matters to the appropriate staff member rather than speculate.
 - Research current and historical information using District systems, taxing-unit information, County Clerk records, and other authorized sources; create, modify, and review editor lists and system-generated reports used in departmental processes.
 - Develop and maintain proficiency in the District's CAMA and administrative systems and operate computers, call-distribution tools, copiers, printers, scanners, calculators, and other assigned office equipment.
 - Prepare, scan, organize, and file protests, exemption applications, renditions, agent authorizations, evidence, and related materials for appraisal staff, ARB panels, full ARB meetings, and other seasonal processes.
 - Organize daily work, transition effectively among assignments, respond positively to coaching and procedural changes, promptly correct identified errors, and offer constructive suggestions to improve accuracy, efficiency, or customer service.
 - Demonstrate professionalism, integrity, dependability, punctuality, regular attendance, and teamwork; provide backup support for reception, call-center, mailroom, and other assignments as required by business needs.
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Qualifications & Requirements

Education & Experience

- High school diploma or GED. General office, customer-service, call-center, records-processing, or data-entry experience preferred. Prior property appraisal or property tax experience is not required.

Knowledge & Skills

- Ability to learn and apply detailed rules, procedures, deadlines, document requirements, and computer-system functions.
- Ability to operate a computer, perform data-entry and inquiry functions, use standard office equipment, and perform basic arithmetic.

- Type at least 25 words per minute.
- Ability to complete detailed, repetitive, and high-volume work with appropriate accuracy and timeliness.
- Communicate clearly and professionally, both orally and in writing; bilingual English and Spanish communication skills desirable.
- Demonstrate patience, sound interpersonal and telephone skills, and the ability to remain courteous during stressful or confrontational customer interactions.
- Listen carefully, ask clarifying questions, exercise sound judgment, protect confidential information, and appropriately escalate matters outside the position's knowledge or authority.
- Organize work, transition among assignments, follow instructions, accept and apply feedback, and work effectively both independently and with others.
- Working familiarity with Microsoft Word and Excel preferred.
- Develop and maintain working knowledge of District functions, CAMA and administrative systems, program edits, applicable portions of the Texas Property Tax Code, ARB processes, tax-calendar deadlines, jurisdictional boundaries, taxing units, and Taxpayer Rights and Remedies.
- Commitment to exceptional public service, dependable attendance, and reliable follow-through during assigned work hours, including overtime or weekends when required by business needs.
- Ability to report reliably to the assigned work location and maintain current contact information with the District.

Physical & Environmental Requirements

- Work regularly requires sitting, standing, communicating by telephone and in person, and reviewing information on a computer or laptop for extended periods. Work may also require bending, kneeling, carrying, pushing, climbing stairs or ladders, and lifting office materials or equipment weighing up to 30 pounds. Overtime or weekend work may be required during peak operational periods.
- Work is performed primarily in a high-volume office environment involving frequent telephone and public contact, computer systems, printers, scanners, copiers, and related equipment. Some assignments may involve exposure to outdoor conditions, humidity, or temperature extremes.

Reporting Relationships

- **Reports to:** Customer Information & Assistance Supervisor, Director, or as assigned.
- **Supervises:** None.
- **Works with:**
 - **Internal:** BCAD staff.
 - **External:** Property owners, fiduciaries, taxing units, the Appraisal Review Board, and the general public.

Acknowledgment

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



Rogelio Sandoval, Chief Appraiser

Date: September 15, 2026