PARKER COUNTY APPRAISAL DISTRICT

JOB DESCRIPTION

CLASSIFICATION	Non-Exempt	**JOB TITLE**	Customer Support Specialist
DEPARTMENT	Customer Support	**REPORTS TO**	Collections Supervisor

POSITION SUMMARY:

The Customer Support Specialist provides customer service, data entry, and clerical support across District operations, including appraisal, exemptions, collections, and ARB functions. Responsibilities vary based on operational needs and require accuracy, adaptability, and the ability to manage multiple assignments and deadlines.

ESSENTIAL JOB FUNCTIONS:

- Represent the District professionally and maintain positive relationships with coworkers, property owners, taxing units, property tax professionals, and the public.
- Provide accurate and timely customer service in person, by phone, and via email; research account information and direct inquiries as needed.
- Process property tax payments, research account balances and delinquent taxes, and assist with payment-related inquiries.
- Process exemption applications, review supporting documentation, maintain records, and assist with exemption-related inquiries.
- Perform appraisal data entry, update property records, process documentation, and assist with record maintenance and quality checks.
- Provide ARB clerical support, including protest processing, correspondence, hearing scheduling, check-in, and record updates.

ADDITIONAL JOB FUNCTIONS:

- Perform general clerical duties, special projects, and other assignments as needed.
- Provide district-wide support and assist with assignments across departments as needed to meet operational demands.
- Work additional hours, including occasional weekends, as needed and approved by management.

KNOWLEDGE & ABILITIES:

- Knowledge of the Texas Property Tax Code as it relates to collections and exemptions, or the ability to learn applicable requirements.
- Ability to safeguard confidential information and District records in accordance with applicable laws and policies.
- Ability to accurately perform basic mathematical calculations.
- Strong interpersonal skills and ability to respond effectively to inquiries or complaints in person, by phone, and in writing.
- Detail-oriented with excellent organizational and time management skills.
- Proficiency in standard office software, data entry, and database navigation.

QUALIFICATION REQUIREMENTS:

EDUCATION: High school diploma or equivalent required; Associate's or Bachelor's degree preferred.

EXPERIENCE: Experience in customer service, payment processing, property tax administration, or a related administrative setting preferred.

ESSENTIAL PHYSICAL DEMANDS: This position requires sitting, standing, walking, bending, kneeling, reaching, twisting the upper body, and using hands for data entry, drawing in District systems, filing, and other computer-related tasks. Duties include reviewing documents, reading fine print, and communicating effectively with customers and employees. Occasional climbing and lifting of up to 25 pounds may be required. The position requires concentration, effective time management, sound judgment, and the ability to work with changing priorities, high call volumes, and mandatory deadlines. Essential job functions must be performed with or without reasonable accommodation.

LIMITATIONS AND DISCLAIMER: The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

The Parker County Appraisal District (PCAD) is an equal opportunity employer that maintains a policy of non-discrimination and non-retaliation with respect to all employees and applicants for employment. All employment decisions will be made without regard to race, color, sex (including pregnancy, gender identity, and sexual orientation), religion, national origin, age (40 or older), disability, genetic information, veteran status, or any other status protected by applicable federal, state, or local laws. Employment decisions are based on job-related factors, including qualifications, merit, performance, and the operational needs of PCAD. Requests for accommodations will be reviewed for qualified individuals. Reasonable accommodations will be made in accordance with applicable law.

Starting Salary: $40,000–$44,500 annually, depending on qualifications and experience, plus benefits.