



PARKER COUNTY APPRAISAL DISTRICT

JOB DESCRIPTION

DATE	08/15/2025	JOB TITLE	Support Analyst
DEPARTMENT	Operations	REPORTS TO	Director of Operations

POSITION SUMMARY:

The Support Analyst provides flexible clerical and customer service support across Collections, Exemptions, and ARB Support. This position assists with tasks ranging from payment processing and exemption application review to appraisal data entry and ARB protest season clerical work. The role requires adaptability, attention to detail, and the ability to quickly learn and perform diverse responsibilities in multiple departments, while ensuring compliance with the Texas Property Tax Code and applicable laws and regulations.

ESSENTIAL JOB FUNCTIONS:

- Represent the District with professionalism, maintaining positive and cooperative relationships with fellow staff members, property owners, taxing units, elected officials, the appraisal review board, property tax professionals, attorneys, and the public.
- Provide courteous, accurate, and timely customer service year-round in person, by phone, and via email for all departmental assignments.
- Collections Support (October – January): Assist with payment processing, researching delinquent accounts, and responding to taxpayer inquiries.
- Exemptions Support (February – May): Process exemption applications, verify documentation, maintain records, and provide exemption-related customer service.
- ARB Support (June–September): Provide clerical assistance during ARB protest season, including preparing and mailing protest-related correspondence, scanning documents, responding to protest-related emails and phone calls, checking in participants for hearings, and updating records in the database.

ADDITIONAL JOB FUNCTIONS:

- Assist with customer service functions including phone calls, emails, and in-person inquiries.
- Perform clerical tasks such as scanning, mailing, copying, and filing as needed, especially during peak protest season.
- Adapt quickly to departmental needs and reassignments, prioritizing tasks according to deadlines and workload
- Be available for additional work hours and/or occasional weekends during high-volume periods.
- Perform all other duties as assigned to support the operational needs of the District.

KNOWLEDGE & ABILITIES:

- Knowledge of the Texas Property Tax Code, particularly as it relates to collections, exemptions, and ARB.
- Ability to handle confidential information with discretion.
- 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: Five or more years of experience in a property tax office or related administrative setting preferred. Knowledge of Texas Property Tax Code strongly preferred.

ESSENTIAL PHYSICAL DEMANDS: Requires sitting, walking, climbing, standing, bending, kneeling, reaching and twisting upper body. Must use hands for data entry and drawing, have the ability to see and read fine print as well listen to, and speak with customers and employees verbally and in writing. Must be able to lift up to 25 pounds. The position requires considerable concentration, ability to manage time effectively. It is subject to stress caused by a changing public environment, diversity in the organization, heavy workload, high call volume, and mandatory deadlines. Requires the ability to, assess information, ask questions, make decisions, and execute assignments.

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 solely on the individual's qualifications, merit, and performance, subject to the business requirements of the PCAD. Requests for accommodations will be reviewed for qualified individuals. Reasonable accommodations will be made in accordance with applicable law.