



Dana Horton
Chief Appraiser
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Customer Information Specialists

ESSENTIAL JOB FUNCTIONS

- The primary job function is to serve property owners and the general public by providing technical, clerical and administrative assistance. First impressions will go a long way in determining how the property owner will view his/her visit to our office. The roll of the Customer service representative is to greet and assist all property owners in a courteous, professional and efficient manner. Courtesy and professionalism is required at all times.
- Shall report to the Customer Information Supervisor
- Answer and route phone calls in a courteous and responsive manner
- Maintaining addresses
- Filing
- Data entry as required
- Assist in ARB hearings
- Maintain protest applications
- Maintain agent fiduciary forms
- Other duties as assigned by his/her supervisors or chief appraiser

Current Appraisal Support Duties

QUALIFICATIONS

Minimum qualifications include:

- A minimum of a High School Diploma or GED equivalent
- Basic math skills
- Ability to communicate effectively orally and in writing with the public in a courteous and professional manner as well as with co-workers
- Ability to work effectively both independently and with others
- Ability to multitask, organize and plan work effectively
- Computer literacy for basic data entry
- A minimum of one Customer Service position should be bilingual in Spanish

ESSENTIAL PHYSICAL DEMANDS

Frequent sitting, standing, walking, climbing, stooping, pulling/pushing; prolonged use of computer; repetitive hand motion; lifting and carrying up to 50 pounds; work prolonged and irregular hours

ENVIRONMENTAL FACTORS

Indoor office activity