

Travis Central Appraisal District

<https://traviscad.org/job/exemptionsclerk>

Exemptions Clerk

Position Summary

Under the direct supervisor of the Exemptions Team Lead, the Exemptions Clerk is responsible for determining property tax exemption eligibility for all exemptions involving real and personal property. The Exemption Clerk will typically work remotely Monday through Friday 7:45 am to 4:45 pm with extended hours as needed.

Essential Duties

- Processing exemption requests (excluding Freeport) authorized under Chapter 11 of the Texas Property Tax Code.
- Careful review of exemption applications and documentation to determine qualification for exemption and take appropriate action.
- Answers questions and responds to requests for information from customers.
- Ensure all records functions are executed accurately, efficiently and according to TCAD policy and or the Texas Property Tax Code.
- Generate determination letters and reports for exemption applications.
- Send out annual applications (11.23, 11.24, 11.181, 11.1825)
- Adhere to assigned deadlines and complete tasks accordingly.
- All other duties as assigned.
- All duties are performed independently and require self-motivation and a professional attitude in the work environment. The exemptions clerk must be able to do business with the public in sometimes difficult and adversary situations.

Requirements/Additional Responsibilities

- Must be authorized to work in the US.
- Continuing education — Stay current on exemption processing and apply new knowledge in the work environment.

Minimum Education and/or Experience

- Minimum of two (2) years of experience in a data entry/office environment. Experience in sales, leasing, property management, or building development a plus.

Knowledge, Skills, and Abilities

- Knowledge of Microsoft Office, proficient in Word, Outlook, and Excel
- Excellent clerical skills including proficiency in mathematics (40 WPM, 10 Key by touch)
- Ability to clearly and effectively communicate to staff, as well as the public.
- Ability to work independently and collaborate with your team to solve complex issues
- Ability to assess information, ask questions, make decisions, manage time effectively, and execute assignments.

Physical Requirements

Must be able to sit or stand for extended periods, reach and twist the upper body, bend, and kneel. Must use hands for data entry most of the workday. Must be able to hear and speak both in person and by phone. Must be able to see and read fine print and lift 25 pounds. This position is subject to stress caused by a changing public environment, organizational diversity, heavy workload, high call volume, and mandatory deadlines. Moderate stress levels are consistent with occasional significant stress.

Date

August 2025

Hiring organization

Travis Central Appraisal District

Job No.

2025132205

Employment Type

Full-time

Status

Non-Exempt, Pay Grade 3

Department

Customer Service

Reports To

Exemptions Team Lead

Job Location

Austin, TX

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Work Environment

An indoor and outdoor setting in all types of weather conditions. Frequent exposure to computer monitors and interfacing with the public. This position is not subject to significant occupational or environmental hazards.

DISCLAIMER

This job description is not an employment agreement, contract agreement, or contract. Management has the exclusive right to alter this job description at any time without notice. This job description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

The Travis Central Appraisal District is an equal opportunity/affirmative action employer. The Travis Central Appraisal District does not discriminate on the basis of race, color, sex, sexual orientation, gender identity, religion, disability, age, genetic information, military service, AIDS or HIV status, ancestry, national or ethnic origin and any other characteristic protected by law.

Resumes are welcome, but applicant must submit a completed employment application before an interview will be granted.