

TRAVIS CENTRAL APPRAISAL DISTRICT

JOB DESCRIPTION

JOB TITLE	Appraisal Relations Specialist	DATE	JOB #	September 2026	2026132200
DEPARTMENT	Customer Service	STATUS	Non-Exempt		
REPORTS TO	Customer Service Director	PAY GRADE	5		

POSITION SUMMARY

Under the direct supervision of the Customer Service Director, works in the office Monday – Friday 7:45 am to 4:45 pm, with additional time as needed. The Appraisal Relations Specialist answers questions and resolves issues for customers related to appraisals.

ESSENTIAL DUTIES

- Answering customer questions about various appraisal-related activities including, but not limited to:
 - appraisal methods, appraised value vs. assessed value, Texas Property Tax Code requirements
- Communicate issues to Appraisal Divisions when issues arise that need attention.
- Conduct field checks and accurately measure properties and gather information and characteristics necessary to complete an appraisal for properties in Travis County as needed, including conducting desktop fieldwork.
- Process exemption requests authorized under Chapter 11 of the Texas Property Tax Code, excluding Freeport exemptions.
- Carefully review exemption applications and supporting documentation to determine eligibility and take appropriate action.
- Ensure accurate & efficient execution of all records functions in compliance with TCAD policy & the Texas Property Tax Code
- Audit records to ensure proper administration of exemptions.
- Represent the District in assisting property owners, property tax professionals, attorneys, and the public, answering questions and providing accurate information.
- Attend Appraisal Review Board (TARB) hearings as a representative of the district.
- Provide support to the valuation departments as requested.
- Generate determination letters and reports for exemption applications.
- Assist in training customer service representatives.
- Meet deadlines and adapt to changing priorities.
- Perform other duties as assigned by leadership.
- All duties are performed independently and require self-motivation and a professional attitude in the work environment. The individual in this role must be able to do business with the public in sometimes difficult and adversarial situations.

REQUIREMENTS/ADDITIONAL RESPONSIBILITIES

- Must be a Registered Professional Appraiser (RPA) or obtain certification within 5 years.
- Must be authorized to work in the US, have reliable transportation, a valid Texas Driver's License, and proof of Texas liability insurance.
- Continuing education: Stay current on appraisal, assessment, and technology issues and apply new knowledge in the work environment.

MINIMUM EDUCATION AND/OR EXPERIENCE

- Bachelor's degree from an accredited college or university, preferably in Real Estate or Appraisal. Acceptable work experience may be substituted for a college degree.
- 5 or more years of experience in customer service.

KNOWLEDGE, SKILLS, AND ABILITIES

- Excellent knowledge in mathematics, grammar, and basic clerical skills (40 wpm, 10-key by touch).
- Strong understanding of property appraisal methods and legal standards.
- Ability to analyze complex documents such as surveys and financial reports.
- Exceptional leadership, communication, and problem-solving skills.
- Knowledge of Microsoft Office, proficiency in Word, Outlook, and Excel.
- Ability to communicate effectively orally and in writing.
- Ability to assess information, ask questions, make decisions, manage time effectively, and execute assignments.
- Bilingual in Spanish is preferred.

PHYSICAL REQUIREMENTS

Must be able to sit or stand for extended periods, bending, kneeling, reaching and twisting the upper body. Must use hands for data entry much 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 40 pounds. This position is subject to stress caused by a changing public environment, organizational diversity, heavy workload, and mandatory deadlines. Moderate stress levels are consistent with occasional significant stress.

WORK ENVIRONMENT

An indoor and outdoor setting. Frequent exposure to computer monitors and interfacing with the public. Job is not subject to significant occupational or environmental hazards.

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.