



TRAVIS CENTRAL APPRAISAL DISTRICT

JOB DESCRIPTION

JOB TITLE	Taxpayer Liaison Officer	DATE JOB #	December 2025	TLO2026APPT
DEPARTMENT	Administration	STATUS	Exempt	
REPORTS TO	Board of Directors	PAY GRADE	8	

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.

POSITION SUMMARY

The Taxpayer Liaison Officer serves as the primary point of contact between the Travis Central Appraisal District (TCAD), the public, and the Board of Directors (Board). This position is responsible for ensuring open communication, transparency, and compliance with the Texas Property Tax Code by administering public access functions, resolving certain disputes, and facilitating communication regarding appraisal processes.

ESSENTIAL DUTIES

- Communicate and coordinate with the applicable appointing authority as required by the Texas Property Tax Code, including bridging communication between the Board of Directors and the appointing authority.
- Provide information regarding the district's responsibilities to property owners and the general public, both orally and in writing.
- Collaborate with TCAD outreach and customer service teams to support proactive taxpayer outreach efforts, to provide assistance, resolve concerns, and explain appraisal and protest processes.
- Provide written and oral activity reports to the TCAD Board of Directors, including regular reports detailing activities, progress, and challenges encountered.
- Facilitate communications between the public and TCAD through in-person meetings, telephone conversations, and written correspondence. Email communication may be used as a supplement but shall not be the sole method of contact.
- Administer the public access requirements as per Sections 6.04(d), (e), and (f) of the Property Tax Code.
- Resolve disputes involving matters that may not be protested under Section 41.41, Property Tax Code.
- Provide direct assistance to taxpayers before, during, and after protest hearings, including follow-up communication after a protest hearing conducted by the Travis County Appraisal Review Board (ARB).
- Serve as the Board's liaison to the ARB on issues related to ARB selection and management, including assisting as the Board's representative in such matters.
- Responsible for receiving, compiling a list of, and providing resolution to comments, complaints, and suggestions filed by the chief appraiser, property owner, or a property owner's agent concerning the matters listed in Section 5.103(b), Property Tax Code, or any other matter related to the fairness and efficiency of the ARB.
- Accomplish tasks as needed and assigned by the Board of Directors or Chief Appraiser.
- All duties are performed independently and require self-motivation and a professional attitude in the work environment, with the ability to maintain professionalism while working independently and performing all duties with minimal supervision.

REQUIREMENTS/ADDITIONAL RESPONSIBILITIES

- Must be authorized to work in the US, have reliable transportation, a valid Texas Driver's License, proof of Texas liability insurance, and verified good driving record
- Must complete required Comptroller training and education regarding the duties and responsibilities of the taxpayer liaison officer, including the procedures for the informal resolution of disputes

MINIMUM EDUCATION AND/OR EXPERIENCE

- Possession of a 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.
- Minimum of five (5) years of customer service experience, preferably in a public-facing, governmental, or regulatory environment.

KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of the Texas Property Tax Code, including protest procedures, appraisal review board processes, real estate appraisal principles, and appraisal district policies.
- Excellent verbal and written communication skills, with the ability to engage effectively with diverse groups.
- Strong customer service and interpersonal skills, with the ability to communicate complex information clearly and professionally in high-volume, in-person public settings.
- Proficiency in Microsoft Office applications (Outlook, Word, Excel).
- Must be able to learn and become proficient in the use of the Districts CAMA system
- Bilingual (Spanish) proficiency preferred

PHYSICAL AND ENVIRONMENTAL DEMANDS

Ability to sit, stand, walk, with occasional lifting of up to 30 pounds. Requires frequent use of hands for data entry. Must be able to hear, speak, and read fine print. Position is subject to occasional moderate stress due to workload and deadlines. Primarily an indoor office setting.

Employment is contingent upon a post-offer criminal background check.

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.