



FORT BEND CENTRAL APPRAISAL DISTRICT

JOB DESCRIPTION

Position Title:	Communications & Outreach Associate	FLSA Category:	Non-Exempt
Division:	Communications & Outreach	Position Type:	Full-Time
Reports to:	Director, Communications & Outreach	Pay Grade:	106

Job Summary:

The communications & Outreach Associate is responsible for contributing to the overall success of the Communications & Outreach Division. The purpose of this position is to provide customer service to property owners and the general public via face to face and by telephone, regarding all aspects of the property tax system in a professional, polite, and courteous manner. Additional duties could include data entry, research and performing other duties as assigned.

Essential Functions: *(Essential functions require presence in the workplace on a regular basis. In order to accomplish this, regular attendance MUST be maintained. This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent. Incumbent is expected to perform other related duties, as assigned.)*

- Performs duties as assigned by the Director.
- Assigned the primary tasks of providing information and assistance, serving property owners and general public that visits or telephones the appraisal district offices making general inquiries, and/or completing of forms, etc. with the appraisal district.
- Proficient in all contacts with the public.
- Shall have good knowledge of the computer records system. All partial exemptions, be proficient at filling of said applications, and in general be required to have concise and accurate knowledge of clerical functions in the Communications & Outreach Division
- Brings to the Division Director any suggestions for their consideration that might improve the Communications & Outreach Division assignments.
- Adherence to a work schedule including prompt and regular attendance.
- Conduct all public contacts in a friendly, courteous, consistent, and professional manner at all times.
- Performs other tasks and assignments as may be assigned from time to time.

Required Skills/Abilities:

- Familiarity with Windows-based computer required. Intermediate proficiency with the Microsoft Office suite and appraisal district related software preferred.
- Knowledge of appraisal district operations.
- Excellent verbal and written communication skills.
- Excellent organizational skills with attention to detail.
- Excellent analytical and critical thinking skills.

Education and Experience Requirements:

- High School diploma or equivalent.
- Ability to communicate effectively orally, in writing, and the ability to operate a personal computer.
- Intermediate with Microsoft Office.

Physical Demands:



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The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, reach with arms, talk, or hear and use hands to finger, handle or feel objects, tools, or controls. The employee is occasionally required to climb or balance, stoop, kneel, crouch and may occasionally use ladders for a variety of tasks. The employee must frequently lift and/or move 5-10 pounds and occasionally lift and/or move 10-20 pounds. Some driving may be required.

Post-offer physical is not required for this position.

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.

FBCAD does not discriminate on the basis of race, color, creed, age, religion, national origin, sex (including pregnancy), sexual orientation, sexual preference, gender identity or disability (physical or mental), and any other characteristic protected by law.