



FORT BEND CENTRAL APPRAISAL DISTRICT

JOB DESCRIPTION

Position Title:	Taxpayer Liaison Officer (TLO)	FLSA Category:	Non-Exempt
Division:	Board of Directors	Position Type:	Part-Time
Reports to:	Board of Directors	Pay Grade:	Set By BOD

This job description is not an employment agreement, contract agreement, or contract. Management and the Board of Directors have 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.

General Description

To form communication lines between the public and the Fort Bend Central Appraisal District in a professional and courteous manner, providing technical assistance and information to property owners and the general public both orally and in writing regarding all aspects of the Texas Property Tax Code, interfacing members of the public regarding complaints, investigations, and reporting, and carrying out all other duties as assigned by the Texas Legislature.

Essential Functions: *(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.)*

- Perform all functions prescribed by the Texas Property Tax Code
- Represent the Board of Directors and the Appraisal District through communications with property owners, the Board of Directors, the appraisal district, and other stakeholders.
- Receive and investigate comments and complaints from stakeholders, report to the Board of Directors on such matters as required by law, make recommendations (as permissible), and communicate the resolution of these items.
- Receive, aggregate, and annually submit complaints and suggestions to the Texas Comptroller of Accounts.
- Provide information to the public designed to assist in understanding the appraisal process, protest procedures, comments, complaints, and suggestions procedures.
- Assist with the recruitment of members to the Appraisal Review Board (ARB).
- Provide clerical assistance to the local administrative district judge or the Board of Directors, as applicable, in the selection of ARB members.
- Maintain professional and technical knowledge by demonstrating the ability to organize work; effectively use district records, programs, applications, and standard operating procedures for investigations and to make recommendations.
- Maintain professional and technical knowledge by providing and participating in appraisal educational opportunities and training required by the Texas Property Tax Code.
- Public Relations:
 - Responsible for maintaining the best public relations possible while conducting work on behalf of the Board of Directors.
- Handle special projects as assigned by researching and presenting information and demonstrating organization skills and coordinating work with others.
- Conduct all public contacts in a friendly, courteous, consistent and professional manner at all times.
- Supervise Deputy Taxpayer Liaison Officer (when applicable)
- Performs other tasks and assignments as may be assigned from time to time.

Minimum Qualifications & Requirements:

- Possession of a bachelor's degree from an accredited college or university preferred. Work experience may be substituted for a college degree.
- Working knowledge of the Texas Property Tax Code, FBCAD policies and procedures, and real estate appraisal
- Ability to communicate effectively orally and in writing, and have the ability to operate a personal computer.
- Ability to work effectively with others and the general public



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- Ability to work independently
- Intermediate to advanced proficiency with Microsoft Office.

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I have read and understand and agree that this job description applies to my current position and that I am responsible for meeting the requirements outlined in this job description.

Printed Name

Signature

Date