



FORT BEND CENTRAL APPRAISAL DISTRICT

JOB DESCRIPTION

Position Title:	Director, Communications & Outreach	FLSA Category:	Exempt
Division:	Communications and Outreach	Position Type:	Full-Time
Reports to:	Deputy Chief Appraiser (Support Services)	Pay Grade:	120

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.)*

- Manage internal and external communications; working closely with the Chief Appraiser and/or Deputy Chief Appraiser to maintain consistent messaging.
- Develop and engage in community relations via public speaking events and workshops.
- Act as primary contact for media; respond to media questions and interview requests.
- Publish internal newsletter; photography and articles.
- Prepare annual report by providing specific information concerning the operations of the District by highlighting results of our appraisal operations, taxpayer assistance programs, financial stewardship, appeals process, and statistical comparisons from the PTAD value study.
- Continuously review and update appraisal department manuals and procedures.
- Produce videos for public education and employee training.
- Maintain district forms and letters to comply with Tax Code changes.
- Advanced customer service; research and respond to emails, letters, and phone calls.
- Management of communications staff.
- Develop strategic and operational plans for Communications & Outreach Division.
- 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:

- Bachelor's degree in communications or related field and/or relevant experience.
- Required to be actively licensed as a Registered Professional Appraiser (RPA) through TDLR.
- Ability to independently perform all of the duties of the position efficiently and effectively.
- Strong communication, writing, and presentation skills and be able to communicate technical information to non-technical users.
- Must possess a strong knowledge of the Texas Property Tax Code and district rules.
- Demonstrate strong initiative as well as excellent management and leadership skills.
- Ability to communicate effectively orally and in writing and have the ability to operate a personal computer.
- Intermediate to advanced proficiency with Microsoft Office.



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Physical Demands:

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.