

GUADALUPE APPRAISAL DISTRICT
JOB DESCRIPTION
PUBLIC SERVICE TECHNICIAN- FULL TIME SCHERTZ SUBSTATION

BASIC PURPOSE: This position is intended for an individual who can work independently and is self-motivated. The individual will be responsible for assisting in the effective operations at the Schertz Substation. This position entails one to independently assist property owners in filling and submitting their applications and other district forms. Individual will be responsible for scheduling Informal and Formal hearings for property owners.

JOB RESPONSIBILITIES:

- 1.) Provide independent assistance to property owners with questions and assist with completing exemption applications & other forms related to the district operations.
- 2.) Answering multi-line phones & forward to the appropriate area/team member
- 3.) Provide independent assistance to property owners with setting up appointments for appraisal protests, both informal and formal hearings.
- 4.) Assist with the scanning of documents
- 5.) Assist with reviewing & responding to public e-mails, faxes, voicemails & incoming mail
- 6.) Route applications & other items in need of processing to the appropriate staff member in the Seguin office.
- 7.) Ensure Public Area is always stocked with applications and forms
- 8.) Assist property owners with researching/obtaining Plat & Map information
- 9.) Assist & direct property owners to the appropriate area/office within the County
- 10.) Perform other related duties as requested

WORK EXPERIENCE:

Required: 1 year clerical and or data experience, excellent professional customer service skills, PC proficiency and the ability to work independently.

Preferred: More than 1 year clerical and or data experience, excellent professional customer service skills, PC proficiency and the ability to work independently.

EDUCATION:

Required: High school graduate or equivalent.

Preferred: College credit with emphasis in public relations/customer service and or computers.

Please circle that statement which is applicable:

I attest to the fact that I can perform the functions outlined in the above job description without accommodations.

I attest to the fact that I can perform the functions outlined in the above job description and will need the following reasonable accommodations:

Printed Name _____ Signature _____ Date _____