

BASTROP CENTRAL APPRAISAL DISTRICT

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Job Announcement

Customer Support Specialist

The Customer Support Specialist is directly responsible to the Director of Finance & HR. This position provides general customer support and clerical support that assists in the functions of the appraisal district. Clerical work refers to daily office duties, such as data entry, answering phone calls, as well as sorting and filing documents. The Customer Support Specialist will interact with the district's customers by addressing inquiries and resolving complaints.

ESSENTIAL DUTIES

- Provide clerical support as needed, office-wide
- Provide Front desk receptionist relief
- Provide excellent customer service
- Website maintenance
- Coordination of all virtual meetings

REQUIRED QUALIFICATIONS:

- Graduation from high school or possession of a GED Certification
- Data entry proficiency
- Well-organized and detailed-oriented as duties and responsibilities involve a variety of tasks
- General office experience including ten-key calculator
- Ability to demonstrate obtained knowledge of software program and information retrieval
- Mental alertness to detect and resolve errors
- Judgment in selecting and transcribing data from documents that have not been pre-examined or coded to assure minimum, verified input on accounts
- Ability to work under pressure of rigid cycles of fluctuating production schedules
- Ability to follow oral and written instructions
- Ability to communicate effectively over the telephone and directly with taxpayers
- Knowledge of conflict resolution
- Ability to work harmoniously with fellow employees

Licensure and/or Certification:

Possession of a valid driver's license and proof of liability insurance at the time of application

The final candidate will be subject to a background check.

BCAD offers a competitive salary, excellent health benefits and a stable, pleasant work environment.

Position open until filled.

Submit your Bastrop CAD application (available at www.bastropcad.org) and resume to Gayle Junker at resumes@bastropcad.org. Please refer to the job title in the subject line of your email.

The Bastrop Central Appraisal District is an equal opportunity employer.