



Collin Central Appraisal District

CUSTOMER SERVICE SUPPORT STAFF OPENING

Customer Service Support is responsible for providing customer service and assistance in relation to all aspects of appraisal district functions and the property tax system. Customer Service Support Staff interact with the general public, ARB members, agents, taxing entities, and all internal departments of the District providing a high level of customer support. Work is subject to automatic and periodic verification and review for conformity with regulations and policies.

Duties/Responsibilities:

- Accurately, timely and in a courteous and professional manner, complete assigned duties such as, but not limited to, data entry, scanning, editing queries/spreadsheets, and filing.
- Provide support and information via telephone, email, or in person.
- Maintain a positive and professional attitude.

Required Skills and Abilities:

- Excellent verbal and written communication skills.
- Ability to multitask.
- Experience with the use of a personal computer and working knowledge of office equipment.
- Knowledge of Windows operating system, Excel, Word, Outlook, Adobe Acrobat, and Internet Explorer.
- Successful completion of Collin CAD employment testing.

Education and Experience:

- High School diploma or GED.
- 1+ years general office experience.
- Strong data entry experience preferred.

Physical Requirements:

- Prolonged periods sitting at a desk working on a computer.
- May need to stand for long periods of time.
- Occasional bending, kneeling, carrying, or pushing.
- Must be able to lift up to 30 lbs.

Work Schedule and Time Range:

Monday-Friday 8am-5pm, with occasional evenings or weekends required to meet deadlines.

Compensation & Benefits:

This position is classified as non-exempt and is an hourly position. Compensation begins at \$24.00 per hour.

Collin CAD offers a competitive benefit package which includes employee medical, dental, vision, prescription benefits, as well as life insurance, retirement planning, paid vacation time and paid sick leave.

Details:

Collin CAD does not hire individuals that test positive for nicotine & cannabinoid products or derivatives. Applicants must pass a background check, employment physical, and drug and nicotine testing. Resumes will be accepted until filled. Candidates should detail their work experience, computer knowledge, communication skills, and formal education. You can apply at <https://www.collincad.org/careers> or you may submit a cover letter and resume by email to jobs@cadcollin.org with "Customer Service Support Staff" in the subject.

Collin Central Appraisal District is an Equal Opportunity Employer.