

**EMPLOYMENT OPPORTUNITY**  
**INFORMATION SERVICES TECHNICIAN**

**Examples of Responsibilities**

Under the supervision of the Information Services Coordinator, the Information Services Technician interacts with customers in person or by telephone in a friendly, courteous and professional manner. Technician should be especially aware that a proper professional attitude and attire is an important requirement for this job due to the direct public contact.

**Examples of Duties**

1. Assisting customers (i.e. telephone and walk-in) with exemptions, renditions, inquiries requiring supplements and general questions.
2. Providing immediate acknowledgement of customers in a courteous and professional manner.
3. Handling supplements from origination to resolution.
4. Performing data entry functions such as creating new accounts, entering values, measurements, exemption codes, state codes, etc.
5. Researching unknown or incorrect addresses of business personal and real property accounts.
6. Preparing documents for scanning, scanning documents and document retrieval.
7. Assisting with protest hearings.
8. Maintaining a cooperative relationship with all coworkers and assisting in other areas such as PBX operator, other Information Services Technicians and Collection Technicians as the need arises.
9. Composing quality letters, reports and spreadsheets.
10. Performing other duties as required or directed by the Information Services Coordinator.

**Minimum qualifications:** High school diploma or equivalent required with at least two years of customer service and/or appraisal district experience. Computer and clerical (typing, 10-key, filing, phones) experience required.

**Preferred qualifications:** Additional years of customer service experience and/or appraisal district experience.

**COMPENSATION**

Compensation is commensurate with education and experience.

**APPLICATION:** Please submit application and resume to:

Margie Smith  
Lubbock Central Appraisal District  
Information Services Technician Position  
P.O. Box 10542  
1715 26th Street  
Lubbock, Texas 79408

Approved for posting by:

  
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Chief Appraiser/Administrator

Posting Date: March 3, 2010 – Open until filled.