

# **GAINES COUNTY APPRASIAL DISTRICT**

## **EMPLOYEE HANDBOOK**

## **INTRODUCTION**

### ***OUR FUTURE SUCCESS TOGETHER***

This handbook is available to each employee as a guide to The Gaines County Appraisal District policies, benefits and information. It is by no means to be construed to cover all details; therefore, employees should feel free to ask their supervisor for further information and clarification. The area of tax appraisal and collections is continuously impacted by legislation and automation. The Appraisal District strives to improve quality service to our taxpayers. Our success is accomplished by a total team effort.

***WE ARE HAPPY TO HAVE YOU ON OUR TEAM.***

## **MISSION STATEMENT**

**Providing professional, economical, accurate, effective, ethical and courteous administration of the Property Tax System in Gaines County.**

## **APPRAISAL DISTRICT GOALS**

**95% Ratio for all school districts on Property Value Study**

**Median of Appraisal greater than 97% to 98% district-wide**

**Coefficient of dispersion not greater than 15%**

**Collect 98% of current taxes for all districts by October 1**

**Collect 50% of delinquent taxes**

## **POLICIES**

### ***General Provisions***

#### **Introduction**

Personnel regulations are established to provide a uniform policy for all Appraisal District employees. A thorough understanding of personnel policies promotes cooperation and improves efficiency. This handbook is intended to inform employees as to their rights, duties, and obligations in relation to their employment with the Central Appraisal District of Gaines County. It does not create a contract for employment or employment rights.

All employees of the Central Appraisal District of Gaines County are non-contract employees, employed for an indefinite term of service, and are terminable at will, with or without cause. Termination may be, but is not required to be, preceded by a conference with the Chief Appraiser and may be, but is not required to be, preceded by a period of time to be determined by the Chief Appraiser in which the employee will be given a written statement of areas in which improvements are mandatory and an opportunity to improve in these areas. Termination may be immediate and without a conference or without an opportunity to improve performance if, in the sole judgment and discretion of the Chief Appraiser, the best interests of the Appraisal District are served by immediate termination of the employee. No part of this handbook is intended to create, and should not be construed to create tenure, contract rights, or any expectation of continued employment.

All employees of the Appraisal District, who require professional registration or certification, must maintain such registration or certification during their employment. Failure to do so may result in automatic termination of employment with the District.

## **Objectives**

The fundamental objective of the Appraisal District office is property tax administration according to the Constitutions, Statutes and case law, as applicable, of the United States of America, State of Texas, County of Gaines, as supported by the policies of the Board of Directors, which include:

Providing fair and equal treatment of property owners and Appraisal District office employees in accordance with appropriate legislation and judicial mandates

Motivating employees to work toward the goals of the Appraisal District by providing optimum working environments, relationships and opportunities for achievement, recognition and growth

Safeguarding the employee's right to be treated with respect, dignity, equity and fairness.

## **Principles of Conduct**

When many people are working together, some rules must be observed for the common good. This standard of conduct will ensure the courteous, efficient operation of the District in a safe and congenial atmosphere. Violation of the following rules may result in disciplinary action or dismissal:

Habitual tardiness/or absenteeism

Inability to perform work as required

Failure to obey statutory safety regulations, (e.g. seat belt laws)

Insubordination

Dishonesty, willful damage of, misuse of, or unauthorized use of District vehicles, equipment, funds, supplies, facilities, telephone service, or manipulation of District policies

Reporting to work or conducting District business while under the influence of alcohol or controlled substances as defined in the Texas Controlled Substances Act, Health and Safety Code, Section 481.001, et seg

## **Amendment of Policies**

The Board of Directors may change these policies. If personnel policy changes are proposed, they will be included in the agenda of the Board meeting in which they are to be considered. A copy of the proposed changes will be available for employee review prior to the Board meeting.

## **Facilities**

*Building, parking lot, grounds:* Any problems should be reported to the Chief Appraiser or the Chief Financial Officer

*Phone System:* any questions or problems should be reported to the Chief Financial Officer

*Alarm System:* any problems should be reported to the Chief Appraiser or the Chief Financial Officer

*Air conditioning/Heating:* No one should override the thermostats. Any problems or questions should be reported to the Chief Financial Officer or the Chief Appraiser

*Severe Weather or Emergency Evacuation:* In the event of severe weather, employees may take shelter in the vault area of the building. In the event of evacuation, every employee should exit through one of the outside exit doors and report to the east corner of the parking area. If possible, employees with cash drawers should secure their drawer in the safe before taking shelter or evacuation.

## **Conditions of Work**

### **Time and Attendance**

#### **Hours of work**

The Board of Directors will determine the hours during which the Appraisal District office is open for business. Schedules will be implemented to meet the general public needs and to provide for other specific requirements of the Appraisal District office and of law. Individual employees may be directed to work special hours or shifts as determined by the needs of the District.

The normal office hours are Monday through Friday, 8:30 am to 5:00 pm. Except for the holidays approved by the Board of Directors. The Chief Appraiser or his/her designee may alter the normal office hours under special circumstances (weather, funeral, natural disaster, etc.) for a temporary period.

#### **Attendance**

The office opens at 8:30 am and all employees are expected to be ready to work at 8:30 am. Employees whose time record shows habitual tardiness will be brought to the attention of the supervisor for reprimand, which may include docked pay or dismissal.

Employees will be required to report to work in accordance with work schedules or be officially excused. Any employee who fails to report, leaves without proper authorization or misuses leave may be subject to disciplinary action up to and including immediate dismissal.

#### **Full-time**

All salaried personnel and any employee who works 40 hours per week

## **WORKING CONDITIONS**

### **Management Responsibility**

Management has the responsibility of maintaining efficiency within their designated areas, determining the methods of business, and scheduling events and employees to accomplish the objectives of the District. Employees will be furnished the necessary tools, equipment, facilities and supplies to complete their objectives.

### **Basic Rules of Office Safety**

Floors will be kept free of debris and obstacles, such as electrical cords, file folders, boxes, wastebaskets, etc. Protective strips or tape should be used to secure electrical cords or cables lying on the floor.

The employee should avoid heavy and/or awkward lifting such as overhead lifting or straight leg lifting. Employees must get help or use dollies to move or carry materials, boxes or other large items.

Employees must use stepladders or footstools when reaching overhead and should never stand on chairs or tables.

The District office building is a non-smoking facility. All cigarettes, cigars, pipes, etc. should be extinguished properly before entering the building.

The employees should know the locations of fire extinguishers and emergency exits in his/her work area.

Workspaces should be arranged to avoid bumping into desks, equipment, or walls.

Employees should use office chairs that are comfortable, adjusted to the proper height and properly placed. Employees must not lean back in chairs.

The employee must avoid prolonged exposure to computer screens by looking away from the screen periodically to avoid eyestrain.

When performing prolonged repetitive tasks such as data entry at computer keyboards, armrests or wrist supports should be used.

### **Dress Code**

Employees will maintain a professional appearance at all times. Thorough personal hygiene must be practiced. The dress code will be enforced by management and is applicable to all employees

This dress code is meant to be a minimum standard for the District. Employees shall wear clothing as befits their job assignments. No attire shall be immodest or extreme in any way. Appearance must be neat and professional at all times.

### **Reporting to work**

If an employee is ill, wishes to take vacation, compensatory time, or needs to be off work for any reason, it should be cleared with The Chief Appraiser. Other personnel policies regarding time off should be approved by Chief Appraiser.

### **Customers and Visitors**

Visitors to our building will be greeted in the front lobby. Employees will be paged and told who is in the office to see them. The employee should come to the lobby to greet the customer/guest and take them to his/her office. Visitors should also be escorted back to the lobby when finished with their business. Every effort should be made not to keep customers waiting.

### **Work Station**

In order to keep our building clean and free from insects, please keep your work area clean.

## **PC Software**

The employees must not inform others of their password, and must not use any other employee's password. The employee should log off when away from their computer for more than a brief moment.

The District encourages employees to expand their knowledge of the job and the computer system, but employees should take care when entering areas of the system for which they are not trained. The employee must seek assistance from their supervisor or the System Administrator whenever problems are encountered.

The System Administrator will administer the purchase, maintenance, and installation of all software on District equipment. Any request for relocation of computer resources must also be coordinated through the System Administrator. No copies of District software will be made except for necessary back-ups. All software will be installed by the System Administrator or by his/her designee. No personal software shall be installed or downloaded from the Internet without authorization from the System Administrator.

The District makes every effort to guard against viruses, however, employees should use caution when using CDs or opening e-mail attachments. Employees must seek assistance from the System Administrator if suspicious e-mail or virus warnings appear.

The computers and equipment and all software on them are the property of the Appraisal District and should be used for Appraisal District business only. Personal use should never interfere with the operation of the computer or performance of District business. This includes the use of the Internet and e-mail.

## **INTERNET, E-MAIL, AND COMPUTER USAGE POLICY**

### **Policy Statement**

The use of the Appraisal District's automation systems, including computers, fax machines, and all forms of Internet/Intranet access, is for District business and for authorized purposes only. Brief and occasional personal use of the electronic mail system or the Internet is acceptable as long as it is not excessive or inappropriate, occurs during personal time (lunch or other breaks), and does not result in expense to the Appraisal District.

Use is defined as "excessive" if it interferes with normal job functions, responsiveness, or the ability to perform daily job activities. Electronic communication should not be used to solicit or sell products or services that are unrelated to the Appraisal District's business; distract, intimidate, or harass coworkers or third parties; or disrupt the workplace.

Use of Appraisal District computers, networks, and Internet access is a privilege granted by management and may be revoked at any time for inappropriate conduct carried out on such systems, including, but not limited to:

- Sending chain letters or participating in any way in the creation or transmission of unsolicited commercial e-mail ("spam") that is unrelated to legitimate Company purposes;
- Engaging in private or personal business activities, including excessive use of instant messaging and chat rooms (see below);
- Misrepresenting oneself or the Company;
- Violating the laws and regulations of the United States or any other nation or any state, city, province, or other local jurisdiction in any way;
- Engaging in unlawful or malicious activities;
- Deliberately propagating any virus, worm, Trojan horse, trap-door program code, or other code or file designed to disrupt, disable, impair, or otherwise harm either the Company's networks or systems or those of any other individual or entity;
- Using abusive, profane, threatening, racist, sexist, or otherwise objectionable language in either public or private messages;
- Sending, receiving, or accessing pornographic materials;
- Becoming involved in partisan politics;
- Causing congestion, disruption, disablement, alteration, or impairment of Company networks or systems;

- Maintaining, organizing, or participating in non-work-related Web logs ("blogs"), Web journals, "chat rooms", or private/personal/instant messaging;
- Using recreational games; and/or
- Defeating or attempting to defeat security restrictions on company systems and applications.

Using Appraisal District's automation systems to access, create, view, transmit, or receive racist, sexist, threatening, or otherwise objectionable or illegal material is strictly prohibited. "Material" is defined as any visual, textual, or auditory entity. Such material violates the appraisal district's anti-harassment policies and is subject to disciplinary action. The Appraisal District electronic mail system, Internet access, and computer systems must not be used to violate the laws and regulations of the United States or any other nation or any state, city, province, or other local jurisdiction in any way. Use of Appraisal District's resources for illegal activity can lead to disciplinary action, up to and including dismissal and criminal prosecution. The Appraisal District will comply with reasonable requests from law enforcement and regulatory agencies for logs, diaries, archives, or files on individual Internet activities, e-mail use, and/or computer use.

Unless specifically granted in this policy, any non-business use of the Appraisal District's automation systems is expressly forbidden.

Violators of these policies, could subject themselves to disciplinary action, up to and including dismissal.

### **Ownership and Access of Electronic Mail, Internet, and Computer Files**

The Appraisal District owns the rights to all data and files in any computer, network, or other information system used in the Appraisal District. The Appraisal District also reserves the right to monitor electronic mail messages (including personal/private/instant messaging systems) and their content, as well as any and all use of the Internet and of computer equipment used to create, view, or access e-mail and Internet content. Employees must be aware that the electronic mail messages sent and received using Appraisal District equipment are not private and are subject to viewing, downloading, inspection, release, and archiving by Appraisal District officials at all times. The executive branch has the right to inspect all files stored in private areas of the network or on individual computers or storage media in order to assure compliance with policy and state and federal laws. Staff members are not allowed to access another employee's computer, computer files, or electronic mail messages without prior authorization from either the employee, or the Chief Appraiser.

The Appraisal District has licensed the use of certain commercial software application programs for business purposes. Third parties retain the ownership and distribution rights to such software. No employee may create, use, or distribute copies of such software that do not comply with the license agreements for the software. Violation of this policy can lead to disciplinary action, up to and including dismissal.

### **Confidentiality of Electronic Mail**

As noted above, electronic mail is subject at all times to monitoring, and the release of specific information is subject to applicable state and federal laws and Appraisal District rules, policies, and procedures on confidentiality. Existing rules, policies, and procedures governing the sharing of confidential information also apply to the sharing of information via commercial software. Since there is the possibility that any message could be shared with or without employee's permission or knowledge, the best rule to follow in the use of electronic mail for non-work-related information is to decide if the employee would post the information on the office bulletin board with their signature.

Other than the executive branch, it is a violation of Appraisal District policy for any employee, including system administrators and supervisors, to access electronic mail and computer systems files to satisfy curiosity about the affairs of others. Employees found to have engaged in such activities will be subject to disciplinary action.

### **Policy Statement for Internet/Intranet Browser(s)**

The Internet is to be used to further the Appraisal District's mission, to provide effective service of the highest quality to the Appraisal District taxpayers and staff, and to support other direct job-related purposes. Supervisors should work with employees to determine the appropriateness of using the Internet for professional activities and career development. The various modes of Internet access are to enhance Appraisal District resources and are provided as business tools to employees who may use them for research, professional development, and work-related communications. Limited personal use of Internet resources is a special exception to the general prohibition against the personal use of computer equipment and software.

Employees are individually liable for any and all damages incurred as a result of violating Appraisal District security policy, copyright, and licensing agreements.

All Appraisal District policies and procedures apply to employees' conduct on the Internet, especially, but not exclusively, relating to: intellectual property, confidentiality, company information dissemination, standards of conduct, misuse of company resources, anti-harassment, and information and data security.

### **Personal Electronic Equipment**

Employees should not bring personal computers to the workplace or connect them to Appraisal District electronic systems unless expressly permitted to do so by the System Administrator. Any employee bringing a personal computing device or image-recording device onto Appraisal District premises thereby gives permission to the Appraisal District to inspect the personal computer or image-recording device at any time with personnel of the Appraisal District's choosing. Employees who do not wish such inspections to be done on their personal computers or imaging devices should not bring such items to work.

Violation of this policy, or failure to permit an inspection of any device covered by this policy, shall result in disciplinary action, up to and possibly including immediate termination of employment. In addition, the employee may face both civil and criminal liability from the Appraisal District or from individuals whose rights are harmed by the violation.

## **Political Activity**

Appraisal District employees may seek election to any salaried public office provided that a mandatory leave without pay is requested, approved and effective no later than the announcement date of candidacy or the official filing deadline for the office, whichever comes first. Employees who are elected to a salaried public office are required to resign from Appraisal District employment the date they take office.

No employee will circulate petitions or campaign literature concerned with soliciting or receiving any subscription, contributions, or political service from any person on behalf of an elective office or regarding any election where an issue or proposal involves the Appraisal District at large. No campaign materials, (banner, placards, buttons, etc.) will be visible in the office or on District automobiles.

## **Solicitation**

With exception to fundraisers represented by the children of staff members, employees are not be permitted to solicit funds for any purpose on the job without approval of the Chief Appraiser.

## **Working Relationships**

It will be the responsibility of employees to perform the duties of their position with courtesy, cooperation, efficiency and economy. When work habits, production, or personal conduct, need improvement or change, supervisors will indicate the deficiencies when they are observed. If any question arises concerning the validity of a supervisor's request, the employee shall complete the task as assigned, then contact the supervisor's direct report, unless the health and/or safety of the employee, co-worker or other persons is endangered, or the request is illegal, unethical, or immoral. In those cases the executive branch should be contacted immediately.

If the supervisor and employee are unable to informally resolve their disagreements, a formal complaint procedure may be used.

Verbal abuse, demeaning conversation, derogatory remarks and confrontations between employees, whether work related or not, will not be tolerated in the work place.

In the event that an employee has a grievance against another employee, it should be discussed with the supervisor. Counseling with involved parties will take place, and the first occurrence will be documented and placed in the

personnel file of the employee. The second occurrence may result in disciplinary action, which may be grounds for dismissal of either or both employees involved.

## **Outside Employment**

All full time employees are discouraged from engaging in other employment, which would interfere with their duties or would represent a conflict of interest.

## **Assignment of Wages**

The Appraisal District will not be obligated to recognize any assignment of wages or funds by its employees or agents unless required by law.

## **Payroll Deduction**

An employee has the right to request that the Appraisal District make regular deductions from his/her check for any purpose approved by the CFO.

## **Staffing and Development**

As an Equal Employment Opportunity (EEO) Employer, the Appraisal District Office will conduct its staffing activities in accordance with established Federal, State and Local EEO laws and regulations as they affect the Appraisal District. There will be no discrimination in selection and advancement due to sex, race, color, religious beliefs, national origin, age, sexual orientation, or physical handicap.

## **Selection**

The Chief Appraiser will be appointed by the Board of Directors and will administer, under the direction of the Board of Directors, all Appraisal District employees, policies, and practices. The selection of new employees, Position and Salary will be the responsibility of the Chief Appraiser. Each employment selection will be in accordance with established procedures; however, the following conditions will apply in all cases:

1. A valid employment application must be on file.
2. Employment Eligibility Verification from the US Department of Justice (Form I-9) must be completed and proper documentation or verification presented to the CFO when requested.
3. In order to comply with auto insurance coverage requirements, a State Department of Public Safety Driver's Record check will be conducted on each employee annually. Employees not meeting the current standards of insurer will not be allowed to drive Appraisal District automobiles until such time that standards are met.

4. A criminal background check will be done on each applicant considered for employment.

## **Staff Meetings**

Staff meetings will be held as designated by the Chief Appraiser or his/her designee. The Chief Appraiser or his/her designee will lead the agenda; however, staff will have an opportunity to ask questions, make comments and/or suggestions.

Attendance at the staff meeting is mandatory unless other arrangements are verified with your supervisor.

## **Nepotism**

No one related to the 3<sup>rd</sup> degree of affinity or consanguinity to a Board Member, or the Chief Appraiser of the Appraisal District will be hired to perform functions within the office unless that employee was previously employed by the Central Appraisal District prior to the appointment of a Board Member or the employment of the Chief Appraiser. No member of a current employee's family, to the third degree of affinity (relationship by marriage) or consanguinity (close relation or connection) will be hired.

## **Probationary Period**

In order to become a regular employee, each employee must complete a ninety-day probationary period. The probationary period provides a period for supervisors to monitor, evaluate and assist employees in adjustment to service with the Appraisal District in general and to the position in particular. The Chief Appraiser or his/her designee, through implementation of this policy will:

Assign employee to training/probationary status on the initial employment or re-employment date.

Evaluate the job performance of the new employee and advise of satisfactory or unsatisfactory progress and recommend improvement if needed.

The Chief Appraiser or his/her designee may immediately dismiss an employee at any time during the training/probationary period.

## **Training and Development**

In order to meet individual and Appraisal District needs, it is the policy of the Appraisal District to provide training and development opportunities to encourage high quality performance, to prepare employees for new or increased responsibilities, individual growth, promotion and self-fulfillment. This policy will apply to all employees in permanent/regular budgeted positions.

All employees will participate in a “Performance Planning and Review” (PPR) program. All records maintained in connection with the PPR Program will be considered confidential. Access to PPR records will be limited to the employee, his/her immediate supervisor, the Chief Appraiser and any individuals authorized, in writing, by the employee. PPR records will be maintained in the permanent record of each employee.

Use of PPR records will include, but not be limited to, documentation for commendations, merit increases, grievance and discrimination complaints, disciplinary actions, promotion, demotion and termination.

An employee and his/her immediate supervisor will meet annually to develop performance standards and objectives for the employee’s position to review progress and develop plans for the employee’s future training and development. All regular employees are encouraged to further their professional and vocational development. The appraisal district will register employees, as determined by the Chief Appraiser, with the Texas Board of Tax Professional Examiners. The Appraisal District will reimburse the cost of tuition, fees and travel expenses incurred by employees who attend professional and vocational development programs approved by the Chief Appraiser. (See Compensation, sub section travel expense reimbursement for details)

Employees are responsible for finding sources of CEU’s for re-certification. Many opportunities exist locally and in nearby cities for getting necessary CEU’s without re-taking courses. Employees must avail themselves of those opportunities every year rather than waiting until the fifth year and expect the District to fund courses in distant cities or with high prices.

The District will pay one review course for the level III State examination and one review course for the level IV State examination in Appraisal or Assessment. Any other review course and all associated expenses will need the approval of the CFO prior to the course.

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## **Compensation**

### **Wage and Salary**

All regular employees are paid according to the Gaines County Appraisal District pay scale for their job description. The Chief Appraiser prior to the approval of the District's annual operating budget may recommend changes to the plan to the Board of Directors. Changes may include merit or cost of living increases.

### **Pay Days**

The Gaines County Appraisal District will pay all employees every two weeks beginning January 1, each year. Payday will be the next scheduled working day following the last day of each pay period.

The formula for salary per pay period is Annual salary divided by 26 pay periods. A pay period for hourly paid employees will be ten days at eight hours per day.

## **Benefits**

### **Paid Leave**

Paid leave is paid at the same rate as hours worked during the basic workweek and paid leave hours are counted as hours worked for establishing the work period and eligibility for earning benefits.

### **Holidays**

The Gaines County Appraisal District will observe eight (8) holidays. If a holiday falls on Saturday, the Friday before will be considered the holiday. If the holiday falls on Sunday, the following Monday will be considered the holiday. In addition, with prior Board approval in each calendar year, one day additional immediately proceeding or following Christmas MAY be granted as is appropriate to that year's calendar.

## **Vacation**

All full-time regular employees will accrue vacation on an annual basis:

<u>Years of Continuous Employment</u>	<u>Vacation Earned</u>
One (1) year	One Week
Two (2) – Ten (10)	Two Weeks
After Ten	Three Weeks
After Twenty	Four Weeks

All vacation time must be scheduled at least thirty days in advance with the Chief Appraiser. There will be times during the year, due to workload, that vacations will not be approved.

Vacation time shall not be cumulative from year to year. There may be special circumstances where vacation time, may be carried over to the following year. Any vacation time carried over must be approved in advance by the Chief Appraiser or the Board of Directors.

## **Sick Leave**

All full-time regular employees earn a maximum of ten (10) days of personal sick leave during any one calendar year. Sick leave may be accumulated from year to year with a maximum of 520 yours. Any employee who leaves the District for any reason will NOT be compensated for any accumulated sick leave.

Sick leave may be allowed in case of doctor appointments, personal illness, or physical incapacity of an employee and/or when required to care for a member of the family who is ill or incapacitated. To receive sick leave, an employee will communicate with his/her supervisor before or within 2 (two) hours after the time set for beginning work. Employees who become ill during personal leave may request that personal leave be changed to sick leave.

Any employee showing a history of habitual absence due to personal or immediate family illness or misuses sick leave may be subject to disciplinary action up to and including dismissal.

If you are ill and cannot report to work, you are expected to call the district each morning unless the Chief Appraiser has agreed to other arrangements. Failure to report to work without calling is considered a resignation.

The Gaines County Appraisal District Policy will be to retain employees who are unable to return to work because of illness or injury for a period of sixty (60) working days, employment with the Gaines County Appraisal District is terminated effective the 61<sup>st</sup> day.

The District will pay the group health insurance premium for 60 days for an illness, which required a leave of absence recommended by a qualified doctor who has evaluated the employee's condition.

Any leave time in excess of sick and vacation time will be approved by the board.

### **Workers Compensation Leave**

Any accident involving injury to an employee must be reported to the Chief Appraiser or Chief Financial Officer no later than 72 hours after the accident. Failure to report the accident within 72 hours of incident may result in disciplinary action including termination after due notice and hearing.

Staff will be required to use personal time during worker compensation claims.

The Appraisal District will provide a return to work program for injured workers (subject to medical and rehabilitation orders)

The Appraisal District will undertake to provide suitable duties that are consistent with medical advice and that are meaningful, productive and appropriate for the injured worker's physical and psychological condition depending on the individual circumstances of the injured worker. The Appraisal District's suitable duties may be:

- The same job with different hours or modified duties
- A different job
- Full time or part time

If disagreements about the return to work program or suitable duties arise, the Appraisal District will work with the injured worker and the treating physician to resolve the disagreement.

## **Maternity Leave**

A regular employee who becomes pregnant will be granted maternity leave without pay for a reasonable time prior to the expected date of delivery and for a reasonable time following delivery as determined by the employee and the employee's physician, up to a maximum of 6 (six) weeks. This leave is in addition to any accrued sick or personal leave. The Appraisal District will provide the employee a position upon receipt of "Release to Return to Work" from the employee's physician.

## **Administrative Leave**

Supervisors may grant an employee administrative leave for a purpose approved by the Chief Appraiser. Examples of administrative leave include, but are not limited to, work hours lost on the day of an on-the-job injury, power failure, bomb threat, to vote in elections, or bad weather. Time charged to administrative leave will be shown as regular time worked.

In case of bad weather, the Appraisal District will follow the Gaines County schedule. An employee should listen to local news and radio for information on the County closing or opening later. Any employee already scheduled for personal leave or sick leave will be charged as such and not as administrative leave.

## **Court Leave**

Court leave will be granted to all employees for appearing as a juror, witness or other official participant in the proceedings of a legally recognized court or other body having the power of subpoena, if an employee is not a party to the proceedings. This leave will not be charged against sick or personal leave.

## **Bereavement Leave**

All regular and probationary employees may be granted bereavement leave for a period not to exceed 3 (three) consecutive workdays in case of a death in his/her immediate family. Immediate family is defined for these policies as spouse, mother, father, sister, brother, sister-in-law, brother-in-law, children, grandchildren, grandparents, mother-in-law, and father-in-law. Bereavement leave is for the purpose of attending funerals, making arrangements or otherwise attending the affairs of the deceased. Additional time off, if approved, must be taken as personal or unpaid leave.

## **Leave without Authorization**

Employees who are absent prior to receiving approval to take leave, or who are absent without contacting their supervisor regarding the absence will be considered absent without authorization, and may be subject to disciplinary action up to and including immediate dismissal.

## **Retirement**

The Gaines County Appraisal District participate in the Texas County & District Retirement System. The Employees provide 7% of salary and the District matches it 150%.

### **Retirement Vestment Period**

2 Years – 25% Vested; 3 Years – 50% Vested;

4 Years – 75% Vested; 5 Years – 100% Vested

### **Retirement Date and Options**

All conditions of retirement will be determined by the contract in force, between the Appraisal District and the TCDRS Retirement Program.

## **Social Security**

The Gaines County Appraisal District does participate in Social Security. Social Security payments will be withheld from each employee's paycheck.

## **Medicare**

Employees hired after 1986 are required by law to participate in Medicare Insurance. Medicare payments will be withheld from each participating employee's paycheck

## **Insurance Coverage**

The Appraisal District will offer group insurance coverage to all regular employees. The type of coverage will include, medical, dental, long-term disability and life insurance. Optional dependent coverage will be made available. The Appraisal District contribution for employee coverage will be paid according to budgetary guidelines.

## **Travel Expense Reimbursement**

The District will pay the cost of authorized travel required by the Appraisal District. Employees will be reimbursed after providing receipts of expenditures. Permissible expenses include meals, lodging, registration fees, gasoline and parking. If employee's personal vehicle is used, District will pay mileage at the annual rate per auditor guidelines. No alcoholic beverages will be reimbursed to the employee.

## **Performance Counseling-Discipline-Complaints**

### **Performance Reviews**

- evaluation criteria will be job-related
- evaluations will be frank and objective
- evaluation forms will be detailed enough to give the needed feedback to the employee
- evaluations will be given at regular intervals not less than 1 year apart
- measures of performance will be quantifiable as possible
- The evaluation form will have a space provided for the employee's response/self-evaluation and future goals.
- The evaluation will be discussed with employee and the employee will sign the original evaluation
- Signing the evaluation form does not necessarily mean agreement, but rather only receipt of review

### **Counseling/Discipline**

The Gaines County Appraisal District operates under "At Will Employment" which allows the district to terminate employees without prior notification. If immediate termination is not selected the Chief Appraiser reserves the right to the following actions during counseling/discipline situations.

- Probation
- Suspension with or without pay
- Demotion or reassignment
- Final warning

Documentation is very important to Gaines CAD in justifying a personnel warning/action and maintaining accurate records to defend chain of events.

- Oral and written warnings will be issued during counseling and discipline meetings
- The employee will receive a copy of the warning/action, and a copy will be placed into the personnel file
- The district will ask the employee or a witness to sign the warning
- The warning should clearly let the employee know what the next step will be if the action for which they were counseled or disciplined continues

## **Grievances & Complaints**

- Gaines County CAD will comply with all applicable regulations relating to state and federal laws.
- Employees who feel they have been discriminated against, or who have been asked to perform an illegal act are encouraged to report such incidents to the Chief Appraiser immediately. If the incident involves the Chief Appraiser, the employee should contact the Chairman of the board of directors.
- The Chief Appraiser will be responsible for handling all grievances.
- The Chief Appraiser or Chairman of the Board will maintain adequate systems of communication, investigation, follow-up, and remedial action to ensure protection to anyone involved in a grievance or complaint.

Gaines County CAD will take every complaint and/or grievance seriously. The results of every investigation will be confidential and complaints will be documented before placement in a confidential file.

## **Alcohol/Controlled Substance Usage/Sexual Harassment**

### **General Policy**

The use of alcohol or abuse of controlled substances at any time during the working day is strictly prohibited. Instances of alcohol or controlled substance usage during the workday may result in immediate disciplinary action up to and including dismissal. Should the use of illicit drugs or alcoholic beverages on personal time affect job performance in any way, disciplinary action, up to and including dismissal may be taken.

### **Drug Abuse Policy**

**Policy and Scope:** The purpose of this policy is to develop standards in identifying, correcting, and handling any drug problem that any employee of the District may have.

**Definition of Drugs:** The term ‘drugs’ as used in this policy refers to drugs of all types including, but not limited to, illegal drugs, inhalants, alcohol, and overused or misused prescription drugs.

**Identification of Drug Problem:** Any employee who is suspected of having any drug problem must submit to testing performed by an agency, doctor, or hospital of the District’s choice. The cost of the test will be borne by the Appraisal

District. Failure to submit for testing at the time and place named by the District will be grounds for immediate termination of employment.

Treatment of Drug Problem: District insurance provides payment for treatment of drug problems as any other illness. That treatment is subject to certain limitations detailed in the hospitalization insurance manual. Time off with pay will be allowed to the extent the employee has accumulated sick leave. Time off without pay will be allowed up to a maximum of 60 (sixty) calendar days. A medical release is required before the employee may return to work. Full termination may result unless the treatment is successful.

Drug Testing: The District may require drug testing of any or all employees at any time. Failure to submit to the testing may result in immediate dismissal.

## **Sexual Harassment**

The Central Appraisal District will not tolerate sexual harassment in any form, namely unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature where:

Submission to the advances is a term or condition of employment;

Submission to or rejection of the advances is used as the basis for making employment decisions relating to pay or promotion;

Such conduct interferes with an individual's work performance or creates an intimidating, hostile, or offensive working environment, or which could reasonably be considered offensive or objectionable in nature.

Any instances considered being sexual harassment must be reported to a member of the Executive Branch (Chief Appraiser or Board of Directors) immediately. The supervisor to whom the incident is reported must investigate and submit a written report to the Chief Appraiser. The District will not discipline employees reporting any activity that they believe in good faith that constitutes a violation of the law. All complaints will be handled in a confidential manner. Complaints against the Chief Appraiser will be made to the Chairman of the Board of Directors and will be investigated in whatever manner the Board chooses.

## **Appraisal Staff**

### **Guidelines**

An appraiser will not perform any internal inspection of a residential property except by invitation of the owner. Another appraiser of the office will appraise homes and businesses of staff member's family to the third degree of affinity and consanguinity.

The appraiser should always answer the public's questions concerning his/her job with patience and courtesy. The appraisers should always go to the front door of any residence, knock and request permission to measure the exterior of the house.

All appraisers will display their ID badges when appraising property. The appraiser should always identify himself/herself before appraising property that will require his/her setting foot on private property.

Failure to abide by these guidelines may be grounds for disciplinary actions.

If property owner and/or their representative cannot be contacted, contact information is given to a related party or hung on the property owner's door explaining the reason for the appraisers visit. Appraisers shall not enter "Posted" areas without consent of property owner.

## **Driving Policies**

Appraisal District vehicles are to be used for District functions and will not be used for personal use. The driver should perform normal defensive driving habits. The District will not be responsible for the payment of any ticket violations received by the driver.

Anyone driving an appraisal district vehicle should refrain from cell phone usage while driving. If you must make or receive a call, the driver should pull over to a safe place until conversation is completed.

The District will order an annual driver record report through the Texas Department of Public Safety. If the report indicates the driver has been charged with and not limited to listed offenses such as DWI, DUI, probation of license, SR22 or any offense that precludes a driver from being carried on District's fleet auto insurance coverage will result in the employee not being allowed to drive an appraisal district vehicle.

## **Accident Procedures**

Perform any immediate medical aid.

Call for medical attention, if necessary.

Notify the police.

Notify a member of the executive branch or the immediate supervisor.

The employee must not admit any liability.

Driving while intoxicated during the performance of official district business, is not permitted and will result in disciplinary action, which may include dismissal.

## **Vehicle Maintenance**

Each driver is responsible for maintaining his/her own vehicle, including filling gasoline tank, checking oil and other fluids, tires, and seeing that regular oil changes and maintenance are performed. The driver of each vehicle is responsible for necessary clean up of vehicle.

Repairs to vehicles or equipment require the approval of the Chief Appraiser.

## **Equipment Responsibilities**

Appraisers will be issued equipment at the discretion of the Chief Appraiser, including, but not limited to, pen pads, digital cameras, or video equipment for the purpose of capturing data and appraising property. The equipment is to be used for District purposes only.

Each appraiser is responsible for his/her own equipment. Any misuse or damage of district equipment may be reimbursed by the responsible employee equal to the cost of repair or replacement of the equipment.

## **JOB DESCRIPTIONS**

The Gaines County Appraisal District uses job descriptions for staffing, wage and salary administration, and training.

Job descriptions communicate job responsibilities; however, job descriptions are not fixed. They are guidelines only and can change over time.

An employee, from time to time, may be asked to perform duties and handle responsibilities that are not in his or her job description. If, over an extended period, these responsibilities remain a significant part of an employee's duties, the Chief Appraiser or his designee will change the job description, to accommodate these added responsibilities.

## **Chief Appraiser**

### **DUTIES AND RESPONSIBILITIES**

The Chief Appraiser is responsible for the employment, transfers, and termination of all District personnel, and administration of all personnel policies, health insurance, and retirement plan. He or she is responsible for the execution of all contracts, such as industrial appraising, bank depository, legal counsel, etc. The Chief Appraiser is responsible for the preparation of the Appraisal District Budget, presentation to the Board of Directors for adoption, and notification to the taxing entities of their allocation. The Chief Appraiser is responsible for the development and maintenance of valuations for all properties, compiling information into a records management system, and preparing an appraisal roll. The Chief Appraiser prepares all records and agendas for the Appraisal Review Board, monitors all protest hearings to defend Appraisal District values, makes changes as required by the Appraisal Review Board, and certifies the approved appraisal roll to the taxing entities. He or she must work with legal counsel in all appeals regarding decisions on protest hearings by the Appraisal Review Board. The Chief Appraiser administers all tax exemptions, oversees renditions, and notifies property owners of increases in property values. He or she prepares all records and agendas for the Board of Directors and carries out all orders of the Board. He or she oversees all computer and mapping operations. The Chief Appraiser establishes a close working relationship with the State Comptroller's Office. The CEO is responsible for the preparation of a biennium reappraisal plan and annual appraisal report.

The Chief Appraiser must perform all duties of an elected or appointed tax collector for all tax units contracting with the Central Appraisal District for collections, including the calculation of effective tax rates, supervising the preparation of tax rolls, billing of all taxpayers, collection of ad valorem taxes, issuance of tax certificates, preparation of bankruptcy claims, and all matters relating to the collection of delinquent tax. He or she shall develop a plan for daily distribution of current taxes collected and monthly accounting for all funds. The Chief Appraiser shall prepare or have prepared a monthly and annual report and submit these reports to outside auditors for an annual audit.

### **TRAINING AND EXPERIENCE**

Chief Appraiser must be proficient in the appraisal process and have management experience. An understanding of computer operations in the automation of appraisal is required. Knowledge of the principles, laws, and guidelines applying to the valuation of property for ad valorem taxes and knowledge of the Texas Property Tax Code is required. He or she must be able

to establish and maintain effective relationships with the officials of the various governmental entities the Appraisal District serves, taxpayers, and the general public. The Chief Appraiser must have experience in public relations.

Any combination of education and experience equivalent to graduation from college, supplemented by courses in property appraisal and real estate, and five years of increasingly responsible supervisory experience in property appraisal work is required. He or she must be certified as a Registered Professional Appraiser (RPA) and a Registered Tax Assessor/Collector (RTA) by the Board of Tax Professional Examiners, or be involved in the process of becoming certified.

## **SUPERVISION**

The Chief Appraiser is given guidelines and policies by the Board of Directors but has no direct supervision.

He or she is responsible for directly supervising the Chief Financial Officer, and the Appraisers. He or she has indirect supervision of all employees.

## **Chief Financial Officer**

### **DUTIES AND RESPONSIBILITIES**

The Chief Financial Officer establishes, maintains, and coordinates the accounting and financial systems of the District; assists in the direction of fiscal planning, internal control, and auditing functions; assists the Chief Appraiser in development of the preliminary and final budgets; establishes and maintains accounts for proper budgetary control; supervises and performs bank reconciliation; supervises and performs the preparation of reports concerned with the status of the District and with special financial matters and directs the investments of District funds. The Chief Financial Officer is responsible for the maintenance and keeping of records, checking and processing a variety of documents, compiling statistical reports, preparing acknowledgments and replies to correspondence and preparing monthly financial reports for the Board of Directors. The Chief Financial Officer gives out information concerning departmental functions and procedures; computes and collects entity allocations; coordinates the group insurance program; maintains employee retirement program; prepares all payroll and associated reports; supervises all phases of collection process.

### **TRAINING AND EXPERIENCE**

A college degree in Accounting is preferred but not required. Five years of accounting experience is desirable. He or she must be Registered Tax Assessor/Collector (RTA) by the Board of Tax Professional Examiners, or be involved in the process of becoming certified.

### **SUPERVISION**

The Chief Financial Officer works under the direct supervision of the Chief Appraiser. He or she is responsible for directly supervising the Collection activities. He/she will directly supervise the Bookkeeper, collection clerks, and directs proper procedures for recording and distributing taxes received. He/she is responsible for development and maintenance of procedures for collection of delinquent taxes as they pertain to the contracted law firm.

## **Bookkeeper**

### **DUTIES AND RESPONSIBILITIES**

The bookkeeper performs all data entry functions to the General Ledger; maintains the cash receipts and cash disbursement journals; prepares distribution checks to the entities; prepares checks for refunds and in payment of bills; prepares bank reconciliations; posts accounts payable, partial payments, current and delinquent tax receivables; prepares statements for collection commission to tax units; processes supplements and adjustments to the tax roll. keep bankruptcy files, enter bankruptcy information into records and post bankruptcy payments. The bookkeeper will prepare a reconciliation of the general ledger and collection reports on a monthly basis; process all mortgage payments, and VIT payments. Relieve the collection clerks when they are away from their workstations, assist with telephone inquiries, and relieve in the Chief Financial Officer's office in his/her absence and perform any other duties assigned by the Chief Financial Officer. The bookkeeper will assist the Customer Service/ARB coordinator with Appraisal Review Board tasks. The bookkeeper will assist customers as needed.

### **TRAINING AND EXPERIENCE**

Graduation from high school, supplemented by either business school or college work in the field of accounting. Some actual accounting experience is desirable. The bookkeeper must have the ability to deal with taxpayers in a courteous manner.

### **SUPERVISION**

The bookkeeper works under the direct supervision of the Chief Financial Officer.

## **Collection Clerks/ Customer Service**

### **DUTIES AND RESPONSIBILITIES**

The Collection Clerk is responsible for the collection of current and delinquent taxes and balancing the day's receipts each day.

The clerk will take partial payments and set up payment contracts, enter cause numbers and litigation information on customer tax records; enter and scan all real property returned mail, address changes, and tax certificates.

Other duties include acceptance of exemption applications and renditions, providing public information in person and by telephone on all phases of ad valorem taxation. The clerk will assist the public by phone and walk-in visits pertaining to public information inquiries. Ability to work with the general public in all situations.

Duties may require helping other departments meet critical goals or deadlines that will benefit the entire appraisal district and demonstrate individual contribution to teamwork. Additional duties will include filing, mail handling and any other task assigned by the Chief Financial Officer.

These duties require the operation of a computer, printers, scanners and calculator. The Customer Service must greet and assist each taxpayer in a pleasant manner.

### **TRAINING AND RESPONSIBILITIES**

A Collection Clerk must be a high school graduate. Data entry experience is desirable

### **SUPERVISION**

The Collection Clerk answers directly to the Chief Appraiser, Chief Financial Officer. He/she also receives training and technical support from the Bookkeeper, Collection Department Head. The position of collection clerk requires no supervisory responsibility.

## **Residential Appraiser**

### **DUTIES AND RESPONSIBILITIES**

The Residential Appraiser performs and supervises at an advanced level of professional appraisal of real and personal property. He or she performs specialized appraising of commercial, residential or personal property value. Coordinates the efforts of the appraisal staff in response to lawsuits and arbitration, and issues summaries of active litigation to the Chief Appraiser for final approval. He or she resolves difficult technical and specialized problems and will appear before the Appraisal Review Board to explain and justify assigned property values, methodology and compliance with information requests made by the Board. He or she, in direct correlation with the CEO, organizes and responds to requests issued by the State of Texas Comptroller's Office, performing statistical analysis of annual reports and verification of confidence interval ratio.

### **TRAINING AND EXPERIENCE**

The Appraiser must have thorough knowledge of principles and practices of real and personal property appraisals; thorough knowledge of modern principles, practices, and methods used in mass appraisal work; must be knowledgeable of basic accounting principles and statistics; must have proven ability to analyze factors that influence the value of real property. He or she must be able to organize, assign and coordinate the work of others; must have ability to supervise individuals and groups of personnel; must be able to prepare management records and reports and be able to deal tactfully with the public and coworkers.

An Residential Appraiser must have five years of experience in appraising real and personal property. He or she must be at least a candidate for Registered Texas Assessor/Collector and be eligible for Registered Professional Appraiser's designation with the Texas Board of Tax Professional Examiners. A college degree is highly desirable and in a related field may be substituted for two years experience.

### **SUPERVISION**

The Residential Appraiser works under direct supervision of the Chief Appraiser.

He or she is responsible for directly supervising the data entry within that department.

## **Commercial Appraiser**

### **DUTIES AND RESPONSIBILITIES**

The Commercial Appraiser prepares and presents annual reappraisal plans to the Chief Appraiser, coordinates the implementation of the plan and appraisal of all commercial property in the District. He or she calls on business establishments, gathers sale and cost data, builds appraisal schedules, analyzes appraisal results, manages the commercial permit file, and finalizes the entry of new improvements. He or she defends property values at Appraisal Review Board hearings and assists direct reports throughout the complete hearing process.

The Commercial Appraiser is responsible for gathering information on values for all types of commercial property and updates the commercial property cost schedules. He or she assigns categories of commercial property to commercial appraisers and assists them with difficult appraisal issues. The commercial Appraisal Coordinator approves, and/or reviews, commercial appraisals for consistency and equality with similar commercial properties. The coordinator is responsible for gathering and distributing sales information to appraisers for monthly sales inspection. Each year the coordinator performs ratio analysis on all commercial properties prior to distribution of noticed values to ensure estimates are within the comptroller's confidence interval test.

The Commercial Appraiser is responsible for field appraisal of all assigned commercial property. He or she calls upon business establishments in territory assigned; gathers data that reflects current property characteristics, analyzes data and compares the information to market trends. Estimates property values and defends values to taxpayers and Appraisal Review Board.

Commercial appraisers shall be knowledgeable of mass appraisal concepts and understand the different approaches to value. Appraiser initiates all site inspections by making contact with the property owner, presenting identification, informing the property owner of information needed, and gathering the information after receiving permission from the property owner. Duties may require helping other departments meet critical goals or deadlines that will benefit the entire appraisal district and demonstrate individual contribution to teamwork.

## **TRAINING AND EXPERIENCE**

The Commercial Appraiser must have thorough knowledge of principles and practices of real property appraisal; thorough knowledge of modern principles, practices, methods and approaches to value used in mass appraisal work and must have proven ability to analyze factors, which influence the value of real property.

The Commercial Appraiser must be a high school graduate and have at least three years experience in real property appraisal. He or she must be able to quickly and accurately make mathematical computations and deliberately and tactfully communicate with taxpayers.

RPA designation or the ability to obtain a designation as soon as possible is required. Appraiser must have knowledge of human relations, strong communication skills, and an understanding disposition with the ability to calm taxpayers when engaged in confrontational situations. Appraiser must have a valid Texas Driver's License and a driving record acceptable to The Appraisal District requirements.

## **SUPERVISION**

The Commercial Appraiser answers directly to the Chief Appraiser.

The Commercial Appraiser directly supervises all commercial data entry.

## **Land/Agricultural Appraiser**

### **DUTIES AND RESPONSIBILITIES**

The Land/Ag Appraiser coordinates the appraisal of all Land in the District and works with other departments to understand the relationship of land value to total improved value. He or she calls on business establishments, gathers sale and cost data, builds appraisal schedules, and analyzes appraisal results. He or she defends property values at Appraisal Review Board hearings.

The Land/Ag Appraiser is responsible for gathering information on value for all types of land and responsible for developing a land appraisal manual. All land appraisals shall be approved, and/or reviewed, by the chief appraiser for consistency and equality of appraised value. He or she is responsible for determining the change in use of agricultural land and calculating a rollback tax based on previous 5 year history of land use and delivery of rollback tax to property owner. He or she is responsible for the mailing of cash lease surveys and estimating productivity value based on a five-year average of returned surveys and information received from the local Farm Services Agency office (FSA). Final recommendations of agriculture productivity values will be approved by, the Agriculture Advisory Board. Appraiser initiates all site inspections by making contact with the property owner, presenting identification, informing the property owner of information needed, and gathering the information after receiving permission from the property owner. Duties may require helping other departments meet critical goals or deadlines that will benefit the entire appraisal district and demonstrate individual contribution to teamwork.

### **Agricultural Land Values**

Land/Ag Appraiser is responsible for all rural land classification according to soil type and use. Similar soil types are classified together according to production and those soil types are combined according to the Soil Conservation District staff of USDA. The use of the property (pasture or tillable) is determined through aerial photography and field inspection of the entire county.

Annually, questionnaires are mailed to all acreage landowners requesting information about the cash lease of their land as well as production information and hunting revenue. When the questionnaires are returned, they are analyzed according to soil types and the composite information is merged together to produce typical cash lease payments for each class.

After each class has been assigned a typical lease, expenses attributable to the landowner are subtracted from that cash lease to yield a typical net-to-land of

each soil classification of land. Then the net income for each class of land is divided by the capitalization rate dictated by the State legislature (Section 23.53 PTC) to render an agricultural value per acre. Those calculations are retained for use in the next year, as they become a part of the five-year average in the year following data collection. The previous five years of agricultural values are averaged per State law (Section 23.41 a) to develop the final agricultural value per acre for each class of rural land.

## **TRAINING AND EXPERIENCE**

The Land/Ag Appraiser must have thorough knowledge of principles and practices of land appraisal; thorough knowledge of modern principles, practices, methods and approaches to value used in mass appraisal work and must have proven ability to analyze factors, which influence the value of land as though vacant and improved.

The Land/Ag Appraiser must be a high school graduate and have at least three years experience in land appraisal. A college degree is desirable with field of specialty in business. He or she must be able to quickly and accurately make mathematical computations and deliberately and tactfully communicate with taxpayers.

RPA designation or the ability to obtain a designation as soon as possible is required. Appraiser must have knowledge of human relations, strong communication skills, and a understanding disposition with the ability to calm taxpayers when engaged in confrontational situations. Appraiser must have a valid Texas Driver's License and a driving record acceptable to The Appraisal District requirements.

## **SUPERVISION**

The Land/Agriculture Appraiser answers directly to the Chief Appraiser.  
The Land/Agriculture Appraiser supervise all Land/Ad data entry.

## **Business Personal Property Appraiser**

### **DUTIES AND RESPONSIBILITIES**

The Business Personal Property Appraiser coordinates the appraisal of all Personal Property in the District. He or she calls on business establishments, gathers sale and cost data, builds appraisal schedules, and analyzes appraisal results. He or she defends property values at Appraisal Review Board hearings.

The Business Personal Property Appraiser is responsible for gathering information on value for all types of personal property and responsible for developing a personal property appraisal manual.

The Business Personal Property Appraiser is responsible for inspecting properties including real and personal property to determine size, quantities, and quality of properties inspected. The Personal Property Appraiser may measure structures and record those measurements, count, describe, and record rooms in improvements, and describe and record amenities of the property. The Business Personal Property appraiser will inspect personal property, gather listings of assets, talk to taxpayers at their property, and offer explanations of tax procedures. The Business Personal Property Appraiser will enter data into the computer system, talk to taxpayers, and do various other functions related to the analysis and appraisal of personal property. He or she defends property values at Appraisal Review Board hearings. Appraiser initiates all site inspections by making contact with the property owner, presenting identification, informing the property owner of information needed, and gathering the information after receiving permission from the property owner. If property owner and/or their representative cannot be contacted, contact information is given to a related party or hung on the property owner's door explaining the reason for the appraisers visit. Duties may require helping other departments meet critical goals or deadlines that will benefit the entire appraisal district and demonstrate individual contribution to teamwork.

## **TRAINING AND EXPERIENCE**

The Business Personal Property Appraiser must have thorough knowledge of principles and practices of personal property appraisal; thorough knowledge of modern principles, practices, methods and approaches to value used in mass appraisal work and must have proven ability to analyze factors, which influence the value of personal property.

High School graduation or its equivalent is required. Experience in the tax field is desirable. Must be able to walk and carry light loads. (Less than 20 pounds) Appraiser must have knowledge of human relations, strong communication skills, and a understanding disposition with the ability to calm taxpayers when engaged in confrontational situations.

Appraiser must be a Registered Professional Appraiser (RPA) as designated by the Board of Professional Examiners or in the process of obtaining the designation. Appraiser must have a valid Texas Driver's License and a driving record acceptable to The Appraisal District requirements.

## **SUPERVISION**

The Personal Property Appraiser will report directly to the Chief Appraiser  
The Personal Property Appraiser supervises all Personal Property data entry.

## **ARB Coordinator**

### **DUTIES AND RESPONSIBILITIES**

The ARB Coordinator plans, directs, and supervises in the operation of record keeping. He or she maintains accurate and complete records; coordinates work and determines best methods of performing duties. The ARB Coordinator works closely with appraisers, and performs other duties and functions as assigned by the Chief Appraiser. He or she will develop plans for the assembly and storage of all reports, files, and records necessary to meet State law and open records retrieval.

The ARB Coordinator shall coordinate all Appraisal Review Board activities including scheduling all hearings, posting notices of hearings, handle all paperwork of the Appraisal Review Board, record minutes of meetings, and maintain all files of the Appraisal Review Board and its proceedings. Duties may require helping other departments meet critical goals or deadlines that will benefit the entire appraisal district and demonstrate individual contribution to teamwork.

### **TRAINING AND EXPERIENCE**

The ARB Coordinator must be a high school graduate with at least five years experience in tax appraisal or collections. A college degree in a related field may be substituted for three years experience.

### **SUPERVISION**

The Chief Appraiser directly supervises the ARB Coordinator. He/she is supervised by the Secretary of the Appraisal Review Board in relation to Appraisal Review Board activities.

The ARB Coordinator provides guidance to the Customer Service and Collection Clerks in relation to exemptions, address changes, and Appraisal Review Board tasks.

## **Abstractor Deed Clerk**

### **DUTIES AND RESPONSIBILITIES**

Abstractor/Deed Clerks are responsible for ownership changes and maintenance of all ownership boundaries as instructed by filed metes and bounds instruments for current and new accounts. Current ownership boundaries and new ownership boundaries will be entered on computer-generated mapping system for the Appraisal District. When necessary, research of specific deed metes and bounds will be performed to insure accuracy of appraisal district information. The data shall be gathered from existing deed records filed at the different county courthouses which the appraisal district performs appraisal work. The Abstractor/Deed Clerk shall assist the public by phone and walk-in visits pertaining to public information inquiries and work with the general public in all situations which involve ownership discrepancies, presenting information with a clear and pleasant delivery. Abstractor/Deed Clerk will assist Customer Service. Duties may require helping other departments meet critical goals or deadlines that will benefit the entire appraisal district and demonstrate individual contribution to teamwork.

### **TRAINING AND EXPERIENCE**

High School graduate or its equivalent is required. Experience in the tax field and ownership transfer is desirable and will be required before independent work schedule is granted. Abstractor/Deed Clerk must have knowledge of human relations, strong communication skills, and a understanding disposition with the ability to calm taxpayers when engaged in confrontational situations. Abstractor/Deed Clerk must have a valid Texas Driver's License and a driving record acceptable to The Appraisal District requirements.

### **SUPERVISION**

The Abstractor/Deed Clerk reports directly to the Chief Appraiser and other Department Appraisers.

## **Appraisal Data Clerk**

### **DUTIES AND RESPONSIBILITIES**

Appraisal Clerks are responsible for all data entry and changes made by the residential, land, commercial and personal property appraisers. The appraisal clerk assists appraiser with sales information, which includes sending and receiving sales letters, making calls and gathering all information that pertains to sales information. The Appraisal Clerk creates files and sets up new business accounts for the personal property appraiser. When necessary, research of specific deed metes and bounds will be performed to insure accuracy of appraisal district information. The data shall be gathered from existing deed records filed at the different county courthouses which the appraisal district performs appraisal work. The Appraisal Clerk shall assist the public by phone and walk-in visits pertaining to public information inquiries and work with the general public in all situations which involve ownership discrepancies, presenting information with a clear and pleasant delivery. The Appraisal Clerk will assist with customer service. Duties may require helping other departments meet critical goals or deadlines that will benefit the entire appraisal district and demonstrate individual contribution to teamwork.

### **TRAINING AND EXPERIENCE**

High School graduate or its equivalent is required. Experience in the tax field and ownership transfer is desirable and will be required before independent work schedule is granted. Appraisal Clerk must have knowledge of human relations, strong communication skills, and a understanding disposition with the ability to calm taxpayers when engaged in confrontational situations. Appraisal Clerk must have a valid Texas Driver's License and a driving record acceptable to the Appraisal District requirements.

### **SUPERVISION**

The Appraisal Clerk reports directly to the Chief Appraiser and other Department Appraisers.

## **Minerals Associate**

### **DUTIES AND RESPONSIBILITIES**

The Minerals Associate gathers data including division orders and names of all types of owners and addresses for the production of the mineral appraisal roll and tax roll. The Associate is responsible for keeping a balance within the division of interest and keeping ownership accurate. He or she coordinates the mailing of appraisal and tax notices of minerals and works with owners and tax representatives in problem solving. The Minerals Associate advises staff in ownership of minerals on delinquent tax roll and assists in collecting delinquent tax. Duties may require helping other departments meet critical goals or deadlines that will benefit the entire appraisal district and demonstrate individual contribution to teamwork.

### **TRAINING AND EXPERIENCE**

The position requires graduation from High School, and computer experience is desirable. A general knowledge of math using fractions is very important. Experience in an oil related business is also desirable. They must have knowledge of human relations, strong communication skills, and a understanding disposition with the ability to calm taxpayers when engaged in confrontational situations.

### **SUPERVISION**

The Mineral Associate reports directly to the Chief Appraiser.

## **System Administrator**

### **DUTIES AND RESPONSIBILITIES**

The System Administrator is responsible for day-to-day operation of computer software and hardware owned or leased by the Appraisal District. He/she shall be thoroughly familiar with all software products used by the District, train, and assist staff in the use of the pacs system and related software. He/she shall coordinate with the Chief Appraiser, all ordering of equipment and software needed for District operations ensuring that the equipment and software is correctly installed. He or she is responsible for complete Backup data of all software and retention of backup tapes in a secure location. Duties may require helping other departments meet critical goals or deadlines that will benefit the entire appraisal district and demonstrate individual contribution to teamwork.

### **TRAINING AND EXPERIENCE**

The System Administrator must be a high school graduate, must have programming training in college, university, or trade school, and be well versed in computer language used by the District. He/she shall have two years of experience in computer applications similar to those used by the District.

### **SUPERVISION**

The System Administrator reports directly to the Chief Appraiser.

# **APPENDIX**

**APPRAISAL DISTRICT OF GAINES COUNTY**  
**VOLUNTARY SEPARATION**

**NAME:** \_\_\_\_\_ **DATE OF NOTICE:** \_\_\_\_\_

**EFFECTIVE DATE OF SEPARATION:** \_\_\_\_\_

**POSITION:** \_\_\_\_\_ **DEPARTMENT:** \_\_\_\_\_

THIS IS MY OFFICIAL NOTICE OF RESIGNATION FROM THE CENTRAL APPRAISAL DISTRICT OF GAINES COUNTY, MY REASON FOR RESIGNATION FOLLOWS:

I HAVE NO CLAIMS OR GROUNDS FOR CLAIMS AGAINST MY EMPLOYER DURING MY EMPLOYMENT. MY RESIGNATION IS VOLUNTARY AND IS NOT A FORCED LEAVING.

---

EMPLOYEE SIGNATURE

---

DATE

---

SUPERVISOR SIGNATURE

---

DATE

---

WITNESS SIGNATURE

---

DATE

---

ACCEPTED BY CHIEF APPAISER

---

DATE

## **REQUEST FOR TIME OFF**

EMPLOYEE NAME: \_\_\_\_\_

DATE: \_\_\_\_\_

FOR: \_\_\_\_\_  
(Vacation, Drs. Appt, etc)

APPROVED:                    NOT APPROVED:

\_\_\_\_\_  
Betty Caudle, Chief Appraiser

\_\_\_\_\_  
Date:

ACCORDING TO BOARD POLICY ADOPTED JULY 12, 1983 (page 203)

“All vacation must be scheduled at least thirty days in advance with the Chief Appraiser. There will be times during the year, due to the work load, that vacations will not be approved.”