

Erath County Appraisal District

Personnel Policy Manual

As of April 10, 2007 this
Personnel Policy Manual was revised
and re-adopted by the
Erath County Board of Directors

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MISSION STATEMENT

Our Mission is to appraise all taxable property within the boundaries of the Erath County Appraisal District in an equal and uniform manner, recognizing we are a public service organization, serving both the taxing entities and the taxpayers.

We are committed to creating and maintaining a work environment that provides opportunities for personal growth and one that supports innovation.

It is our Mission to earn and keep the public's trust and confidence in the work we perform, striving to provide quality services and demonstrating a professional attitude.

This professional attitude will include:

- *Always being respectful and courteous*
- *Communicating with understandable language*
- *Being honest with the people we meet*
- *A willingness to correct errors to the extent allowed by law*
- *Respecting the taxpayer or entities concerns or problems*
- *Providing comprehensive and accurate information*
- *Treat everyone in the manner you would like to be treated*

SECTION I BASIC OBJECTIVES & DEFINITIONS

1. Objectives of Regulations

First and foremost, this manual and the personnel policies presented within, are for guidance only and are not meant to supersede local, state or federal laws. These policies cannot be so precise as to describe every employment situation that may occur at the present or in the future. This manual is not intended, nor should it be construed, as an expressed or implied employment contract. The District reserves the right to change its provisions at any time. The goal of this manual is to ensure equitable treatment of all District employees, to make all employees aware of their rights and to detail the District's expectations.

In addition, employees may resign or be terminated by ECAD at any time without advance notice or requirement of cause. Thus, employees are not guaranteed continued employment. Rather, employment at the District is for an indefinite time period, at the will of the District. Directors, supervisors or other employees of the District do not have the authority to promise or guarantee continuing employment.

The purpose of these policies is to bring into the service of the Erath County Appraisal District a high degree of understanding, cooperation, efficiency, and unity which comes through systematic application of good procedures in personnel administration, and to provide a uniform policy for all employees with all the benefits such a program insures. The fundamental objectives of good personnel administration sought to be achieved by these policies are declared to be:

- a. To promote and increase efficiency and economy in the service of the Erath County Appraisal District.
- b. To recruit, employ, provide, compensation, promotion, and other conditions of employment without regard to race, color, religion, sex, age, or national origin. It is the policy of the district to provide productive employment opportunities for the handicapped by placing such individuals in positions where their abilities can be effectively utilized. The district affirms that employment decisions shall be made only on the basis of occupational qualifications. The district shall continually review its employment practices and personnel procedures and take positive steps to assure that equality of employment opportunity at Erath County Appraisal District is a fact, as well as, an ideal.
- c. To establish and maintain a uniform plan of evaluation and compensation based upon the relative duties and responsibilities of positions in the District.
- d. To develop a program of recruitment, advancement, and tenure which will make the service of the Erath County Appraisal District attractive as a career, and to encourage each employee to render his best service to the District.
- e. To establish and promote high morale among employees by providing good working relationships, a uniform personnel policy, opportunity for advancement, and consideration for employee needs and desires.

2. Motivation and Knowledge of Employees

Every employee in the Erath County Appraisal District service is working for the same public. It must be the aim of the personnel of the District to constantly develop a better Appraisal District. In so doing, much depends on all employees. Each employee should have a thorough knowledge of his own job and should possess a profound respect for his work. He should be endowed with the spirit that his effort is of consequence and that his work is of worthwhile value. He should have a knowledge of the relation of his job to the other employees and to the entire Appraisal District organization. Employment in a position, either permanent or temporary, is not recognized as a vested right to be retained primarily because of appointment or possession, but only when the standard of performance justifies the continuance.

3. **Organizational Structure**

In order for any organization to function properly, certain rules and regulations must be followed. Under normal circumstances, an employee should work with his immediate supervisor to solve any problem. The organizational structure exists for the purpose of strengthening the organization and protecting all employees on all levels.

Erath County Governmental Jurisdictions

Appraisal District Board of Directors

Chief Appraiser

Section Supervisors

Employees

4. Definitions

As used in these rules, unless the context clearly requires otherwise.

Anniversary Date – The date upon which an employee is employed or re-employed after a break in service, promoted, demoted, or reclassified.

Benefits – The accumulation of retirement income, hospitalization, sick leave, vacation days, paid holidays, or paid emergency leave.

Calendar Year – January 1 through December 31.

Call Back – An unscheduled or emergency return to work outside of normal hours or on a holiday or day off at the request of a supervisor. It does not mean overtime or holiday work scheduled in advance.

Classification – One or more positions in the service of the Appraisal District sufficiently alike in duties, authority and responsibilities as to reasonably presume application of an established position title, and requirement of equivalent qualifications and application of the same schedule of pay.

Demotion – The transfer of an employee from a position in one class to a position in another class for which the maximum rate of pay is lower, or a reduction in pay without such transfer unless such reduction is a part of a general plan to reduce salaries for the class of employment.

Disciplinary Action – All ranges of discipline as outlined in Section VI, Item 5 of the personnel manual.

Drug Abuse – The consumption, injection, or inhalation of chemical substance without competent medical prescription for a specific medical condition, or to an extent greater than that prescribed which has the capacity of altering mood and/or behavior. The use of alcohol to the point of work hindrance must also be considered drug abuse.

Employee – Any person working in the service of the Erath County Appraisal District other than those on retainer, on contract, or otherwise appointed. (See Probationary Employee also).

Exempt Employee – An executive, administrative, or professional employee who is not eligible for overtime pay or compensatory time at a rate of one and one half times the regular rate. At the discretion of the Chief Appraiser, certain “exempt” employees may receive straight time, overtime, or compensatory time.

Emergency Leave – Authorized absence from duty because of the death or serious illness of employee's husband, wife, daughter, son, father, mother, father-in-law, mother-in-law, brother-in-law, sister-in-law, sister, brother, grandfather, grandmother, grandchildren, aunt, uncle, nephew, niece, or any other blood relative who is an actual member of the employee's household.

Fiscal Year – January 1 through December 31.

Fringe Benefits – The accrual of sick leave, vacation leave, eligibility for participation in group insurance, and retirement.

Immediate Family – An employee's spouse, son, daughter, father, mother, stepdaughter, stepson, or anyone for whom the employee or the employee's spouse is legal guardian.

Job – (See Position)

Job Evaluation – The assignment of an individual position to an appropriate classification on the basis of the kind, difficulty, and responsibility of the work actually performed in the position.

Lay Off – A separation from the service because of shortage of funds or materials, abolishment of position or other reasons beyond the control of an employee and not reflecting discredit on him.

Mailing Address – The street and number of the residence or the Post Office Box mailing address of an employee.

Military Leave – The leave of absence granted to employees entering the armed forces of the United States during a national emergency, or in the response to draft or call to duty for civilian components of the armed services, or that time spent in annual active duty training due to service required by reserve status.

Month – A calendar month.

Nepotism – Within the scope of these rules shall mean the employment of two or more members of the immediate family.

Non-Exempt Employees – An employee who is eligible to be paid time and a half when he works in excess of the maximum hours in a pay period or is eligible for compensatory time at time and a half.

On Call – Being available at a designated place for a designated period of time.

Overtime – Authorized time worked in excess of the 40 hours in a week period for which monetary compensation or compensatory time is received.

Permanent Full Time Employees – An employee who shall perform a 40 hour work week at a budgeted position, an exempt employee in a budgeted position, or an employee who is appointed under existing regulations. Such employees shall be eligible for retirement, other fringe benefits, and for merit increases, all subject to the rules and regulations governing said benefits and increases.

Physicians Licensed – One licensed by the Texas State Board of Medical Examiners.

Policy – To display or make known any governing principle, plan, or course of action.

Position – (Or Job) A group of current duties and responsibilities legally assigned or delegated by an appointed authority requiring the full-time or part-time employment of one person.

Probationary Employee – Every person appointed to a position in the service of the Erath County Appraisal District shall be required to complete successfully a probationary period of 90 days from date of hire.

Promotion – An assignment of an employee from a position in one classification to a position in another classification having a higher maximum salary range.

Reclassification – The assignment of an employee from a position in one classification to a position in another classification which allows the employee to receive a higher or lower maximum salary than he would have received had he remained at the old classification. When the employee's old classification has been eliminated or a new classification added, the employee's new job specification must be compared with his old job specifications to determine if the change was a reclassification or simply a job title change.

Regulation – To rule, direct, regulate, control, or govern according to a rule, principle or system.

Residence – The actual place of abode of the employee.

Retirement Date – The first day an eligible employee becomes entitled to receive retirement benefits.

Rule – An established guide or regulation for action, conduct method, arrangement, etc. A fixed principle that determines conduct, habit, or custom.

Section Head – A person responsible for a major functional unit who works under the direction of the Chief Appraiser.

Seniority – Credits allowable by reason of continued service.

Service Credit – The credit used in various personnel transactions for length of service. (See Seniority)

Supervisor – Any person who directs the work of others.

Temporary Employees – Defined as (1) an employee who is hired for a period of less than one year (2) an employee who does not have a designated work schedule i. e., an individual who sets their own work schedule. Temporary employees are not eligible for any fringe benefits. A temporary employee may be classified as Temporary Full-Time, or Temporary Part-Time Employee.

Transfer – Any change of an employee from one position to another position. (See Promotion and Demotion)

Work Day or Working Day – Any business day on which an employee is scheduled to work.

Work Week – A number of hours regularly scheduled to be worked during any seven consecutive days, or normal series of days.

SECTION II

RECRUITMENT

1. **Objective**

Section 1 of these Personnel Policies states that one of the objectives of good personnel administration is, "To provide fair and equal opportunity to all qualified applicants without discrimination because of age, political affiliation, handicap, sex, race, creed, color, or national origin to enter the Appraisal District's employment on the basis of demonstrated merit and fitness, as ascertained through fair and practical methods of selection.

2. **Purpose of Section**

This section outlines the procedures and techniques which may be used to achieve the above objective.

3. **Positive Recruitment**

The Chief Appraiser or his representative shall advertise in a positive manner the employment needs of the Appraisal District with a view toward obtaining an adequate supply of qualified candidates for each vacancy to be filled by recruitment from within or outside the County. All advertising will contain this statement, "Erath County Appraisal District, An Equal Opportunity Employer."

4. **Application**

Each applicant shall be required to complete the application form prescribed and submit additional information regarding his/her experience and training.

The Chief Appraiser or his representative shall make the necessary checks to satisfy himself that the applicant is of good moral character, within the age of employment, and willing to undergo a physical examination.

5. **Notice of Selection**

As soon as practical, all applicants will be notified of the final decision of the selection for filling the position. After selection, new personnel will be furnished a copy of this personnel manual and will sign for it at that time.

6. Probationary Period

Every person appointed to a permanent or permanent part-time position in the service of the Appraisal District shall be required to complete successfully a probationary period of 180 days from date of hire.

During the first 90 days of the probationary period, new hires will not be entitled to any health insurance benefits. Sick and vacation leaves will each accrue during this probationary period, but will not be available for use until the one hundred eighty first day of full time employment.

7. Residence

For the purpose of this paragraph “residence” means the true, fixed and permanent home of the employee or applicant for employment, to which whenever he is absent he has the intention of returning. The term “reside” as used in this paragraph means lives at the residence.

County residents will be given preference in all appointments. As part of their working agreement, all personnel are required to provide the Chief Appraiser with any change of residence address as soon as possible after the change occurs. Falsification of residence address or failure to report change of residence address within thirty days of such change will be cause for dismissal.

Any employee whose telephone number is considered a long distance number will be responsible for the cost of all calls originated by said employee. (e.g. – employee calls in sick)

8. Appointments

New employees shall be selected on the basis of their qualifications for the position, as well as their physical condition. The Appraisal District may require additional background data necessary to assure adequate identification and good moral character.

9. Nepotism

Members of employee’s “immediate family” shall not be appointed to serve in positions in the Erath County Appraisal District. See Section 1, Paragraph 4, “Immediate Family” for definition of immediate family.

10. Methods of Payment

Salaries and wages shall be paid on a biweekly basis and shall be made by check on Wednesdays. Amended December 9, 2003, effective January 1, 2004

In the event an employee begins, terminates, or is off without pay, the month's salary will be computed as follows:

The salary will be computed at an hourly rate x 8 hours per day x the number of days worked.

11. Temporary Employees

Temporary employees shall not be entitled to any benefits except retirement. Temporary employees are required to be processed by Personnel the same as any regular employee. If an employee is changed from temporary to permanent status, he shall be given service credit for sick leave, vacation leave, and other benefits that are allowed regular employees, retroactive to his original date of continuous service. This shall not include retirement and life insurance benefits which shall necessarily start with the date that he was placed on permanent status.

12. State of Texas New Hire Program

Effective 10-1-88, in accordance with the Federal Personal Responsibility and Work Opportunity Act (PRWORA) of 1996, all Texas Employers will be required to report certain information on newly hired and rehired employees to a State Directory of New Hires.

13. Equal Employment Opportunity/Affirmative Action Policy

The District is an Affirmative Action employer. It is the District's policy to affirmatively offer equal opportunity to all qualified employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or veteran status. We will take positive action to ensure fulfillment of this policy in all areas, including, but not limited to: hiring, placement, promotion, transfer or demotion, recruitment, wage rates or other forms of compensation, and selection for training, layoff or termination. We seek to obtain individuals qualified for a position by virtue of job-related education standards, training, experience and personal qualifications.

SECTION III

PROMOTION, EDUCATION, AND SEPARATIONS

1. Education

The Erath County Appraisal District will pay for costs involved in an appraiser attending required schools.

2. Promotion

Employees are encouraged to take advantage of promotional opportunities by qualifying themselves for advancement and by a high level of job performance, service, interest, and loyalty.

3. Termination

a. Termination of Employment

The Appraisal District is an “at will” employer and each employee serves at the will of the chief appraiser and may be terminated with or without cause.

b. Layoff

Employees shall be laid off where necessary due to changes in duties or lack of work or funds.

When layoffs are required, they shall be based first, on demonstrated job performance and efficiency, and second, on length of service with the Erath County Appraisal District. Layoff shall not be considered as disciplinary action. Whenever possible, a two-week written notice of layoff shall be given by the Appraisal District.

c. Resignation

Any employee may leave the service in good standing by submitting his resignation to his supervisor at least 10 working days before leaving.

d. Retirement

The Erath County Appraisal District provides a retirement plan for all employees as explained in Section VII, paragraph 9. The Erath County Appraisal District encourages individuals to retire not later than 70 years of age. An employee may continue past the age of 70 with yearly approval of the Chief Appraiser.

SECTION IV

WORKING HOURS, ATTENDANCE, AND VACATION

1. Work Week

The working time per week shall be forty hours with special provisions made in sections that require additional hours to meet existing conditions or emergency contingencies.

2. Hours of Work

The hours during which Appraisal District offices shall be open for business shall be 8:00 a.m. to 5:00 p.m., as determined by the Chief Appraiser.

3. Attendance

Employees shall be at their place of work in accordance with these rules and general regulations. The District shall maintain daily attendance records of employees.

4. Overtime

Employees shall work overtime when necessary, and overtime on any job shall be allocated as evenly as possible among all employees qualified to do the work.

5. Holidays

In the regular November meeting or as soon thereafter as possible, the Board of Directors will approve the succeeding years calendar, stating holidays to be observed by employees and also office closing.

The following holidays shall be declared official holidays for Erath County Appraisal District employees unless the Board of Directors chooses to amend this schedule in regular session:

- New Year's Day
- Martin Luther King Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day & Friday after*
- Christmas Eve & Christmas Day*

In conjunction with Christmas there will also be three (3) additional days immediately before or after the set holidays in which the office will remain open with one-half staff to be arranged by the Chief Appraiser.

- a. When an official holiday occurs on a scheduled workday of a part-time employee, such employee will not receive pay for the holiday.
- b. Employees wishing to observe religious holidays not listed hereon shall at their option be given time off without pay or have the time charged to their vacation.
- c. When a holiday appears on Saturday, it will be observed on Friday before that Saturday. If it appears on Sunday, it will be observed on the following Monday, or on the day the Chief Appraiser designates.

6. **Rest Periods**

If authorized by their immediate supervisors, employees may take two, 15 minute rest periods each work day. Such rest periods shall be considered a privilege and not a right, and shall never interfere with proper performance of the work responsibilities and work schedules of each department.

7. **Vacation**

Full-time, twelve months employees shall be eligible for ten (10) working days vacation with pay, each year. After five (5) years of qualifying employment, vacation time will increase to fifteen (15) working days. After ten (10) years of qualifying employment, vacation time will increase to twenty (20) working days. However, the total of any current vacation earning plus any carry over vacation earning may not exceed twenty (20) working days.

Furthermore, the vacation shall be scheduled by the administrator-in-charge to accommodate appraisal district needs throughout the year. In considering previous employment experience toward qualifying vacation employment, discretion will be entirely the decision of the Chief Administrator.

8. Longevity Reward

All full-time regular employees shall be eligible for longevity pay upon completion of one (1) year of continuous service. To be eligible for longevity pay a full-time regular employee must have one year of service prior to December 31. Longevity pay is related solely to the length of total service with the District and is in addition to their regular salary.

Longevity pay shall equal \$5.00 per month for each completed full month of employment with pay. Longevity pay will be paid in a separate check as a single lump sum in December of the year in which it was earned. If an employee is out on unpaid Family and Medical leave or Military leave during the year, he or she will not receive longevity credit for the unpaid portion of the leave. An employee on short term disability leave will not receive credit for months while on leave. The longevity payment will be calculated on a pro rata basis for only the number of months actually worked.

Employees who terminate employment with the District prior to the December payment date will not receive longevity pay. An individual who terminates employment with the District and is rehired within one year will have years of service reinstated for calculation of longevity pay.

Part time and temporary employees will not receive longevity. If a temporary employee becomes a regular employee, the longevity benefit will be calculated from the day of employment.

An employee on short term disability leave, military leave or FMLA leave in December when the longevity pay is disbursed will receive their longevity check with the first pay check upon returning to work. If the employee does not return to work for the District, he or she will not receive a longevity payment.

In addition to receiving longevity pay, for every 5 years of continuous service, an employee will receive a service plaque.

SECTION V

LEAVE BENEFITS

1. Sick Leave

The Appraisal District will participate in a local free time sick leave policy, which stipulates the following criteria:

- a. Twelve (12) days per year are allowed for sick leave.
- b. Said leave accumulates at the rate of one day for each calendar month of employment.
- c. Said leave will apply to the illness of the employee and immediate family living in the home only and cannot be used for any other purpose.
- d. Said leave may be used, not to exceed five (5) days, for the death of a member of the immediate family (consanguinity or affinity). The immediate family includes husband, wife, son, daughter, father, mother, brother, sister, grandparents, grandchildren, or other persons who may be residing in the covered employee's household at the time of death.
- e. Any accumulated sick leave unused upon the resignation or termination of employment will not be compensated. The Chief Appraiser retains the right to require a doctor's statement of illness if circumstances warrant.
- f. Should an employee be absent in excess of the accumulated free time, then a full day's pay will be deducted for each day of absence.
- g. Any person that is absent for personal reasons which is not approved by the Chief Appraiser will have a full day's pay deducted from his salary.

2. Civic Duties

All employees entitled to vote at National, State, County, or Municipal elections may, when necessary, be allowed sufficient time off with pay to exercise this right.

3. Jury Service or Court Leave

Employees who are required by due process of law to render jury service or court service shall receive their regular pay during such period, and the time spent in such service shall be reported as Jury Service or Court Leave. An employee may retain his compensation for this service.

4. Leave of Absence

A leave of absence may be authorized by the Chief Appraiser when circumstances warrant it. Examples of when leave of absence may be authorized are (1) extended illness of employee (2) extended illness of a member of the immediate family, or (3) pregnancy.

- a. While on leave of absence employees may keep their Health Insurance and Life Insurance by making payment of monthly premiums to the Appraisal District.
- b. No sick leave or vacation benefits will accrue during a leave of absence.
- c. Leave of absence will not constitute broken service in computing time for stability, although it will not be credited as service with the District. For example, if an employee with three years seniority was granted six months leave of absence he/she would, upon return to active employment, be credited with the three years prior service, but would not be allowed credit for the six months leave of absence.
- d. A maximum of six months will be granted for leave of absence. For employees placed on leave because of extended illness or pregnancy, the employee's availability for work at the end of leave of absence will depend on the employee's health as substantiated by the attending physician. If the employee decides not to return to work, he/she will be terminated and paid for any benefits due. In the event an employee is certified to return to work by the physician and does not do so in ten (10) days, the employee will be terminated and paid for any benefits due.
- e. When granting leave of absence, the department head will, whenever practical, recruit a temporary employee to fill in during the employee's absence. In cases where recruitment of a temporary employee is not feasible and a permanent employee is assigned, the Appraisal District will make every effort to place the employee returning from leave of absence in an equivalent job

5. Military Leave

An employee, upon proper application, may be permitted military leave. This will be granted as an authorized absence without pay.

a. Temporary Training Purposes

An employee who is a member of the National Guard or Official Militia of Texas, or member of any of the Reserve Components of the Armed Forces, shall be entitled to leave of absence from his assigned duties for a maximum of fifteen (15) calendar days in any one calendar year to participate in annual military training or naval cruises. In granting such leave of absence, the Supervisor shall require the employee to furnish a copy of his/her orders prior to departing for duty.

b. Extended Military Service

Any employee entering the regular military service may, upon application, be granted authorized absence without pay for not more than the period of such service plus 90 days immediate following date of release. Accrued sick leave and vacation leave shall be held as a credit on the employee's account.

An employee reporting from extended military leave should be reinstated in the same position or a position of equal status as previously held within 10 days after receipt of his request for reinstatement, provided the employee is physically and mentally qualified to perform the duties of his previous position and can produce evidence of honorable discharge from the military service. The request for reinstatement must be made within 90 days from the date of discharge in order for the employee to regain re-employment privileges, or the same is waived.

6. Absence Without Pay

Employees who have not completed the initial six months probation are not eligible to receive compensation for sick leave or vacation. Excused absences during this period shall be without pay.

An employee who is absent from work without permission shall be charged with "absence without pay". An employee who fails to justify such absence to his supervisor may be disciplined or terminated if the situation warrants it.

7. Effect of Leave

When any leave of absence without pay exceeds time worked or its equivalent in any month, service credit for all employment privileges shall cease until active employment is resumed.

8. Special Leave With Pay

The Chief Appraiser may grant employees special leave with pay and per diem expenses to attend professional conferences, conventions, or short schools, or to visit other Appraisal Districts in the interest of the Erath County Appraisal District. Such employees shall properly complete an expense allowance form as prescribed by the District.

9. Emergency Leave

An employee may be granted emergency leave with pay for not more than three (3) working days in one calendar year in case of death of a member of his or her immediate family. Immediate family in this case means the employee's husband, wife, son, daughter, father, mother, father-in-law, mother-in-law, sister-in-law, sister, brother, brother-in-law, grandfather, grandmother, grandchildren, aunt, uncle, nephew, niece, or any other blood relative who is an actual member of the employee's household.

Emergency Leave is not dependent upon the job status of an employee or length of service.

10. Absentee Reports

All absences will be reported on appropriate appraisal district forms.

SECTION VI

RESPONSIBILITY, DISCIPLINE, & GRIEVANCES

1. Working Relationships

It will be the duty of each employee to maintain high standards of cooperation, efficiency and economy in his work for the Erath County Appraisal District. Supervisors will organize and direct the work of their units to achieve these objectives when work habits, attitude, production or personal conduct of an employee falls below a desirable standard, supervisors should point out the deficiencies at the time they are observed by counseling the employee. These counseling sessions must be recorded on a "Disciplinary Counseling Form" and submitted to become a permanent part of the employee's personnel file.

Warning in sufficient time for improvement will precede formal discipline. However, nothing of this section will prevent immediate formal action whenever the interest of the Erath Appraisal District requires it.

2. Outside Employment

An employee of the Erath Appraisal District shall not engage in outside employment, including self-employment, where such employment would constitute a conflict of interest or would adversely affect the employee's performance of his/her duties with the Erath County Appraisal District.

Requests for outside employment must be approved in each case by the Chief Appraiser or his representative and a copy must be filed in employee's personnel records. Failure to register outside employment as indicated above may be grounds for disciplinary action.

3. Demotion

The Chief Appraiser has the authority to demote an employee at his discretion as to what is in the best interest of the Appraisal District.

If a supervisor has clear indication that an employee has been classified in error and cannot handle the responsibilities of a certain job, it might be to the Erath Appraisal District's advantage to demote this individual and transfer him to a position that he is more suited for and perhaps can advance in that direction more rapidly.

4. Employee-Employer Problem Solving Procedures

As human beings work together, some conflicts and problems are inevitable. The purpose of this procedure is to assure employees that their work connected problems or disagreements will be considered fairly and without undue delay, and that any employee who presents a complaint in good faith and in a reasonable manner shall be free from any restraint, interference, discrimination or reprisal there from regardless of its merit. It is expected that this procedure will encourage employees to discuss employment problems with their supervisor, thereby providing a basis to talk over matters of mutual interest, to explain, to make adjustments, if necessary, and to foster better understanding between understanding employees and their supervisors. This should be the best way to identify and remove causes of misunderstanding and grievances which in turn should lead to a better understanding by both employee and supervision of policies, procedures and practices which affect employees. Finally, the Erath Appraisal District is dedicated to providing a wholesome cooperative atmosphere conducive to employee satisfaction and pride in achievement of personal goals.

5. Discipline of Employees

The orderly direction of personnel includes the administration of discipline by supervision. To help us continue operating in a safe, orderly, and effective manner, certain rules and regulations are necessary. Employees who fail to abide by these established rules and regulations will be subject to corrective discipline or dismissal. "Corrective discipline (which precludes or falls short of dismissal) may range from a simple or timely warning (Disciplinary Counseling) for minor offenses or omissions to, and including, disciplinary suspensions without pay for more serious or repeated infractions. Immediate dismissal without previous warning may result in cases of major infractions. Also, repeated infractions or uncorrected conduct may result in dismissal. The severity of any disciplinary action shall be the decision of the Chief Appraiser.

The following are representative causes which may justify disciplinary action including dismissal. No attempt has been made to list all causes for disciplinary action nor has an attempt been made to list the causes in order of severity or seriousness.

- a. Habitual absenteeism or tardiness.
- b. Committing any act of violence, fighting, brawling, or improper or immoral conduct while on duty or on Appraisal District premises.
- c. Disobedience to or insubordination to persons with authority to direct.
- d. The willful damage of Appraisal District property or property of others.
- e. The willful or repeated violations of safety regulations.
- f. The possession of use of intoxicating liquor or narcotics on duty or on Appraisal District premises or reporting to work under the influence of intoxicants or narcotics.

- g. Falsification of personnel, medical, or other records, the omission of pertinent facts, or giving false testimony.
- h. Refusal to perform work as directed or willful neglect of duty.
- i. Conduct outside of work of a criminal, dishonest, or immoral nature; habitual use of intoxicants to excess, addiction, or conduct which would reflect unfavorably toward the Appraisal District.
- j. Circulating petitions, distributing literature, or posting of notices or signs without specific approval on Appraisal District premises or while on duty hours.
- k. Violation of the Solicitation, Ethics, Standards of Conduct, or Sexual Harassment provisions of this manual.

6. Grievances – Informal Procedure

If any employee has a grievance, he or she should proceed with it through the chain of command by submitting his/her grievance, either in writing or personal appearance, to his/her Chief Appraiser.

The Chief Appraiser will make every attempt to answer or dispose of an employee's request or grievance. Pursuant to Section 6.05, Texas Property Tax Code, with the exception of the Chief Appraiser, all decisions concerning the employment of the personnel of the Appraisal District, are to be the responsibility of the Chief Appraiser, and his decisions concerning such matters are final.

SECTION VII

TRAVEL, CONFERENCE AND/OR TRAINING EXPENSE

1. General Policy

The following policies for travel, conference, and/or training expenses are hereby established and are to be compiled with to their fullest extent. The maximum allowance for travel per diem, conference, and/or training expense is subject to change by the Appraisal District Board of Directors from to time. Therefore, the current allowances for travel, per diem, conference, and/or training expenses will be on the expense report or referenced with the Chief Appraiser.

- a. **Personnel Affected** – All Erath County Appraisal District employees, regardless of classification, are affected by this policy statement. In cases of necessity, however, the Chief Appraiser or a person so authorized by him may perform the procedural mechanics of this policy.
- b. **Approval** – Subject expenditures shall be allowed for only approved budget items and are not to exceed the individual appropriations set forth in the budget.

All requests or expenditures, advances, etc. must have the approval of the employee's immediate supervisor and the Chief Appraiser. In cases where expenditures for travel, etc., exceed appropriated funds, the Chief Appraiser's approval must be obtained in accordance with paragraph C.

- c. **Unanticipated or Substitution of Travel Expenses**

Unanticipated travel, conference, and/or training expenses may be approved by the Chief Appraiser. In such cases, approval will be made only if surplus funds are available from within the District's budget, and/or where it is deemed the best interest of the Erath Appraisal District will be served by such authorization. Approval request is to be made in the form of a memorandum to the Chief Appraiser.

Substitution of approval, conference, and/or training may be requested provided the substitution is not in excess of the original appropriation for which subject substitution is made. Request for substitution permission is to be made in the form of a memorandum setting forth the reasons and justification for said substitution. The memorandum is to be directed to the Chief Appraiser.

- d. **Advances** – Requests for advances may be made and should be submitted to the accounting department prior to date subject advance is required. Such request should, at the time of presentation, comply with all necessary requirements as to approval, signatures, etc. Advances shall not be made in the excess of the approved appropriations or in excess of the unencumbered amount unless additional funds have been approved.

2. **Per Diem Allowance Basis**

- a. **Personnel** will be reimbursed for the cost of room. Accommodations should be at the host site.
- b. **Per Diem in Lieu of Actual Subsistence** – The per diem in lieu of subsistence is to cover all expenses on account of travel other than transportation, lodging, and certain types of miscellaneous expenditures described in paragraph 3. The per diem allowances would include all charges for meals and all tips.
- c. **Per Diem Adjustment** – The per diem allowances – provided in these regulations represent the maximum allowable. It is the responsibility of each employee to request only such per diem allowances as are justified by the circumstances affecting the travel. To this end, care should be exercised to prevent the fixing of per diem rates in excess of those required to meet the necessary authorized subsistence expenses.
 1. In computing the per diem in lieu of subsistence for continuous travel of more than 24 hours, the calendar day (midnight to midnight) will be the unit.

For travel of less than 24 hours when a night's lodging is not required, the per diem rates should be adjusted downward to reflect the fact that the person receiving per diem does not incur cost for lodging and is entitled only to an allowance for subsistence expenses other than lodging.

3. **Approved Expenditures**

a. **Transportation**

1. **Plane** – Standard policy for airline travel will be less than first class unless it is not available. Round trip tickets shall be purchased when possible and advantageous to do so. Unused transportation tickets should be returned to the Erath County Appraisal District in order that the reimbursement may be affected.
2. **Automobile** – Use of personal cars may be approved when the convenience of the Erath County Appraisal District is served and under certain circumstances when the convenience of the employee is served. When personal automobiles are used, actual fuel expense will be reimbursed.
When personal automobiles are approved for the convenience of the employee, total mileage shall in no case exceed the cost of less than first class air passage if such service is available. If less than first class air passage is not available, subject allowance shall be determined by the Chief Appraiser.

- b. **Registration Fees** – Conference and/or training registration fees will be paid in full by the Erath County Appraisal District in addition to per diem allowance.

- c. **Official Long Distance Calls** – Charges for long distance telephone calls on official business will be allowed, provided the call is charged to the appropriate phone number used for long distance calls.
- d. **Expenses Relative to Offices or Chairmanships of Various Organizations; Regional, State, or National** – Expenses arising from subject travel will be paid by Erath County Appraisal District provided travel expenses are not paid by the organization. These expenses will be on an actual cost (lodging) and per diem basis. Subject trips, however, must receive approval of the Chief Appraiser, and are restricted to governmental and educational organizations.

4. **Procedure**

Expense forms are to be submitted to the accounting office when an advance is requested. All expense forms are to be routed for authorization to the employee's immediate supervisor and the Chief Appraiser in the foregoing order:

The Chief Appraiser's authorization must appear on all forms, including any of the following:

- a. Proposed expenses that are not budgeted.
- b. Proposed expenses exceeding budgeted funds.
- c. Mileage requested for use of personal car.

SECTION VIII

MISCELLANEOUS PROVISIONS

1. Availability of Regulations

A copy of these personnel regulations will be provided each employee at the time of employment and he/she will sign for it to verify receipt.

2. Personnel Records

Personal history records of all employees shall be maintained and shall be available for inspection to the employees concerned and the proper Erath County Appraiser District Officials. It shall be the responsibility of the employee to update his/her records with additional information such as education/training accomplishments.

3. Solicitations

Solicitations of funds of any character or for any purpose whatsoever shall not be permitted by or of Erath County Appraisal District employees on the job except with the express permission of the Chief Appraiser. Salesman and solicitors will be discouraged from using the employee's work time to conduct personal business without prior approval of the Chief Appraiser or the employee's immediate supervisor.

4. Ethics Policy

It is the policy of the Erath County Appraisal District that the officers and employees of the district be independent, impartial, and responsible to the taxpayers of Erath County; that public office or employment not be used for personal gain; and that state laws applicable to the conduct of public officials be observed. Policies and procedures of the Appraisal District are adopted in affirmation of these goals.

5. Standards of Conduct

An employee of the district shall not, in his official capacity, transact any business with any person, business entity, or property in which he has a substantial interest.

An employee shall not accept or solicit any gift or favor that might reasonably tend to influence that individual in the discharge of his official duties.

An employee shall not use his official position with Erath County Appraisal District to secure a special privilege, consideration, or exemption for him self or others, or to secure confidential information for any purpose other than official responsibilities.

An employee shall not use district facilities, personnel, equipment, or supplies for private purposes, except to the extent such are lawfully available to the public.

An employee shall not participate in the appraisal of property in which he has an interest (to include ownership, lien holder, or any other interest). The employee shall refer such property directly to the Chief Appraiser.

An employee shall not use information received in connection with his official position for his own purposes or gain unless such information can be known by ordinary means to any ordinary citizen.

An employee who violates any requirement of this policy shall be subject to review and action by the Chief Appraiser.

6. Policy Statement on Sexual Harassment

The purpose of this policy is to inform all employees that sexual harassment in the work place is strictly prohibited.

a. Definition

Sexual harassment is defined by Equal Employment Opportunity Commission guidelines as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature if:

1. Submission to this conduct is an explicit or implicit term or condition of an applicant's employment;
2. Submission to or rejection of this conduct is a basis for offering career opportunities to an employee; or
3. The conduct has the purpose or effect of substantially interfering with an employee's work performance or creating an intimidating, hostile, or offensive work environment.

b. Responsibilities

The Erath County Appraisal District is committed to a work place free of sexual harassment.

Prevention is the most effective tool for eliminating sexual harassment. The Chief Appraiser should ensure that all employees are informed of this policy and institute immediate and appropriate corrective action if such prohibited conduct is exhibited.

All Erath Appraisal District personnel are responsible for immediately reporting acts of sexual harassment to their immediate supervisor or the Chief Appraiser. Failure to report such conduct may result in a reprimand. If the complaint is valid, depending on the severity of the conduct, the Chief Appraiser may take disciplinary action in accordance with the disciplinary procedures established in the district personnel policies.

7. **Government Laws**

The Erath County Appraisal District complies with state and federal employment laws. The laws are posted in a convenient place for all employees to review.

8. **Smoking Policy**

Smoking is prohibited in the Erath County Appraisal District building at any time.
(24 hours a day, 7 days a week)

SECTION IX

JOB DESCRIPTIONS

TITLE: CHIEF APPRAISER

Qualifications

The Chief Appraiser shall possess at least a registered Professional Appraiser's designation with five years experience in the related field of office administration.

A valid certificate issued by the Texas Board of Tax Assessor Examiners shall be a requirement of this position.

Appointment

The board of directors shall appoint the Chief Appraiser of the district for a term not to exceed two years.

Role and Function

The Chief Appraiser of the district shall function as the chief executive officer of the board of directors and as the administrative head, appraisal and educational leader of the district.

Authority and Responsibilities

The Chief Appraiser of the district shall be delegated the proper authority by the board of directors to perform the functions and responsibilities of the position. The specific duties and responsibilities of the Chief Appraiser shall be as defined under General Role described on pages 29-33 of this Exhibit, which should serve as the basic instrument for evaluating the job performance of the Chief Appraiser.

Accountability

The Chief Appraiser shall be directly accountable to the board of directors of the Erath County Appraisal District in the discharge of the duties and responsibilities of the position. All other personnel of the system shall be accountable to the board of directors through the Chief Appraiser.

General Role

In general the role of the Chief Appraiser in district operation shall be one of leadership, administration, and management. In this connection the specific duties and responsibilities of the position shall be as follows.

1. Act as the chief executive officer of the board of directors:
2.
 - A. Attend all meetings of the board of directors and participate in all its deliberations, except in special meetings when the chief appraiser's contract, salary, and job performance are being considered.
 - B. Assist and advise the board of directors in developing operational policies and plans, and recommend policies to the board.
 - C. Administer all board policies systematically and efficiently.
 - D. Prepare, keep current, and up-to-date handbooks of written district board policies, and administrative procedures for the operation of the system.
 - E. Develop and implement procedures to properly inform the board of directors concerning the status and progress of appraisal program plans, policies, and operations.
 - F. Work at all times, in the administrative and management of the program, within the framework and authority of established and recorded policies of the board of directors.
3. Develop and monitor a comprehensive master planning system for the total district operation cooperatively with the Erath County Appraisal District board of directors, citizens, and Erath County Appraisal District staff members.
4. Establish and maintain an administrative organizational structure and delegate functions, responsibilities, and authority to others for carrying out the policies and procedures of the system and for achieving the goals and objectives of the operation.
5. Develop and maintain a comprehensive personnel management system for the total district operation.
 - A. Assume direct responsibility to the Board of Directors for the appointment, assignment, and job performance evaluation of all personnel of the appraisal district system.

- B. Develop, or cause to be developed, for board approval, a written job definition for all district personnel to serve as the basic instrument for evaluating performance.
 - C. Annually, the Chief Appraiser shall present to the Board of Directors, for approval, a compensation and rewards schedule for all district personnel for the upcoming year.
 - D. Serve as the representative of the Board of Directors in all consultations with employees regarding all employee relations.
 - E. Periodically, the Chief Appraiser should report to the Board of Directors concerning the operation and effectiveness of the appraisal district's personnel management system including such areas and items as: procurement, placement, in-service, evaluation, morale, and personnel relations.
6. Develop and maintain a system for efficient management of the fiscal and business affairs of the district including such areas as following: budgeting; purchasing, requisitioning, and payroll; accounting, auditing, and reporting; fiscal data/ records; and district bonding.
- A. Assume direct responsibility to the Board of Directors for developing plans and procedures for the assessment and appraisal of all taxable property.
 - B. Plan and implement a sound and effective financial reporting system to keep the Board of Directors, taxing entities, district personnel, and the public legally and properly informed concerning the financial status and progress of the district at all times.
7. Develop and direct plans and procedures designed to establish and maintain a climate of understanding, cooperation, and interaction within the district system and between it and its many publics to develop understanding, confidence, and support.

- A. Cooperate with various related groups, community organizations, and agencies in disseminating information and data concerning the appraisal program.
 - B. Develop a detailed plan of communication with all local news media relative to all phases and areas of the district operation, designed to keep the public informed.
 - C. Plan and direct in cooperation with the Board of Directors a systematic approach to disseminating plans, information, and data to the public through speeches, articles, communications, and other media.
 - D. Develop plans to effectively utilize all elements of the district operation, personnel, programs, finance, to improve communications and community relations.
8. The Chief Appraiser may delegate certain responsibilities and authority to others for performing specific functions of the Chief Appraiser. Such delegation, however, does not relieve the Chief Appraiser of the overall and direct responsibility to the board of directors.
9. Discharge other duties and responsibilities from time to time, which may be assigned by the Board of Directors.

CHIEF APPRAISER SELECTION AND CONTRACT PROCEDURES

The Chief Appraiser of the district shall be selected by the Board of Directors.

The terms of the contract should be set by the Board of Directors in accordance with the statutes of the State of Texas. Contract renewal of the Chief Appraiser should be an agenda item to be considered at the regular meeting of the Board of Directors in April. At this meeting or immediately following it, the Chief Appraiser should be notified concerning the terms of the new contract, or advised of the board's intention not to extend his present contract.

CHIEF APPRAISER PERFORMANCE EVALUATION

The Board of Directors shall keep the Chief Appraiser informed as to whether or not the kind of job being done is satisfactory in terms of standards of performance.

Standards of performance shall consist of position specifications job definitions, performance objectives and written notification of performance shortcomings.

An evaluation of the Chief Appraiser shall be held annually at a regular meeting of the Board of Directors. The written job definition shall be the primary frame of reference in evaluating the job performance of the Chief Appraiser along with other appropriate written performance standards.

The Chief Appraiser shall be given a report of the evaluation and shall be given a reasonable length of time to correct any performance weakness or deficit.

CHIEF APPRAISER PROFESSIONAL GROWTH

The Chief Appraiser of the district is encouraged to attend conventions, conferences, seminars, university classes, and other activities, which may be held for the district; and is further encouraged to visit other districts in order to keep in close contact with all positive movements in appraisals and to keep the board informed about such movements.

TITLE: SYSTEM ADMINISTRATOR

General Summary

Works with computer system to coordinate data and reports as required. Must have good working knowledge of appraisal district accounting. Supervise all clerical employees.

Essential Duties and Responsibilities

1. Help taxpayers.
2. Answer the phone.
3. Manipulate and control all computer data for reports and value rolls.
4. Data entry.
5. Accounts payable, receivable, and payroll as needed.
6. Working with budget reports.
7. Word processing correspondence as required.
8. Filing.
9. Distribute workload evenly among staff.
10. Manage clerical workload among clerical staff to reach specified deadlines.
11. Any other duties required to fulfill job.

PERSONNEL SPECIFICATIONS

Experience and Qualifications

Prior experience working with computers and accounting systems is a must.

Job Knowledge

Must be able to type, understand computer systems and set up appraisal records. Must learn terminology and be able to explain records to the public. Must know how to file and operate all business machines. Special expertise in computer reports must be gained.

Physical Demands

Sitting at desk most of the day. Standing and walking short distances in office. Handling papers, files, and office equipment. Must also be able to crouch, kneel, and stoop when filing. Vision must be correctable sufficient to read and decipher words and numbers. Hearing and speaking must be adequate to communicate with taxpayers.

Special Demands

Able to work under frequent interruptions. Capable of working with numbers and details. Able to work with others, or alone. Individual should be responsible, tactful, have and maintain a good sense of humor and patience. Needs pleasant personality. Must have good grooming as to give good impression to taxpayers and public. Good telephone personality is important.

TITLE: SENIOR APPRAISER

General Summary

Assist Chief Appraiser in providing direction and supervision to appraisal staff. Good appraisal district knowledge is a must. Will be in charge when Chief Appraiser is not available. Management ability, computer knowledge and the ability to explain complex issues will be general requirements of this position.

Essential Duties and Responsibilities

1. Handle appraisal problems and issues of the appraisal staff through chief appraiser.
2. Gather sales and maintain sale files.
3. Develop techniques to modify appraisal process and present to Chief Appraiser.
4. Oversee field work and coordinate reappraisal process.
5. Modify cost schedules with Chief Appraiser approval.
6. Annually prepare sales ratio study.
7. Help explain appraisals to public.
8. Help with field work.
9. Any other duties as assigned by Chief Appraiser.

PERSONNEL SPECIFICATIONS

Experience and Qualifications

Bachelor's Degree in Business Administration, Public Administration, Business Management or comparable and minimum 5 years in appraisal field. Must have RPA and work towards advancing in appraisal field.

Job Knowledge

Must be able to apply the three approaches of appraisal to properties in arriving at fair market value. Must possess expertise in computers and office machines. Senior Appraiser should be familiar with all concepts of appraisal and be able to apply knowledge towards mass appraisal techniques.

Physical Demands

Hearing, speaking, and vision must be adequate to communicate with taxpayers. Must maintain a valid Texas Drivers license.

Special Demands

Able to work with frequent interruptions. Must be self-motivated to do field work and keep up with work schedules. Must be pleasant on the phone. Pleasant personality and disposition under stressful situations. Able to accurately relay information. Must be tactful and professional. Must have good grooming to leave proper impression with public.

TITLE: RESIDENTIAL APPRAISER

General Summary

Responsible for field work and appraisals of property.

Essential Duties and Responsibilities

Estimate market value of parcels within our jurisdiction

1. Measure and classify additions and new constructions.
2. Explain and justify taxpayers problems and questions.
3. Gather sales data for sales file.
4. Make physical inspections of property.
5. Make all calculations necessary to adjust individual accounts.
6. Help public in office with appraisal questions.
7. Take photos of improvements.
8. Field check ag applications & prepare for data entry.
9. Any other duties required to fulfill job.

PERSONNEL SPECIFICATIONS

Experience and Qualifications

B.S. or minimum of 5 years experience in appraisal or related field. Must work towards state certification.

Job Knowledge

Must know principles of appraisal. Knowledge of computer terminals and business machines. Must advance in appraisal field towards RPA designation.

Physical Demands

Hearing, speaking, and vision must be adequate to communicate with taxpayers. Must maintain a valid Texas Drivers license.

Special Demands

Able to work with frequent interruptions. Must be self-motivated to do field work and keep up with work schedules. Must be pleasant on the phone. Pleasant personality and disposition under stressful situations. Able to accurately relay information. Must be tactful and professional. Must have good grooming to leave proper impression with public.

TITLE: PERSONAL PROPERTY APPRAISER

General Summary

Responsible for field work and appraisals of property.

Essential Duties and Responsibilities

1. Estimate market value of parcels within our jurisdiction
2. Measure and classify additions and new constructions.
3. Explain and justify taxpayers problems and questions.
4. Gather sales data for sales file.
5. Make physical inspections of property.
6. Make all calculations necessary to adjust individual accounts.
7. Help public in office with appraisal questions.
8. Take photos of improvements.
9. Field check ag applications & prepare for data entry.
10. Any other duties required to fulfill job.

PERSONNEL SPECIFICATIONS

Experience and Qualifications

B.S. or minimum of 5 years experience in appraisal or related field. Must work towards state certification.

Job Knowledge

Must know principles of appraisal. Knowledge of computer terminals and business machines. Must advance in appraisal field towards RPA designation.

Physical Demands

Hearing, speaking, and vision must be adequate to communicate with taxpayers. Must maintain a valid Texas Drivers license.

Special Demands

Able to work with frequent interruptions. Must be self-motivated to do field work and keep up with work schedules. Must be pleasant on the phone. Pleasant personality and disposition under stressful situations. Able to accurately relay information. Must be tactful and professional. Must have good grooming to leave proper impression with public.

TITLE: COMMERCIAL APPRAISER

General Summary

Responsible for field work and appraisals of property.

Essential Duties and Responsibilities

1. Estimate market value of parcels within our jurisdiction
2. Measure and classify additions and new constructions.
3. Explain and justify taxpayers problems and questions.
4. Gather sales data for sales file.
5. Make physical inspections of property.
6. Make all calculations necessary to adjust individual accounts.
7. Help public in office with appraisal questions.
8. Take photos of improvements.
9. Field check ag applications & prepare for data entry.
10. Any other duties required to fulfill job.

PERSONNEL SPECIFICATIONS

Experience and Qualifications

B.S. or minimum of 5 years experience in appraisal or related field. Must work towards state certification.

Job Knowledge

Must know principles of appraisal. Knowledge of computer terminals and business machines. Must advance in appraisal field towards RPA designation.

Physical Demands

Hearing, speaking, and vision must be adequate to communicate with taxpayers. Must maintain a valid Texas Drivers license.

Special Demands

Able to work with frequent interruptions. Must be self-motivated to do field work and keep up with work schedules. Must be pleasant on the phone. Pleasant personality and disposition under stressful situations. Able to accurately relay information. Must be tactful and professional. Must have good grooming to leave proper impression with public.

TITLE: ASSISTANT SYSTEMS ADMINISTRATOR & ACCOUNTING CLERK

General Summary

Handles all aspects of appraisal district accounting needs including payables, receivables, payroll, and budgetary. Needs good working knowledge of system administration. Keep absence and vacation forms current for payroll.

Essential Duties and Responsibilities

1. Help taxpayers.
2. Answer telephone.
3. Perform all accounting duties and reports.
4. Data entry.
5. Word processing correspondence.
6. Have knowledge of system administration functions to create reports, rolls, etc.
7. Working with budget reports.
8. Help with ARB as needed.
9. Handle all purchase orders.
10. Handle all absence reports.
11. Handle all Workmen's comp, IRS, & TEC quarterlies.
12. Handle applicant & employee files.
13. Handle all insurance claims.
14. Keep up with current payroll.
15. All other duties required to fulfill position.

PERSONNEL SPECIFICATIONS

Experience and Qualifications

Prior experience working with computers and accounting systems is a must.

Job Knowledge

Must be able to type, understand computer systems and set up appraisal records. Must learn terminology and be able to explain records to the public. Must know how to file and operate all business machines. Special expertise in computer reports must be gained.

Physical Demands

Sitting at desk most of the day. Standing and walking short distances in office. Handling papers, files, and office equipment. Must also be able to crouch, kneel, and stoop when filing. Vision must be correctable sufficient to read and decipher words and numbers. Hearing and speaking must be adequate to communicate with taxpayers.

Special Demands

Able to work with frequent interruptions. Capable of working with numbers and details. Able to work with others, or alone. Individual should be responsible, tactful, have and maintain a good sense of humor and patience. Needs pleasant personality. Must have good grooming as to give good impression to taxpayers and public. Good telephone personality is important.

TITLE: GIS ADMINISTRATOR

General Summary

Maintain current mapping and deed record system.

Essential Duties and Responsibilities

1. Help the taxpayer.
2. Help the appraisers.
3. Keep aerials updated.
4. Make maps for the districts use.
5. Input parcel information (Metes and Bounds).
6. Work with surveyors, for updated survey information.
7. Maintain plat files.
8. File conversion for digital data from outside sources.
9. Digitize data from maps.
10. Locate and identify structures for digital maps.
11. Order supplies, parts, etc. as needed.
12. Any other duties required to fulfill job.

PERSONNEL SPECIFICATIONS

Experience and Qualifications

Previous experience with deeds, mapping system and/or computer systems is helpful.

Job Knowledge

Must be able to type, understand computer system and set up appraisal records. Must learn terminology and be able to explain records to the public. Must know how to file and operate business machines. Special expertise in mapping system must be gained.

Physical Demands

Sitting at desk most of the day. Standing and walking short distances in office. Handling papers, files, and office equipment. Must be able to type. Must also be able crouch, kneel, and stoop when filing. Vision must be correctable sufficient to read and decipher words and numbers. Hearing and speaking must be adequate to communicate with taxpayers.

Special Demands

Able to work under frequent interruptions. Capable of working with numbers and details. Able to work with others, or alone. Individual should be responsible, tactful, have and maintain a good sense of humor and patience. Needs pleasant personality. Must have good grooming as to give good impression to taxpayers and public. Good telephone personality is important.

TITLE: DEEDS CLERK

General Summary

Process all deeds from county clerk's office.

Essential Duties and Responsibilities

1. Help taxpayers.
2. Gather deeds and other recorded documents that change title.
3. Make changes in database to reflect what the deeds call for.
4. Research where necessary.
5. Make changes using worksheets and folders.
6. Utilize personnel in the office, surveyors, and other appraisal districts.
7. Assist appraisers on questions about deeds.
8. Go pick up deeds from title companies, courthouse, etc.
9. Transfer applicable photos, etc., to new folders.
10. Make new folders if needed.
11. File copies of plat, if any, with area highlighted.
12. Type letters in research.
13. Gain good working knowledge of computerized mapping systems.
14. Any other duties required to fulfill job.

PERSONNEL SPECIFICATIONS

Experience and Qualifications

Previous experience with deeds, mapping system and/or computer systems is helpful.

Job Knowledge

Must be able to type, understand computer system and set up appraisal records. Must learn terminology and be able to explain records to the public. Must know how to file and operate business machines. Special expertise in mapping system must be gained.

Physical Demands

Sitting at desk most of the day. Standing and walking short distances in office. Handling papers, files and office equipment. Must be able to type. Must also be able to crouch, kneel, and stoop when filing. Vision must be correctable sufficient to read and decipher words and numbers. Hearing and speaking must be adequate to communicate with taxpayers.

Special Demands

Able to work under frequent interruptions. Capable of working with numbers and details. Able to work with others, or alone. Individual should be responsible, tactful, have and maintain a good sense of humor and patience. Needs pleasant personality. Must have good grooming as to give good impression to taxpayers and public. Good telephone personality is important.

TITLE: ARB SECRETARY

General Summary

Record and process all ARB paperwork and scheduling. Enter all data entry changes. Keep record of all appointment of agency forms.

Essential Duties and Responsibilities

1. Help taxpayers.
2. Answer phones.
3. Enter appraisal changes from worksheets.
4. Schedule ARB appointments.
5. ARB Secretary Pro-Tem responsibilities.
6. Learn payroll as back-up.
7. Learn how to generate rolls and listings as back-up.
8. Learn accounting systems as back-up.
9. All other responsibilities associate with job.

PERSONNEL SPECIFICATIONS

Experience and Qualifications

Prior experience in data entry and computer knowledge is desired.

Job Knowledge

Must be able to type, understand computer systems and set up appraisal records. Must learn terminology and be able to explain records to the public. Must know how to file and operate all business machines. Special expertise in computer reports must be gained.

Physical Demands

Sitting at desk most of the day. Standing and walking short distances in office. Handling papers, files, and office equipment. Must be able to type. Must also be able to crouch, kneel, and stoop when filing. Vision must be correctable sufficient to read and decipher words and numbers. Hearing and speaking must be adequate to communicate with taxpayers.

Special Demands

Able to work under frequent interruptions. Capable of working with numbers and details. Able to work with others, or alone. Individual should be responsible, tactful, have and maintain a good sense of humor and patience. Needs pleasant personality. Must have good grooming as to give good impression to taxpayers and public. Good telephone personality is important.

TITLE: TAXPAYER SERVICE REPRESENTATIVE

General Summary

Responsible for helping taxpayers with appraisal information and special data entry for appraisers. Maintain current information on deed records and mobile home files.

Essential Duties and Responsibilities

1. Answer Phones.
2. Help public with general questions and keep money for copies.
3. Keep accurate, up to date mobile home files.
4. Help appraisers with entry questions and help with data entry.
5. File records.
6. Collect information on market trends from professionals when available.
7. Help with word processing needs.
8. Work all mobile home parks.

PERSONNEL SPECIFICATIONS

Experience and Qualifications

While previous experience is helpful, individuals with appropriate educational experience and a very good rapport with the public is a must.

Job Knowledge

Must be able to type and understand appraisal system. Must learn terminology and be able to explain records to the public. Must know how to file and operate business machines.

Physical Demands

Sitting at desk most of the day. Standing and walking short distances in office. Handling papers, files, and office equipment. Must be able to type. Must also be able to crouch, kneel, and stoop when filing. Vision must be correctable sufficient to read and decipher words and numbers. Hearing and speaking must be adequate to communicate with taxpayers.

Special Demands

Able to work under frequent interruptions. Capable of working with numbers and details. Able to work with others, or alone. Individual should be responsible, tactful, have and maintain a good sense of humor and patience. Needs pleasant personality. Must have good grooming as to give good impression to taxpayers and public. Good telephone personality is important.

TITLE: OPEN RECORDS OFFICER

General Summary

Responsible for helping public, both in office and on telephone. Responsible for all open records request. Scan documents, file records, data entry and processing paperwork and records.

Essential Duties and Responsibilities

1. Answer phones
2. Help public with general questions.
3. File.
4. Help with Word processing needs.
5. Controls all open record requests.
6. Scans documents as needed.
7. Data entry as assigned.
8. All other duties as assigned.

PERSONNEL SPECIFICATIONS

Experience and Qualifications

No previous experience is required.

Job Knowledge

Must be able to understand appraisal system, type and be familiar with computers and office equipment. Must learn terminology and be able to explain appraisal records to the public.

Physical Demands

Sitting at desk most of the day. Standing and walking short distances in office. Handling papers, files, and office equipment. Must be able to type. Must also be able to crouch, kneel, and stoop when filing. Vision must be correctable sufficient to read and decipher words and numbers. Hearing and speaking must be adequate to communicate with taxpayers.

Special Demands

Able to work under frequent interruptions. Capable of working with numbers and details. Able to work with others, or alone. Individual should be responsible, tactful, have and maintain a good sense of humor and patience. Needs pleasant personality. Must have good grooming as to give good impression to taxpayers and public. Good telephone personality is important.

TITLE: PART-TIME CLERICAL

General Summary

Responsible for helping public, both in office and on telephone. File records, data entry and processing paperwork and records.

Essential Duties and Responsibilities

1. Help public on phone and in office.
2. File.
3. Answer phone.
4. Data entry as assigned.
5. All other duties as assigned.

PERSONNEL SPECIFICATIONS

Experience and Qualifications

No previous experience is required.

Job Knowledge

Must be able to type and be familiar with computers and office equipment.

Physical Demands

Sitting at desk most of the day. Standing and walking short distances in office. Handling papers, files, and office equipment. Must be able to type. Must also be able to crouch, kneel, and stoop when filing. Vision must be correctable sufficient to read and decipher words and numbers. Hearing and speaking must be adequate to communicate with taxpayers.

Special Demands

Able to work under frequent interruptions. Capable of working with numbers and details. Able to work with others, or alone. Individual should be responsible, tactful, have and maintain a good sense of humor and patience. Needs pleasant personality. Must have good grooming as to give good impression to taxpayers and public. Good telephone personality is important.

**APPENDIX
EXHIBIT A
EMPLOYEE ACKNOWLEDGMENT**

I certify that I have received a copy of ECAD's Personnel Policies Manual. I will comply with all rules, instructions and policies of the District, as stated in the manual, or otherwise established orally or in writing. I further understand that all policies, rules and procedures of the District are subject to unilateral modification or discontinuance at any time, at the discretion of the District, without advance notice and without the requirement that any such change or modification be in writing.

I understand that any clarification or explanation of policies and procedures contained in this manual is available at my request from my supervisor or the Chief Appraiser.

I understand that this Personnel Policy Manual considered individually or in conjunction with any other employment document used by the District including the employment application, is not an employment contract, either expressed or implied, between the District and me. I understand that I may resign or be terminated by the District at any time without advance notice or requirement of cause. I acknowledge that any employment will be for an indefinite time period, at the will of the District, and that I have not been guaranteed continued employment. I also understand that no director, supervisor or other employee of the District has the authority to promise or guarantee me continuing employment.

ECAD's Personnel Policy Manual, dated September 13,2005, amended February 13,2007 cancels and supersedes all previous handbooks or statements of employee policies.

After reading and signing the acknowledgment attached as "Exhibit A" in the Appendix, I will **return it to the Personnel Office**.

Employee Name [please print]

Employee Signature

Date

[This copy is to be signed and returned to the Personnel Office]