



HUMBLE INDEPENDENT SCHOOL DISTRICT

Job Description

Property Tax Clerk

Page 1 of 3

Reports to:	Property Tax Manager
School/Department:	Tax Office
Pay Grade:	Office Professional/CS6
Work Days:	226
Wage/hour status:	Non-Exempt
Created/revised:	November 2025

Primary Purpose:

Provide tax office processing support in the preparation, maintenance, verification, and reconciliation of District property tax payments. Extensive work responding to taxpayer inquiries at the counter and phones including researching and resolving routine tax issues, updating account information, creating installment agreements and tax certificates. Apply established office procedures and practices. Provide office professional support to department heads and other staff members as needed.

Qualifications:

Minimum Education/Certification:

- High school diploma or GED
- Notary Public Commission or willingness to obtain

Special Knowledge/Skills:

- Knowledge of accounting, bookkeeping and banking terms and procedures
- Knowledge of collection procedures and cash handling procedures.
- Knowledge of data processing systems and business applications
- Skill in understanding and applying property tax codes and analyzing and evaluating tax rolls
- Skill in basic mathematical calculations, data entry, and detailed numerical/clerical work
- Skill in proofreading, reconciliation, account balancing, reporting large volume of numbers
- Skill in the use of keyboarding, Microsoft Word, Excel, Financial Systems (Tyler MUNIS and Spindlemedia preferred), and web-based data management systems and software packages
- Skill in use of and understanding English grammar, spelling and punctuation (written and verbal) and proofreading
- Skill in processing a high volume of transactions in a structured deadline environment.
- Skill in assisting multiple telephone and walk in customers simultaneously using proper telephone etiquette and customer service techniques in a fast, friendly, and flexible manner
- Ability to prioritize tasks and successfully maintain multiple projects simultaneously to meet specific deadlines
- Ability to comprehend complex and technical information and explain clearly to a wide variety of diverse stakeholders
- Ability to follow multi-stepped directions and implement them in your work
- Ability to work both independently and as part of a team
- Ability to understand and explain legal rule-based requirements such as the Texas Tax Code
- Ability to maintain confidentiality of privileged and sensitive information
- Ability to maintain professional behavior, appearance, and work ethic to represent the school district in a positive manner at all times
- Ability to communicate effectively with tact and diplomacy and provide a high level of customer service to administrators, District Officials, co-workers, tax attorneys, outside entities and organizations, and the general public

Experience:

- Two years (2) of experience with business exposure in any combination of property tax, payroll, accounts payable, accounting or bookkeeping; school district or government experience is preferred
- Bilingual in Spanish preferred



Major Responsibilities and Duties:

Tax Office Administration

1. Answer questions via telephone or at counter on property located in Humble ISD.
2. Answer inquiries concerning legal questions about accounts in regard to the Texas State Property Tax Code.
3. Work with outside delinquent Tax Attorneys as needed.
4. Receive all checks issued to Humble ISD, count and verify cash, prepare and process deposits, verify proper paperwork is included and proper coding for General Ledger processing.
5. Enter information into MUNIS financial system as requested.
6. Help with new year Tax Roll to include but not limited to verifying exemptions, frozen levies, deferred accounts, coding of confidential accounts, installment payers, coding of fiduciary accounts, etc.
7. Maintain and update department spreadsheets in Excel along with creating any new Excel spreadsheets needed for tracking.
8. Support the Manager in confirming that the records of the District Tax Office are being maintained, stored and disposed in accordance with federal, state and District policies and requirements.
9. Prepare correspondence and electronic documentation (scanning) for record retention.
10. Assist with annual projects as related to but not limited to overpayment write-offs and strike-offs.
11. Serve as a back-up to other clerks and specialists.

Assessment Process

1. Maintain accurate records on tax system and report revisions needed.
2. Maintain accurate records for bankruptcy filings and keep in close contact daily with delinquent Attorneys
3. Research information for taxpayers using the tax system and updates from the Appraisal District.
4. Assist with processing of refunds including, auditing all refund types, resolving any refund discrepancies between taxpayer, mortgage or title company, applying refunds, reissues and voids in the tax system, etc.
5. Process Quarterly Payer's statements and send agreements to taxpayers paying in installments.
6. Help with various Excel and system reporting as requested by supervisor.
7. Prepare financial deposit reports after each deposit is in the bank.
8. Perform all other duties as assigned, and as it relates to the process of assessing and collecting for the school district.
9. Record all deposit/batch information into monthly reports in Excel.

Payment Process

1. Process payments from customers at the service window counter and from mail.
2. Assist with sorting and documentation of return mail.
3. Apply all payments and balance checks with batch reports and prepare documents for deposit and recording.
4. Review online payments and investigate any discrepancies.
5. Handle issues that come in as correspondence to the bank lock box processing site.
6. Enter deposit information for General Ledger into MUNIS.
7. Process credit card payments daily, verify account numbers, payment received at bank or investment pool, and contact taxpayer with discrepancies.
8. Complete refund forms for accounts that have an over-payment or duplicate payment and resolve any discrepancies with taxpayer or mortgage company about duplicate payments.
9. Record all refunds on accounts when check is issued, keep files updated on posted refunds, and work with Document Center and Accounts Payable if refund check is returned and needs to be re-issued.
10. Prepare regular cash deposits to JP Morgan Chase Bank, send checks to the bank via the Scanning Deposit program.
11. Mail all correspondence, receipts and statements
12. Create payment agreements and monitor payments monthly to ensure compliance

Policies, Reports and Law

1. Compile, maintain and file all reports, records and other documents required.
2. Comply with policies established by federal and state law, State Board of Education rule and local board policy.
3. Ensure that all records of the District Tax Office are being maintained, stored and disposed in accordance with federal, state and District policies and requirements.

Communication

1. Maintain a positive and effective relationship with coworkers, supervisor, District officials and employees, tax attorneys, outside agencies and organizations, and the general public.



- 2. Provide outstanding customer service to both internal and external customers.
3. Respond to email communications from the taxpayers, mortgage companies, and the Appraisal District.
4. Maintain good judgment and decision making when dealing with supervisor, co-workers, District officials and employees, tax attorneys, outside agencies and organizations, and the general public.

School/Organizational Climate

- 1. Promote a positive image that supports the vision and mission of the District.
2. Demonstrate effective interpersonal skills in relating to and communicating with staff, school board and community.
3. Adaptability to adjust to shifting priorities and demands while maintaining professionalism and excellent customer service, positively representing the department and district.

Other

- 1. Maintain confidentiality of privileged and sensitive information when received and distributed to appropriate designees as directed by a Director of Human Resources.
2. Support the District and Financial Services Department through strong work ethic and punctual attendance.
3. Adaptable to new procedures and changes.
4. Process improvement focused to improve the functionality of the department
5. Attend meetings and professional development as required or to enhance knowledge, skills, and abilities and remain current on new and emerging technologies and innovations.
6. Attend training on various software/hardware that is being supported by Humble ISD and maintain a working knowledge of the same.
7. Maintain an organized work environment.
8. May provide office professional support and serve in other Human Resources areas.
9. Perform other duties as assigned.

Supervisory Responsibilities:

- 1. None

Equipment Used:

Tax Office Software, PC RICOH copier, Kisan Newton Money Counter, 10-key calculator POS machines, banking software, fixed asset software, Tyler Financials (Munis) software

WORKING CONDITIONS:

Work is primarily performed in a climate controlled office environment not readily accessible to the general public. This position requires a strong work ethic and characteristics supportive of collaborative work efforts in a collegial atmosphere.

Mental Demands/Physical Demands/Environmental Factors

- Maintain emotional control under stress
Occasional irregular work hours possibly requiring overtime during busy season – flexibility with schedule preferred
Fast paced work environment. Workload is deadline driven
Work with frequent interruptions during peak tax periods
Heavy telephone use and regular contact with taxpayers
Prolonged use of equipment and computer with repetitive hand motions
Office atmosphere may be noisy and hectic. Offices are “open” with multiple employees working in large open rooms containing two or more desks and equipment.
Frequent contact with community and/or other District/campus employees
Requires performing tasks mostly sitting, standing, kneeling, squatting, stooping, bending, pushing, pulling, twisting, and lifting
Work location assigned requires physical presence in office
Daily attendance and punctuality are essential functions of the job

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved by _____ Date _____
Reviewed by _____ Date _____