



# FIVE STONE

Property Tax

PROTECT | PRESERVE | PREPARE

## Residential Property Tax Consultant

Department: Property Tax

Reports To: Property Tax Manager or Partner

Employment Type: Full-Time | Hybrid

### Position Summary

The Property Tax Consultant is responsible for helping clients pay the lowest property taxes allowable by law through proactive representation, data-driven valuation analysis, and exceptional client communication. This role serves as a trusted advocate who manages appeals from start to finish while upholding the firm's reputation for excellence and integrity.

The ideal candidate holds or is pursuing a Property Tax Consultant License or Texas Real Estate License, demonstrates strong analytical and communication skills, and thrives in a fast-paced, client-service-oriented environment.

### Core Purpose

To achieve the best possible outcomes for clients while protecting and strengthening the Five Stone brand through ethical, effective, and professional advocacy.

### Your "One Thing"

Wow the client with the best possible outcomes and quick, clear, and concise communication.

### Core Responsibilities

- Represent clients in all phases of the property tax appeal process (informal and formal).
- Analyze valuation data, comparable sales, and appraisal district methodologies.
- Prepare persuasive, well-supported evidence packages for hearings.
- Communicate proactively and professionally with clients and appraisal district personnel.
- Maintain detailed case documentation and status updates in firm systems.
- Support accurate billing and timely collections.
- Identify and execute opportunities for client tax savings.
- Contribute to a positive, collaborative team environment by modeling core values.

### Daily Expectations

- Respond to all client communications within 24 hours (excluding weekends/holidays).
- Maintain at least 6 productive billable hours daily.
- Remain available and responsive during business hours (except during meetings, breaks, or lunches).
- Dedicate 30 minutes daily to account management or follow-up activity.



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### Short-Term Goals

- Develop mastery within assigned geographic or property categories; know them better than the average CAD appraiser.
- Discover and execute property tax savings opportunities; document and track results.
- Maintain organized, up-to-date case notes for all active clients.
- Generate at least one positive client review per month and assist in improving overall Net Promoter Scores (NPS).

### Long-Term Objectives

- Complete firm-approved courses on data analytics and valuation (e.g., Khan Academy modules).
- Build strong relationships with local appraisal district staff to improve negotiation outcomes.
- Achieve an average 10% improvement in reduction results year over year.
- Contribute to continuous improvement by analyzing hearing results and refining strategies.
- Exhibit leadership within the department through mentorship and knowledge sharing.

### Qualifications

- Preferred License: Property Tax Consultant License (State of Texas) or Texas Real Estate License.
- Highly skilled in numerical analysis.
- Strong knowledge of property valuation, appeal processes, and market trends.
- Proficiency in Microsoft Excel, data analysis, and valuation tools.
- Excellent written and verbal communication skills.
- High attention to detail, time management, and organization.
- Proven ability to manage multiple deadlines and client relationships simultaneously.

### Core Values

Effectiveness • Professionalism • Selflessness • Commitment • Growth

These values guide every interaction and decision at Five Stone. They are not just what we do — they define who we are.