
Residential Property Tax Consultant

Property Tax Department • Full-Time | Hybrid

Reports To: Property Tax Manager or Partner

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.

GOALS & OBJECTIVES

Horizon	Objectives
Daily	Respond to client communications within 24 hrs • 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
Short-Term	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	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.

OUR CORE VALUES

People First

We treat every client with respect, clarity, and care, taking responsibility for those who trust us.

Wow Every Client

We deliver a world-class experience through preparation, responsiveness, and disciplined execution, every step, every time.

Best Possible Outcome

We apply deep knowledge and sound judgment to advocate relentlessly in pursuit of the best possible tax outcome under the law.

These values guide every action and decision at our firm. They are not aspirational posters, they are behavioral standards lived daily by every member of our team.