

TEXAS STATE BOARD OF PLUMBING EXAMINERS (TSBPE)
JOB VACANCY ANNOUNCEMENT
Customer Service Representative III
(Assistant to Examination Dept.)
929 East 41st Street
Austin, TX 78751

Job Title:	Customer Service Representative III	Closing Date:	August 24, 2017
Classification Number:	0134	FLSA Status	Non-exempt
Posting Number:	12/03-456-023 (EXAM)	Schedule	Full-Time
Reports to:	Executive Director	Division:	Examination
Annual Salary:	\$34,800 to \$37,500	Travel:	None
Benefits:	Excellent benefits provided; numerous elective benefits are available and convenient location with free parking.		

GENERAL DESCRIPTION

Assistant to the Examination Department of a state regulatory agency with 33 FTEs. Works under the direction of the Executive Director, performs complex (journey-level) work. Work involves coordinating the receipt and review of examination, license and registration applications; ensuring compliance with applicable policies, administrative codes, and statutes; communicating with external and internal customers; and approving examination, license and registration applications. Work requires frequent contact with the public both by telephone and in person. Attendance and punctuality are required work attributes, must be able to work a minimum of 85% of the monthly work schedule.

The following Military Occupation Specialty (MOS) codes are generally applicable to this position: Army: 36B, 89A, 36A, 70C, 36, 89, 70. Navy: LS, 310X, 651X, 751X, SK, 420, 020, 30, 31, 32, FIN10. Marines: 3451, 3402, 3404, 3408, 8844, 34, 88. Air Force: 6F0X1, 654A, 6SFX, 65WX, 6F, 6S. Additional Military Crosswalk information can be accessed at:

http://www.hr.sao.state.tx.us/Compensation/MilitaryCrosswalk/MOSC_ProgramManagement.pdf

ESSENTIAL JOB FUNCTIONS

- Processes examination applications and verifies eligibility, supporting documentation, identifies application deficiencies and sends deficiency letters.
- Provides telephone, written, and electronic contact with examination applicants and licensees and prepares routine and special correspondence and mailings to examination applicants.
- Develops, coordinates and maintains accurate record keeping and filing systems within the guidelines of the agency's record retention schedule.
- Processes deficiencies from Enforcement Department on examination and registration applications as needed and assists in creating new and updated examination documents.
- Maintains adequate stock of mailings to examination applicants to ensure correspondence is sent in a timely manner.
- Serves as backup and relief duties for registration applications processing, serves as backup for examination scheduling and serves in rotation reception and assists in opening and distributing daily mail as needed.
- Gathers exam statistical information for performance measures in preparation for Board meetings. May train or supervise the work of others.
- Participates in cross training with and relief duties of other staff. Participates in agency task teams and committees as needed. Performs other duties as assigned.

MINIMUM QUALIFICATIONS

- High School Diploma or GED
- Customer service or general office administration environment.
- Proficient in the use of a personal computer, including Microsoft Word, Excel and email programs and general office equipment.
- Ability to quickly learn and use custom agency specific software programs.
- Positive attitude and good interpersonal and verbal communication skills with customers and coworkers in a professional manner is a must.
- Dependable, with a good record for promptness and attendance.
- Proficient in prioritizing workload and effectively meeting deadlines.
- Proficient in problem solving.

PREFERRED (NOT REQUIRED) QUALIFICATIONS

- Customer service experience with regulatory or enforcement agencies preferred.
- Extensive oral and written customer service experience preferred.
- Demonstrates leadership ability, integrity and professional demeanor.
- Bilingual, English/Spanish STRONGLY preferred

SCHEDULE

Work hours: Standard 40 from 8:00 a.m. – 5:00 p.m. May be required to work extended hours including evenings and weekends during peak periods.

HOW TO APPLY

The Texas State Board of Plumbing Examiners (TSBPE) accepts applications for posted vacancies only. Submit one State of Texas Application for each position in which you are interested. **NO PHONE CALLS or FAXES, PLEASE.**

Resumes are accepted, but not in lieu of the State of Texas application. A State of Texas Application with “see resume” within the summary of experience is considered incomplete.

SUBMIT A SIGNED STATE OF TEXAS APPLICATION BY EMAIL TO:

info@tsbpe.texas.gov

State of Texas applications may be downloaded from

<http://www.twc.state.tx.us/jobs/gvjb/sota.html>

IMPORTANT: Follow the instructions at the above internet address on how to complete and download the State of Texas Application for Employment. Only signed completed State of Texas Applications will be considered.

- Applications will be screened for minimum qualifications. The highest qualified candidates will be contacted for further consideration and the possibility of an interview. Skill demonstrations or work simulations will be part of the selection process. Copies of transcripts or diplomas will be requested. Only applicants who are interviewed will receive notification of selection results.
- Due to the nature of TSBPE business a background investigation will be conducted, prior to an offer of employment, to determine criminal history.
- The U.S. Immigration Reform and Control Act of 1986 requires new employees to present proof of identity and eligibility to work in the United States. TSBPE participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS) with information from each new employee's Form I-9 to confirm work authorization. You must bring your I-9 documentation with you on your first day of work.

Click link below to download the I-9 form.

<https://www.uscis.gov/i-9>

- Male candidates between the ages of 18 to 25 will be required to show proof of Selective Service System Registration or Exemption.
- Please contact info@tsbpe.texas.gov if you require special accommodations during the application or selection process.
- Employment with TSBPE is covered by the Fair Labor Standards Act (FLSA).
- TSBPE is an “employment at-will” agency.

VETERANS: We fully recognize, honor and enforce the Uniformed Services Employment and Reemployment Rights Act (USERRA) and encourage opportunities to hire Veterans, Reservists and Guardsmen

In compliance with the Americans with Disabilities Act (ADA), TSBPE will provide reasonable accommodation during the hiring and selection process for qualified individuals with a disability. If you need assistance completing the on-line application, contact via email at info@tsbpe.texas.gov. If you are contacted for an interview and need accommodation to participate in the interview process, please notify the person scheduling the interview.

AN EQUAL OPPORTUNITY EMPLOYER

TSBPE does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, or veteran status.