

**TEXAS BOARD OF PROFESSIONAL ENGINEERS
JOB POSTING NOTICE**

Functional/Working Title:	Licensing Specialist
State Classification Title and Number:	Customer Service Representative IV- 0136
Military Occupational Codes:	Air Force – 3A, 3M; Army – 15, 36, 42, 56, 68, 88, 89, 92; Coast Guard – Administrative, Support Services and Scientific; Marines – 01, 41; Navy – Administration, General Seamanship, Logistics
Salary and Salary Group:	\$2,748.00 monthly (\$32,976.00 annually) - A 15
Preferred Years of Experience:	4
Division:	Licensing
Review of Job Description & Responsibilities:	Annually
Immediate Supervisor's Title:	Licensing Team Leader
Job Posting No:	460-RDS-061518
Closing Date:	5:00 p.m. Monday June 25, 2018

Only applicants who are interviewed will receive written notification of non-selection. During the interview process, applicants may be required to perform a computer exercise.

POSITION DESCRIPTION AND RESPONSIBILITIES

The position requires a candidate with strong attention to detail in data entry of confidential information, administrative functions, and managing workload. Performs other necessary administrative support functions in the daily operations of the department which may include filing, document imaging, processing incoming departmental mail and entering relevant data using internal database. Must be skilled in the use of standard office equipment and software. Adhering to departmental customer response deadlines while providing excellent customer service is expected. Other primary duties will include filing, responding to emails, phone calls and faxed requests; may also include scanning confidential documents. Duties will also include preparing, interpreting, and disseminating information on the agency's rules and procedures, EIT certification, licensing and firm registrations, including renewals. Hours of employment are 8:00 a.m. to 5:00 p.m., Monday through Friday. The Licensing Specialist (CSR IV) will be required to observe all applicable agency policies and procedures, including adherence to established leave and attendance policies, safety rules and regulations in the use of state property. The Licensing Specialist will be interviewed and selected by the Director of Licensing and the Licensing Team Leader and report directly to the Licensing Team Leader. Upon successful completion of training, work shall be performed under limited supervision with latitude for the use of initiative and independent judgment.

MINIMUM QUALIFICATIONS

The Licensing Specialist should possess:

- Ability to interpret and explain rules, regulations, policies and procedures governing licensing
- Knowledge of office practices, including administrative procedures and processes
- Knowledge of customer service support and receiving and responding to public inquiries
- Skills necessary in utilizing standard office equipment including the use of personal computers
- Knowledge of Microsoft Word, Excel, Outlook, Access, and other related software
- Adaptability to performing other duties as assigned

PREFERRED QUALIFICATIONS

To include knowledge and experience in:

- Data entry, maintaining and updating confidential records through the use of an internal database
- Experience working in regulatory environment (city, county, state, national level)
- Skilled in the use of advanced office equipment including copiers and scanners
- Effective communication to include oral and written
- Demonstration of excellent customer service skills
- Ability to establish and maintain a professional working relationship with peers

EDUCATION

Graduation from a standard senior high school or equivalent is preferred.

OTHER

TBPE is an Equal Employment Opportunity Employer and does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, or veteran status in employment or in its activities. Minorities, veterans, and disabled applicants are encouraged to apply.

The selected applicant must show proof of eligibility to work in the U.S. in compliance with the Immigration Reform and Control Act. Proof of eligibility to work in the U.S. will be confirmed using E-Verify. All males who are age 18 through 25 and required to register with the Selective Service must present proof of registration or exemption from registration upon hire.

Related Military and Occupational Specialty Codes:

Veterans, Reservists, or Guardsmen with a MOS or additional duties that fall in the fields of **Air Force** – 3A, 3M; **Army** – 15, 36, 42, 56, 68, 88, 89, 92; **Coast Guard** – Administrative, Support Services and Scientific; **Marines** – 01, 41; **Navy** – Administration, General Seamanship, Logistics or other related fields pertaining to the minimum experience requirement may meet the minimum qualifications for this position and are encouraged to apply.

Additional Military Crosswalk information can be accessed at:

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

IMPORTANT NOTE TO ALL APPLICANTS: Only those individuals scheduled for interviews will be contacted. Should you be contacted for an interview and require reasonable accommodation, please inform the scheduling representative of such accommodation.

HOW TO APPLY

Submit a completed official State of Texas Employment Application Form, Applicant EEO Data Form with original signature to TBPE Attn: Human Resources 1917 S IH 35 Austin, Texas 78741-3702. Applications that are incomplete and or hand-written, double-sided will not be considered. Resumes are optional and may be included with the official State of Texas Employment Application Form, but not in lieu of the form.