

**TEXAS STATE BOARD OF PLUMBING EXAMINERS (TSBPE)
JOB VACANCY ANNOUNCEMENT**

Administrative Assistant III

ENFORCEMENT DEPARTMENT

929 East 41st Street

Austin, TX 78751

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| Job Title: | Administrative Assistant III | Closing Date: | Open Until Filled or Closed |
| Class Code/Salary Group: | 0154/A13 | FLSA Status | Non-Exempt |
| Posting Number: | 01/03-456-04 (ENF) | Schedule | Full-Time |
| Reports to: | Director of Enforcement | Division: | Enforcement |
| Annual Salary: | \$3,060/month | Travel: | 5% |
| Benefits: | Excellent benefits provided; numerous elective benefits are available including free on-site parking – conveniently located across from Hancock Center | | |

GENERAL DESCRIPTION

Customer Service Representative in the Enforcement Department of a state regulatory agency with 42 full time employees. Works under the direction of the Director of Enforcement with moderated latitude for the use of initiative and independent judgment. Work requires frequent contact with the public, government officials and agency staff. Must maintain a highly organized work environment. This position receives, tracks and enters complaint correspondence. Attendance and punctuality are required work attributes; must maintain an 87% attendance and punctuality rate based on an average 50-week work year and adheres to their assigned schedule including shift start/end times, breaks and lunches.

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

This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.

ESSENTIAL JOB FUNCTIONS

- Provide excellent, friendly, courteous and professional service to the public and agency employees.
- Provide telephone and written contact with consumers, licensees and Investigators.
- Prepare high volume special correspondence, reports, forms, mailings and copying.
- Provide support to the Enforcement Department by preparing, interpreting, and disseminating complex information via phone, email and in person, to agency staff, industry representatives, government officials, and other agency customers.
- Responsible for responding to daily inquiries; routing phone calls, mail, program files, and other related correspondence to the appropriate staff; and providing consultative assistance regarding law, rules, procedures, and the day-to-day operations of the Enforcement Department to both the public and licensees. Maintain strict deadlines for special correspondence and perform extensive research.
- Coordinate and maintain accurate record keeping, assist with the development of filing systems.

- Perform computer data entry while accurately updating and maintaining files. May occasionally assist in opening and distributing daily mail. May occasionally serve as backup for the agency receptionist. Performs various 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

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

SCHEDULE

Work hours Monday through Friday from 8:00 a.m. – 5:00 pm. May occasionally be required to work additional hours including evenings or weekends on occasion.

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 will be considered incomplete.

SUBMIT A SIGNED STATE OF TEXAS APPLICATION BY EMAIL TO: info@tsbpe.texas.gov
State of Texas applications can 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 download and save the State of Texas Application for Employment. Only signed completed State of Texas Applications sent via email in a PDF formatted file 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.

Male candidates between the ages of 18 to 25 will be required to show proof of Selective Service System Registration or Exemption.

Please contact Human Resources 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.

Applicants must fully complete the summary of experience on the State of Texas application to determine if minimum qualifications are met.

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.

CLEAN AIR POLICY IN EFFECT
AN EQUAL OPPORTUNITY EMPLOYER

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