

Texas State Board of Plumbing Examiners

Employment Opportunity

929 East 41st Street
Austin, TX 78751
tsbpe.state.tx.us

Job Vacancy Number: 09/24-456-01 (ENF) AUSTIN, TEXAS

Agency Working Title: Chief Field Investigator

State Classification: 1583 Program Supervisor IV

Salary Group: B20

Salary: \$4,932 to \$6,450 monthly

Openings: 1

Opening Date: July 01, 2024

Closing Date: August 31, 2024

Start Date: Immediate

Benefits: Excellent benefits provided; numerous elective benefits are available

No faxes or phone calls, please.

Job Description

This job description is not an employment agreement or contract. It is intended only to describe the general nature of the position and does not constitute an all-inclusive list of the duties, knowledge, skills, and required abilities to perform the job. Management has the exclusive right to alter this job description at any time without notice.

This position serves as the Chief Field Examiner. Performs highly complex administrative and supervisory program work under the direction of the Director of Enforcement. May work under limited supervision, with considerable latitude for the use of initiative and independent judgment.

ESSENTIAL JOB FUNCTIONS:

- Assign, supervise, monitor, and evaluate the work of all TSBPE Field Representative/Investigators to ensure compliance with TSBPE policies and procedures.
- Provide friendly, courteous and professional service to the public and agency employees.
- Distribute and redistribute, when necessary, the Field Representative/Investigator workloads to ensure that TSBPE enforcement performance measures are met.
- Review Field Representative/Investigator, investigation reports and ensure that the reports are complete with all required information and ready for review by the Enforcement committee prior to forwarding the reports to the Director of Enforcement.
- Perform the duties of a Field Representative/Investigator, including investigation of complaints, job site compliance checks (monitoring), monitoring continuing professional education classes and conduct public awareness seminars.
- Immediately inform the Director of Enforcement and the Executive Director of any issues that may prohibit the agency or otherwise jeopardize the TSBPE mission.
- Continually analyze and evaluate the TSBPE enforcement program and make recommendations to the Director of Enforcement and Executive Director.

- Ensure proper distribution of all complaints as well as compliance with all laws and rules for acknowledgment.
- Perform activities in the field, including investigation of complaints, job site compliance checks, issuing penalties, monitor continuing education classes, speak at public education seminars and high school career days.
- Appear and testify at hearings of the State Office of Administrative Hearings (SOAH) or other courts of law as is necessary.
- Demonstrate a spirit of teamwork, offering positive and constructive ideas, encouragement, and support to other members of the staff which uphold the agency's values and policy with a positive, friendly attitude.
- Maintain proficiency in the use of TSBPE computer programs and software including Word, Excel, Versa licensing and complaint tracking systems and other custom field programs, internet and e-mail programs.
- Keep abreast and advise field staff of current and changing legislation and rules, including those of other agencies, which directly or indirectly affect TSBPE or the plumbing industry.
- Maintain and ensure continued working knowledge of the interactions between TSBPE and other agencies and constantly work to maintain good relationships with those agencies.
- Respond to telephone and written correspondence regarding enforcement of the Plumbing License Law and Board Rules.
- Maintain knowledge of all phases of plumbing, plumbing codes, the Plumbing License Law and Board Rules.
- Interpret and explain the requirements of the Plumbing License Law and Board Rules.
- May meet and speak with city, county, state officials, and industry associations; must be comfortable speaking before small and large groups.
- Complete additional training as required and have the ability to obtain certifications from nationally recognized investigative programs.
- Work flexible hours and days, including some weekends, as required.
- Occasionally assist in examination center, as required.
- Perform various other duties as assigned.

MINIMUM QUALIFICATIONS:

- Meet the minimum requirements of a TSBPE Field Representative/Investigator.
- Attendance and punctuality are required work attributes. This position is eligible as a modified work-from-home position. Must attend special events, Board meetings and training to be performed from the Austin office along with once-a-month department meetings.
- Reside or relocate within six months of hire to the central Texas area within 50 miles of the Austin headquarters.
- Possess a current Texas Master Plumber or Journeyman Plumber license which has been maintained in good standing.
- Graduation from a high school or equivalent.
- Possess and maintain a valid Texas driver's license and acceptable driving record; must be able to drive an automobile for long distances; must be able to travel by airline when required. Ability to maintain, navigate and tow trailer and demonstration materials to various events.
- Must be able to travel for multi-day assignments in the event of natural disasters, special events and extended investigations.
- Possess and exercise excellent written and verbal communication skills.

- Must possess an assertive and friendly personality and provide caring service to the citizens of the State and the employees of the agency.
- Must be self disciplined and motivated to accurately assess and organize his or her workload to establish goals, objectives and problem solutions.
- Must be knowledgeable in all phases of plumbing, plumbing codes and the Plumbing License Law and Board Rules.
- Complete additional training, as required.
- Be able to personally incur travel expenses prior to reimbursement by the agency, according to state guidelines.
- Thorough understanding of the TSBPE mission and how it is accomplished.
- Thorough understanding of the Plumbing License Law, Board Rules and plumbing codes adopted by the State.
- Demonstrate proficiency in using a notebook and/or desktop computer, Microsoft Word, Excel and email programs.
- Possess, demonstrate and work with a positive, assertive attitude and excellent communication and interpersonal skills for dealing in a professional and ethical manner with the public, coworkers and other entities.
- Demonstrate dependability and a good record of promptness and attendance in previous work history.
- Ability to withstand possible hazardous working conditions. Some work may be performed both inside and outside under extremely hot and cold conditions near building materials and/or operating machinery. Some work may be performed in small crawl spaces, attics, and other small building spaces. Climbing on ladders, catwalks, scaffolding, elevators, and roofs may be required.
- Ability to lift up to 50 pounds upon occasion.

PREFERRED (NOT REQUIRED) QUALIFICATIONS:

- Experience in each aspect of the installation plumbing, including repair, remodel, new residential and commercial, medical gas, backflow devices and irrigation.
- Certifications from recognized investigator programs.
- Supervisory experience.
- Vocational teaching experience.
- Similar experience with regulatory agencies or local governments.
- Customer service experience.
- Bilingual, English/Spanish.

To Apply

- **No faxes or phone calls, please.** Submit a signed State of Texas application by e-mail to: info@tsbpe.state.tx.us

Or by mail to: Texas State Board of Plumbing Examiners
 Attention: Human Resources
 929 E. 41st. St.
 Austin, TX 78751

- State of Texas applications may be downloaded from <http://www.twc.state.tx.us/jobs/gvjb/stateapp.doc>

IMPORTANT: Follow the instructions at the above internet address on how to download the State of Texas Application for Employment. Only signed typed (not handwritten) completed State of Texas Applications will be considered. Resumes are accepted, but not in lieu of the State of Texas application.

- Applications are also available at 929 East 41st Street, Austin, TX, or can be mailed upon request.
- Due to the nature of TSBPE business a background investigation will be conducted, prior to an offer of employment, to determine criminal history and history of violations of the Plumbing License Law and Board Rules.
- 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.
- Applications will be screened for minimum qualifications. The most qualified candidates will be contacted for further consideration. Skill demonstrations or work simulations may 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.
- The State of Texas requires all male candidates between the ages of 18 to 25 show proof of Selective Service System Registration or Exemption upon hire
- Please contact Human Resources if you require special accommodations during the application process.
- TSBPE is an “employment at-will” agency.

AN EQUAL OPPORTUNITY EMPLOYER

TSBPE is committed to the principles of equal employment opportunity and workforce diversity. We believe we can best serve our State through a diverse workforce. TSBPE does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, or veteran status.