

Texas State Board of Plumbing Examiners

Employment Opportunity

929 East 41st Street
Austin, TX 78751

Position: Customer Service Representative - Licensing

Job Posting Number: 10/24-456-14

State Classification: 0132

Salary Group: A11 – Customer Service Representative I

Salary: \$3,333 / Month

Positions: 2

Full-time

Opening Date: October 9, 2023

Closing Date: Until Filled or Closed

Benefits: Excellent benefits provided; numerous elective benefits are available.

Job Description

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.

The Customer Service Representative works in the Licensing Department of a state regulatory agency with 42 full-time employees. Works under the direction of the Licensing and Permit Supervisor with moderate 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 provides customer service, updates payment information in the VERSA licensing system, processes license applications, and update licensing reports. This position will assist customers with online transactions and payment issues. Additionally, this position will provide front-line assistance to walk-in and telephone customers. This position is not eligible as a work-from-home position.

TSBPE offices are located adjacent to an industrial type of facility where plumbing exams are administered.

Candidates selected for an interview may be required to complete an in-basket exercise to demonstrate the communication and customer service skills necessary to be successful in this position.

Military Crosswalk information can be accessed at:

https://hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_AdministrativeSupport.pdf

Veterans: Go to www.texasskillstowork.com for assistance with translating your military work experience and training courses into civilian job terms, qualifications/requirements, and skill sets.

Essential Job Functions

- Provide excellent, friendly, courteous, and professional service to the public and agency employees.
- Provide telephone and written contact with consumers and licensees.
- Prepare high volume special correspondence, reports, forms, mailings and copying.

- Provide support to the Licensing 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 necessary.
- 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 verbal
- Extensive reception experience and telephone etiquette with both the public and private contractors
- Knowledge of administrative, clerical, and data entry procedures and systems
- Knowledge of online transaction processing, troubleshooting and customer support.

To Apply

NO FAXES OR PHONE CALLS, PLEASE!

- Submit a completed typed State of Texas application by e-mail to:

info@tsbpe.texas.gov

- or through the work in Texas website:

<https://www.workintexas.com/vosnet/Default.aspx>

IMPORTANT: Follow the instructions at the above internet address on how to

download the State of Texas Application for Employment. Only completed State of Texas Applications will be considered. Resumes are accepted, but not in lieu of, the State of Texas application. 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 check will be conducted, prior to an offer of employment, to determine criminal history and any history of violations.
- 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 assistance or special accommodation during the application or selection process.
- TSBPE is covered by the Fair Labor Standards Act (FLSA).
- TSBPE is an "employment at-will" agency.

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.