

Texas State Board of Plumbing Examiners

Employment Opportunity – Internal Posting Only

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

Job Vacancy Number: 09/24-456-01 (ENF) AUSTIN, TEXAS
Agency Working Title: Director of Enforcement
State Classification: 1586 Program Supervisor VI **Salary Group:** B23
Salary: \$4,932 to \$7,500 monthly **Openings:** 1
Opening Date: July 1, 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 Director of Enforcement in Austin, Texas. This position is not eligible as a work-from-home position. Directs and monitors all duties and responsibilities of the Enforcement Department. Performs highly complex administrative and supervisory program work under the direction of the Executive Director. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment.

ESSENTIAL JOB FUNCTIONS:

- Directs and monitors all activities of each Field Representative/Investigator, including investigation of complaints of alleged violations of the Plumbing License Law and Board Rules.
- Provide friendly, courteous and professional service to the public and agency employees.
- Ensure proper intake and distribution of all complaints as well as compliance with all laws and rules for acknowledgment.
- Occasionally perform activities in the field, including investigation of complaints, job site compliance checks, issue penalties, monitor continuing education classes and speak at public education seminars.
- Appear and testify at hearings of the State Office of Administrative Hearings (SOAH) or other courts of law.
- Prepare, appear and present reports at Board meetings on behalf of the enforcement department.
- Responsible for the training, supervision and performance of at least 10 Field Representative/Investigators including the Chief Field Representative/Investigator and at least six in-house administrative and customer service office staff.

- Oversee field staff vehicles, travel, and travel budgets/reimbursement.
- 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 policies 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 internal e-mail programs.
- Receive and review all complaints regarding alleged violations of the Plumbing License Law and Board Rules, responsible for all correspondence between complainants, respondents and Enforcement Department employees.
- Gather and prepare all information regarding complaint investigations and enforcement issues and present for review.
- Maintain accurate records of all enforcement activities.
- Prepare and maintain complex documents regarding Enforcement Department actions including Notices of Informal Conferences, Agreed Final Orders, and Formal Complaints filed with SOAH.
- Responsible for issuing and collecting administrative penalties, and also monitoring administrative penalty collections and deadlines.
- Review license renewal applications for previous criminal convictions and process revocations and suspensions.
- Keep abreast and advise staff of current and changing legislation and rules, including those of other agencies, which directly or indirectly affect TSBPE or the plumbing industry.
- Forecast, prepare and continually monitor performance measures to ensure adequate measures are met.
- Anticipate needs of Enforcement Department and participate in budget requests to meet needs; monitor expenditures of Enforcement Department to ensure compliance with budget.
- Maintain and ensure continued working knowledge of the interactions between TSBPE and other agencies and constantly work to maintain good relationships with those agencies.
- Correspond in writing to government officials, citizens, and licensees.
- Coordinate with the Board's legal staff to ensure that all activities of the Enforcement Department are efficiently processed and comply with all laws, rules, and policies.
- 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
- 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 with 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:

- Attendance and punctuality are required work attributes.
- Possess a current Texas Master Plumber or Journeyman Plumber license which has been maintained in good standing.
- Must be able to tow and navigate a truck and trailer with demonstration materials to present at various events.
- At least ten (10) years of verifiable experience working in the plumbing trade.
- 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.
- 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.
- Prior to employment, the applicant must be divested of any conflict of interest, including any financial or advisory interests in any plumbing company.

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
P. O. Box 4200
Austin, TX 78765-4200

- 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 highest 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.