

Texas State Board of Plumbing Examiners

Employment Opportunity

929 East 41st Street
Austin, TX 78751

Position: License and Permit Specialist III

Job Posting Number: 01/23-456-02

State Classification: 0172

Salary Group: B16 – License and Permit Specialist III

Salary: \$3,120 to 3,752 monthly

Full Time

Opening Date: January 23, 2023

Closing Date: Until Filled or Closed

Benefits: Excellent benefits provided; numerous elective benefits are available

Travel: Up to 10% (Waco, Harlingen)

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 License and Permit Specialist reports to the agency Executive Director and performs moderately complex (journey-level) licensing and permit work. Work involves receiving and reviewing applications; ensuring compliance with applicable policies, administrative codes, and statutes; communicating with external and internal customers; and approving applications. Works under general supervision of the Executive Director, with limited latitude for the use of initiative and independent judgment.

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

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

Attendance and punctuality are required work attributes. This position is not eligible as a work-from-home position.

Military Crosswalk information can be accessed at:

https://hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_ProgramManagement.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

- Receives and reviews exam and license applications.
- Inputs license and exam applications, payments, and required technical data for exam applications in appropriate computer applications, databases, and systems.
- Issues approvals and processes license and exam fees.
- Maintains records associated with exam applications and fee payments and completes necessary forms to approve or deny examination applications.

- Maintains program data input/output related to exam activities.
- Provides administrative and technical assistance related to examination requirements to the general public, agency staff, and government and elected officials; answers questions and explains licensing and exam requirements. Supplies information regarding license and exam processing, policies, and procedures.
- Provides interpretation of licensing and exam requirements and other information applicable to various agency and statutory requirements.
- Monitors exam applications and follows up with applicants and supervisors as needed.
- Approves or denies exam applications based on state statutes, administrative codes, and agency policies and procedures.
- Schedules examinations using agency scheduling software.
- Assists in the development and testing of processes, working closely with third-party vendors.
- Responsible for oversight of third-party examination data transmissions and retention.
- Responsible for the collection of examination statistics.
- Prepares examination statistical reports for presentation to the Board and reports routine performance measure information to the Executive Director.
- Prepares notices, correspondence, memos, and reports related to exam activities.
- Assists with technical and administrative procedures for the review of exam applications.
- Evaluates and tracks applications and responds to notices of deficiencies.
- Performs related work and other duties as assigned.

Minimum Qualifications

- High School Diploma or GED.
- Experience in customer service, clerical, administrative, or technical support work. Graduation from a two-year college or equivalent may be substituted for experience.
- Knowledge of office practices; or administrative and technical procedures and of applicable policies, administrative codes, and statutes.
- Skill in the use of office equipment, computers, and computer software.
- Ability to respond to public inquiries in a timely manner; to implement administrative and technical procedures; to interpret applicable laws, rules and regulations, policies, and procedures; to communicate effectively; and provides guidance to others.
- Ability to gather, assemble, correlate, and analyze facts, devise solutions to problems, prepare reports, develop policies and procedures, and communicate effectively.
- Demonstrated excellent verbal and written communication skills.

Preferred (Not Required) Qualifications

- Extensive oral or written customer service experience.

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 accommodations during the application or selection process.
- TSBPE is covered by the Fair Labor Standards Act (FLSA).
- TSBPE is an "employment at-will" agency.

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AN EQUAL OPPORTUNITY EMPLOYER

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