

TCOLE – Field Services Agent (Mobile)

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Resumes are not accepted in lieu of State of Texas application

Description

Our Mission

The mission of the Texas Commission on Law Enforcement, as a regulatory State agency, is to establish and enforce standards to ensure that the people of Texas are served by highly trained and ethical law enforcement, corrections, and telecommunications personnel.

Our Compliance and Standards Division

TCOLE's Compliance and Standards Division supports law enforcement agencies in meeting state standards. Through comprehensive reviews, audits, and evaluations, we ensure agencies have the resources and guidance necessary to ensure regulatory compliance and effective law enforcement practices across Texas. The division oversees compliance audits, inspections, and reviews of law enforcement agencies to ensure adherence to established standards, rules, and regulations.

Who We're Looking For

The Texas Commission on Law Enforcement (TCOLE) is seeking a Sergeant Investigator assigned to Field Services to join the Compliance and Standards Division working as a mobile worker in assigned region and supporting operational needs. The selected applicant Must reside in [Region 4-B](#), which includes the following counties: *Chambers, Jefferson, Liberty, Harris, Waller*

The Field Service Agent performs advanced (senior-level) administrative, consultative, and investigative work involving examining, evaluating, and monitoring programs, policies, and documents to ensure conformity with laws, rules, and regulations. Work involves developing, implementing, and delivering Commission programs to law enforcement agencies, licensees, and other stakeholders. Works under minimal supervision, with considerable latitude for the use of initiative and independent judgment.

The job class is 9909 and the salary range is dependent on prior state service as a Commission Law Enforcement Officer. This is a Salary Schedule C - Commissioned law enforcement position at [salary group C04](#), with a salary range of \$89,981- \$ 107,038.

This is a mobile worker position, with the employee's home serving as their primary location. This role may involve frequent travel (up to 65%), on-site visits, or remote work from various locations depending on operational needs. Candidates must be comfortable working independently and utilizing mobile technology.

Successful candidates will be required to report to Austin, Texas headquarters for approximately four weeks of in-person training.

Examples of Work Performed

Conducts on-site inspections and comprehensive compliance reviews of law enforcement agencies to ensure adherence to established standards, rules, and regulations.

Conducts background and personal history investigations, reviews records, and verifies information.

Performs regular audits of records, documentation, and agency policies for compliance, and compiles, reviews, and analyzes data to verify accuracy.

Provides technical advice and guidance to stakeholders regarding regulatory compliance, and the requirements, liabilities, and penalties of non-compliance.

Acts as a liaison to the law enforcement community, including chiefs, administrators, and officers, to provide guidance and ensure compliance with regulatory standards.

Develops, prepares, and delivers formal and informal training using various instructional techniques to internal and external customers.

Assists law enforcement agency administrators with regulatory reporting requirements and documentation.

Investigates alleged violations of regulations and prepares detailed reports with recommendations for corrective action.

Assesses programs and procedures for compliance with rules, regulations, laws, and statutes, and recommends changes to policies, procedures, and guidelines as needed.

Prepares and presents progress reports on assigned projects and tasks.

Coordinates with law enforcement agencies to address compliance issues and implement corrective actions.

Assists in the development and implementation of program guidelines, procedures, policies, rules, and regulations.

Detects, records, and investigates violations of applicable statutes, and works with other staff to ensure violations are properly documented and prepared for administrative action or criminal prosecution.

May be called upon to participate in special law enforcement operations, execute court orders, warrants, or subpoenas.

May testify in administrative hearings or court proceedings.

Other duties as assigned.

Qualifications

Required Education and Experience:

- Bachelor's degree from an accredited four-year college or university in Criminal Justice, Criminology, Police Science or a related field.
- Five (5) years of full-time law enforcement experience as a Commissioned Officer

- Law enforcement experience or education may be substituted for one another on a year-for-year basis.
- Currently licensed as an Advanced Peace Officer or higher in the State of Texas.
- Valid driver license.
- Must reside in [Region 4-B](#), which includes the following counties: Chambers, Jefferson, Liberty, Harris, Waller

Required Skills, Knowledge, and Abilities:

- Ability to maintain the highest standards of security and safeguard critical infrastructure. This includes adhering to strict background checks, reporting any suspicious activities, and participating in security training and drills as required.
- Comprehensive knowledge of Texas and federal statutes, rules, and regulations related to peace officer standards and training, including the Texas Penal Code, Texas Code of Criminal Procedure, and other applicable codes.
- Knowledge of law enforcement operations, practices, and professional standards, as well as training program development, analysis, and implementation techniques.
- Strong analytical and investigative skills with attention to detail.
- Exceptional written and verbal communication skills, adept at preparing recommendations, crafting concise and accurate reports, and delivering presentations to individuals and groups of all sizes and professional backgrounds.
- Ability to collaborate effectively with individuals of different rank, title, and background, and maintain professionalism in challenging situations.
- Ability to frequently drive extended distances in both rural and urban areas.

Preferred Skills, Knowledge, and Abilities:

- Knowledge of training methodologies and effective instructional techniques.

Preferred Education and Experience:

- Experience with audit processes and compliance monitoring preferred.

Physical Requirements:

- Must be able to safely and reliably operate a motor vehicle.
- Must be able to qualify at least annually on the TCOLE course of fire with a pistol, rifle, and shotgun.
- Standing for prolonged periods.
- Sitting for extended durations.
- Occasional need to lifting or carrying moderate to heavy items (up to 50 lbs.)

- Climbing stairs, steps, and entering/exiting vehicles frequently throughout workday
- Regular bending, kneeling, and reaching as part of daily activities
- Extensive fine motor skills required for typing and writing.
- Visual and auditory acuity for effective observation, driving, and communication.
- Physical stamina for extended traveling and travel (up to 8 hours in a day).
- Must have the ability to evaluate evidence, assess credibility, and identify inconsistencies in statements and documentation.
- Required to exercise sound judgment in high-pressure situations, such as determining probable cause, assessing risks, and prioritizing investigative tasks.
- Ability to handle multiple investigations simultaneously while maintaining accuracy and efficiency in documentation and communication

Why work at TCOLE?

Working for the Texas Commission on Law Enforcement (TCOLE) empowers you to make an impact on public safety while engaging in continuous learning within a supportive environment. You'll play a crucial role in upholding high law enforcement standards, collaborating with local agencies, and enhancing the well-being of Texans. As a Texas State employee, you will have access to our comprehensive benefit programs including:

- Comprehensive [health, dental, and vision](#) insurance plans with several types of coverage to state employees and their eligible family members
- 12 - 16 days of [annual paid holidays](#)
- At least eight hours of paid vacation and up to eight hours of paid sick leave each month for full-time employees
- Retirement options with the [State of Texas Retirement](#) that provide flexibility and security
- [Health and Wellness programs](#) including wellness leave, fitness and weight management programs, and personalized wellness tools
- TCOLE is a qualifying organization for the [Public Service Loan Forgiveness Program](#)
- The [Discount Purchase Program](#) provides access to an online marketplace offering discount on a wide range of products and services

All positions with TCOLE are security sensitive. Applicants are subject to an in-depth background investigation including criminal history, employment history and references, military, education, and personal references. Employment is contingent upon the verification of credentials and/or other information required.

Equal Opportunity Employer – TCOLE is an Equal Opportunity Employer. All qualified applicants receive consideration for employment without regard to race, color, religion, sex, national origin, disability, or protected veteran status.

ADA - In compliance with the Americans with Disabilities Act (ADA), TCOLE will provide reasonable accommodation during the hiring and selection process for qualified individuals with a disability. If you need assistance completing the online application, contact the Human Resources Department at 512-936-0831. If you are contacted for an interview and need accommodation to participate in the interview process, please notify the person scheduling the interview.

Military Occupational Specialty Codes – Military Specialty Codes that correspond to this job posting include MOS 31B, MOS 31D, MOS 31A, MOS311A, MA, 649X, 749X, IN, MST, INV, MSSD, MSSE, OAP 11, OAP 12, OAP 14, 86MO, MOS 11B, MOS 11C, 11Z, 18B, 18F, 18Z, 31B, 31D, 31K, 31Z, 35L, 35M, 11A, 18A, 31A, 35A, 180A, 311A, 351L, 351M, 7S0X1, NCIS Special Agent. More information can be found at:

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

Veterans Preference – Veterans, surviving spouses, and orphans of veterans may qualify for preference under Texas Government Code Chapter 657. Applicants who wish to claim Veterans preference must provide official documentation at the time of application to verify eligibility.

Benefits – For new hires and rehires, health insurance is available the 1st of the following month after a 60-day waiting period. More information about benefits is available at <https://ers.texas.gov/benefits-at-a-glance>

Question	Answer
1. Are you willing to work other than 8-5? Single Answer	Yes No
2. What days are you unable to work? Text Answer	
3. Current Driver's License State: Single Answer	Texas Not Applicable / No Answer Given Alabama Alaska Arizona Arkansas

Question	Answer
	California
4. Current Driver's License Number: Text Answer	
5. Commercial Driver's License Single Answer	Yes No
6. Special Training/Skills/Qualifications: List all job related training or skills you possess and machines or office equipment you can use, such as calculators, printers or graphics equipment, computer equipment, types of software and hardware. Text Answer	
7. Approximately how many words per minute do you type? Text Answer	
8. Sign Language: Single Answer	Yes No
9. Are you a certified interpreter? Single Answer	Yes No
10. Do you speak a language other than English? Single Answer	Yes No
11. If yes, which language(s)? Note: If you do not speak a	

language other than English, enter N/A. Text Answer	
12. How fluently? Single Answer	Fair Good Excellent Not Applicable / No Answer Given
13. Do you write in a language other than English? Single Answer	Yes No
14. If yes, which language(s)? Note: If you do not write in a language other than English, enter N/A. Text Answer	
15. This position is designated as a mobile worker role, with your home serving as your primary headquarters. The role requires frequent travel, up to 65% of the time. Are you able to meet this requirement? Single Answer	Yes No
16. Successful candidates will be required to report to Austin headquarters for approximately four weeks of in-person training. Are you able to meet this requirement? Single Answer	Yes No

17. Do you have a current Peace Officer license in the state of Texas issued by TCOLE? Single Answer	I am currently licensed as a Master Peace Officer issued by TCOLE. I am currently licensed as an Advanced Peace Officer issued by TCOLE. I am currently licensed as an Intermediate Peace Officer issued by TCOLE. I am currently licensed as a Basic Peace Officer issued by TCOLE. I do NOT currently hold ANY licensed issued by TCOLE.
18. How many years of experience do you have performing investigative law enforcement work? Single Answer	Less than one (1) year. At least one (1) year, but less than four (4) years. Four (4) years or more. I do NOT have experience in performing investigative law enforcement work.
19. Are you currently certified with TLETS and TCIC/ NCIC with at least "Less Than Full Access"? Single Answer	Yes No