

**TEXAS COMMISSION ON LAW ENFORCEMENT
STATE AGENCY – JOB VACANCY NOTICE**

JOB LISTING NO: 17-07

SALARY: From \$27,000 to \$31,000

POSITION TITLE: Customer Service Representative I (Criminal History Specialist)

CLOSING DATE: Until Filled

DURATION: Full-Time

LOCATION

TCOLE Headquarters - 6330 East Hwy 290, STE 200 Austin, Texas 78723

GENERAL DESCRIPTION

Performs routine (entry-level) customer service work in the Special Services Division. Work involves providing external customer service support in the Criminal History Clearing House for applicants to law enforcement academies across the state. Works under moderate supervision with limited latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Receives, reviews, and approves criminal history returns through fingerprint-based applicant criminal history system

Communicates with the public by telephone, by e-mail, in person or regular correspondence, by fax, or over the Internet.

Prepare, interpret, and disseminate information concerning agency programs and procedures relating to applicants criminal history clearing process.

Interpret and explain rules, regulations, policies, and procedures as they relate to the agency's mission.

Research information to solve problems related to applicants' criminal history.

May receive and process applications and payments for state services.

May review and route mail and other correspondence.

May create and maintain activity logs, files, and reports on services.

Reports to the Manager for Special Services

Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

Experience and Education

Experience in customer service, clerical, or administrative support work is preferred.

Experience in reviewing and interpreting criminal history information is preferred.

DPS TLETS/NLETS and TCIC/NCIC Basic Procedures Course Certification issued by the Texas Department of Public Safety is preferred.

Graduation from a standard senior high school or equivalent is required.

Knowledge, Skills, and Abilities

Ability to pass a Law Enforcement Sensitive Background Investigation

Have knowledge of office practices and administrative procedures.

Skill in the use of standard office equipment and software including Microsoft word, excel, outlook, and SharePoint.

Ability to communicate and interact effectively with members of the public; to respond to public inquiries in a timely manner; to implement administrative procedures; and to interpret rules, regulations, policies, and procedures.

Note: The following Military Occupation Specialty (MOS) codes are generally applicable to this position: 15P, 36B, 42A, 56M, 68J, 88H, 88N, 89A, 89B, 92A, 92Y, SH, YN, SN, 641X, 741X, 360, 0100, 0111, 0102, 0170, 3A1X1, 3M0X1, 15, 36, 42, 56, 68, 88, 89, 92, Administration, General Seamanship, Logistics, Limited Duty Officer – Line (General), Chief Warrant Officer – Line (General), Administrative, Support Services and Scientific, Manpower and Administration, Support – Administration, Support - Services. Applicants must fully complete the summary of experience to determine if minimum qualifications are met. Additional Military Crosswalk information can be accessed at http://www.hr.sao.texas.gov/compensation/MilitaryCrosswalk/MOSC_AdministrativeSupport.pdf

APPLICATION PROCESS:

Apply for this position through www.workintexas.com. Applications should demonstrate how you meet or exceed the job requirements. Resumes are not required. Any additional questions related to the job posting must be completed online in order to apply for this position.

Texas Commission on Law Enforcement, 6330 E Highway 290 STE 200, Austin, Texas 78723-1035. **The Commission is an Equal Opportunity Employment Agency.** Applications received after the closing date will not be considered.