

# TCOLE Customer Svc Representative II (00016247)

Status

Open

Recruiter

Roth, Brian

Status Details

Sourcing

Hiring Manager

Landry, Lisa

Primary Location

6330 E HWY 290, STE 200, Austin,  
78723 > Texas > Austin

Requisition Type

Professional

Hired Candidates

0 out of 1

# Job Information

## Profile

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Employee Status  
Regular

Job Type  
Standard

Job Level  
Individual Contributor

Shift  
Not Applicable

Schedule  
Full-time

Standard Hours Per Week  
40.00

Hazardous Duty Eligible  
No

## Compensation

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Currency  
US Dollar (USD)

Pay Basis  
Yearly

Minimum Salary  
26332.0

Maximum Salary  
30000.0

Salary Admin Plan  
A

Grade  
11

## Other

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Overtime Status  
Non-exempt

Apply here: <https://capps.taleo.net/careersection/ex/jobdetail.ftl?job=00016247&tz=GMT-05%3A00&tzname=America%2FChicago>

# Job Description

## CAPPS Requisition External Description

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### Description - External

#### LOCATION

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

#### GENERAL DESCRIPTION

Performs routine (journey-level) customer service work in the Credentialing Division. Work involves providing external customer service support and receiving and responding to public inquiries for information. Works under moderate supervision with limited latitude for the use of initiative and independent judgment.

#### EXAMPLES OF WORK PERFORMED

Responds to inquiries and maintains licensee records according to specific guidelines and procedures.  
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.  
Interpret and explain rules, regulations, policies, and procedures as they relate to the agency ' s mission.  
Enters information into the database, processes letters to customers, and performs other general clerical services.  
Receive and process applications and payments for state services.  
Research information to solve problems related to licensee ' s training of credentialing record.  
May review and route mail and other correspondence.  
May create and maintain activity logs, files, and reports on services.  
Works with a team leader to accomplish the team ' s goals and objectives  
Reports through the Credentialing Division Supervisor to the Director for Agency Operations  
Performs related work as assigned.

### Qualifications - External

#### GENERAL QUALIFICATION GUIDELINES

##### Experience and Education

Experience in customer service, clerical, or administrative support work 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

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](http://www.hr.sao.texas.gov/compensation/MilitaryCrosswalk/MOSC_AdministrativeSupport.pdf)

#### Contact Information for External Requisitions

##### Contact First Name

Lisa

##### Contact Position Title

Credentialing Supervisor

##### Contact Last Name

Landry

##### Contact Email

[lisa.landry@tcole.texas.gov](mailto:lisa.landry@tcole.texas.gov)

#### Contact Address Information

##### Contact Address

6330 E. Hwy 290, Suite 200

##### Contact Address City

Austin

##### Contact Address State

Texas

##### Contact Address Postal

78723

#### Requested Posting Duration

Until Filled