



**JOB VACANCY ANNOUNCEMENT
(CUSTOMER SERVICE REPRESENTATIVE)
Reception & Communication Services Division**



Job Posting Number:	1608-15-RCS	Monthly Salary:	\$2,500.00
State Classification:	Customer Service Representative III	Class No., Group:	0134, A13
Location:	Austin	FLSA Status:	Nonexempt
Work Week:	40 hours per week, Monday-Friday; must be able to work rotating shifts; 7:00 to 4:00, 8:00 to 5:00, and 9:00 to 6:00	Travel:	None
Posting Date:	August 5, 2016	Closing Date:	Until Filled
Job Summary:	Assist the public and license holders by providing accurate information via a multi-line telephone system, email, & in person.		
Minimum Education:	High School Diploma or Equivalent		
Experience:	One year of customer service experience in an office environment		
Job Duties	<p>On-the-job training will be provided to establish a good general knowledge of licensure requirements and of agency functions and procedures.</p> <ul style="list-style-type: none"> • Answer approximately 80 to 100 incoming calls per day • Respond to email inquiries within two business days from the date received • Provide accurate information to license holders and the public • Answer questions regarding license renewals, fees, and forms • Assist license holders with their online renewals and all other online transactions • Access database information to assist license holders and the public • Maintain an accurate log of calls received on the survey data sheet • Provide a detailed summary of all calls and emails to license holders in VERSA • Provide exceptional customer service to internal and external customers • Keep current with TREC/TALCB rules, policies, forms, and procedures • Assist in maintaining a division notebook to use as a reference for all TREC/TALCB rules, laws, contracts, forms, and procedures • Perform other duties as assigned 		
Knowledge, Skills and Abilities:	<ul style="list-style-type: none"> • Knowledge of general business procedures and use of standard office equipment • Skill in operating a personal computer with word processing, database, and spreadsheet software • Skill in providing excellent customer service to both internal and external customers • Effective verbal and written communication, human relations and organizational skills • Ability to communicate professionally via telephone and email • Ability to quickly and accurately retrieve information from a computer database • Ability to maintain composure in high-pressure situations • Ability to quickly learn the rules and procedures for TREC/TALCB • Ability to willingly accept and use constructive criticism/feedback to improve performance • Ability to work successfully in a dynamic, fast-paced, multi-tasking environment • Ability to adapt successfully to change • Ability to successfully function as a team member and work effectively with team leaders, managers and co-workers • Ability to consistently present a professional image to license holders, the public and co-workers. 		
Preferred Qualifications:	<ul style="list-style-type: none"> • One year work experience in a call center environment • Texas Real Estate license holder (<i>Cannot hold an active license if employed by TREC</i>) 		

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(Continued)

Environmental & Physical Conditions:

Normal office work environment, mostly sedentary in nature. May involve walking; standing; remaining stationary for long periods of time; pulling and pushing; kneeling, stooping and bending; and safely lifting and carrying items weighing up to 30 pounds. Work involves extensive telephone usage and repetitive hand/wrist/finger motions while using the computer.

Military Crosswalk information:

http://www.hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_AdministrativeSupport.pdf

To Apply:

Submit a complete (no blanks) State of Texas Employment Application to: human.resources@trec.texas.gov or 512-936-3547 (fax) or via WorkinTexas

Skills test will be conducted at the time of the interview.

Contact:

Human Resources at 512-936-3604

Texas Real Estate Commission:



Texas Appraiser Licensing and Certification Board:



TREC/TALCB is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, national origin, age or disability in employment or in the provision of services. Applicants should communicate requests for disability-related accommodations during the application process to Human Resources. 1-800-RELAY TX (for hearing impaired).

TREC participates in E-Verify and will provide the Social Security Administration and, if necessary, the Department of Homeland Security with information from each new employee's Form I-9 to confirm work authorization.

Section 651.005 of the Government Code requires males, ages 18 through 25, to provide proof of their Selective Service registration or of their exemption from the requirement as a condition of state employment.

Applicants who possess a valid Texas Real Estate License will be required to place their license in an "Inactive" status.

Only applicants interviewed will be notified of their selection or non-selection. Resumes will not be accepted in place of a completed application.