

TEXAS



## REAL ESTATE COMMISSION

### APPRAISER LICENSING & CERTIFICATION BOARD

#### JOB VACANCY ANNOUNCEMENT (LICENSING SPECIALIST)

*\*\*TWO POSITIONS AVAILABLE\*\**

#### Education & Licensing Services Division

<b>Job Posting Number:</b>	1506-20-ELS	<b>Monthly Salary:</b>	\$2,375.00
<b>State Classification:</b>	License & Permit Specialist I	<b>Class No., Group:</b>	0170, B12
<b>Location:</b>	Austin	<b>FLSA Status:</b>	Nonexempt
<b>Work Week:</b>	Monday-Friday, 40 hours/week (flex schedule may be possible after first evaluation)	<b>Travel:</b>	None
<b>Posting Date:</b>	June 19, 2015	<b>Closing Date:</b>	Until Filled

**Job Summary:** Review and process applications, renewals, change forms, and other documents to ensure compliance with applicable statutes and rules. Prepare and process batches and perform complex data entry. Assist the public and license holders verbally, in writing, or in person. Work closely with agency staff to accomplish tasks.

**Minimum Education:** High School Graduate or Equivalent

**Experience:** Minimum two years' work experience reviewing and processing documents

**Job Duties:**

- Review paper and online applications, renewals, change forms or other documents to ensure that all required information has been received prior to approval of the application and issuance of a license
- Generate reports from the system as needed to ensure that requirements have been met for pending online application approvals
- Follow-up with curatives to ensure that applications are not held in suspense
- Accurately assess and post education requirements to the system when needed
- Accurately review and process documents submitted with miscellaneous forms
- Process incoming and outgoing mail as required
- Pre-check documents in each batch for completeness and correct fee
- Reject incomplete applications as needed and request or process reject letters
- Accurately assign money and enter data into the system
- Accurately process no money mail (applications or forms received without a fee)
- Assist license holders or the public in a professional and courteous manner
- Answer and respond to telephone, correspondence or email inquiries
- Compose all correspondence accurately and in a clear and concise manner, free of grammatical and typographical errors
- Mail letters generated by computer or manually processed
- Prepare and maintain files in accordance with divisional standards
- Keep work area free of pending files and file records and documents in a timely manner
- Prepare files for records retention in accordance with agency standards
- Purge files based on the retention schedule
- Perform data entry or prep files for imaging
- Provide customer service excellence to internal and external customers
- Perform other duties as assigned

**Knowledge, Skills and Abilities:**

- 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 quickly learn and apply agency statutes and rules

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).

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.

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

Applicants with an active sales, broker, or inspector license must place their license into an inactive status prior to employment.

## **JOB VACANCY ANNOUNCEMENT cont.**

### **(LICENSING SPECIALIST)**

**\*\*TWO POSITIONS AVAILABLE\*\***

### **Education & Licensing Services Division**

**Knowledge, Skills  
and Abilities (cont):**

- Ability to communicate professionally via telephone and email
- Ability to perform specialized data entry and data retrieval on the computer database
- Ability to review documents for accuracy and completeness
- Ability to work successfully in a dynamic, multi-tasking environment
- 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
- Ability to create grammatically accurate correspondence in a timely and efficient manner

**Preferred  
Qualifications:**

Work experience providing quality customer service in an office environment

**Additional  
Requirements:**

- Cover letter detailing how your education and experience meets the requirements of the position
- Resume

Skills test(s) will be conducted at the time of interview.

**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 20 pounds. Work involves extensive telephone usage and repetitive hand/wrist/finger motions while using the computer.

**To Apply:**

Submit a complete (no blanks) State of Texas Employment application and cover letter to:  
[human.resources@trec.texas.gov](mailto:human.resources@trec.texas.gov)

**Contact:**

Glenn Tramel, Human Resources 512-936-3604