

**TEXAS MEDICAL BOARD
STATE JOB VACANCY NOTICE
Internal/External**

Job Posting: 18-503-33
Salary: \$3,025.99

Opening Date: July 6, 2018
Closing Date: July 19, 2018

No. of Openings: 1
Type of Employment: Full-Time

WIT# 3595809
Functional Job Title: Call Center Analyst I
Classification License and Permit Specialist III
Class Number: 0172/B16
FLSA Status: Non-Exempt
Location: Austin
How to Apply: All applications for employment with the Texas Medical Board must be submitted electronically by 5:00 p.m. central time on the job closing date through 38:www.WorkInTexas.com. PAPER, FAX OR E-MAIL APPLICATIONS WILL NOT BE ACCEPTED.

Agency: Texas Medical Board
333 Guadalupe, Tower 3, Suite 610
Austin, TX 78768-2018
www.tmb.state.tx.us

NOTE: A criminal history check will be conducted on the primary candidate recommended for the position. Applicant will be required to furnish birth date and possibly SSN for this purpose.

Applicable Military Occupational Specialty (MOS) codes are included, but not limited to the following: SN, YN, 360, 0100, 0111, 3A1X1, 641X, 3A Additional Military Crosswalk information can be accessed at: http://www.hr.sao.state.tx.us/Compensation/MilitaryCrosswalk/MOSC_AdministrativeSupport.pdf

General Description

Performs complex (journey-level) work in the Executive Office of the Texas Medical Board (TMB) designed to support the agency's licensing, registration and enforcement operations. Work involves responding to telephone inquiries concerning agency programs and procedures. Supports all boards and committees under the purview of the agency. Work is performed as a member of a team in a call center environment. Works under general supervision from the Executive Support Manager with moderate latitude for the use of initiative and independent judgment. Work schedule must conform within the normal agency work hours of 8:00 a.m. to 5:00 p.m. Monday through Friday.

Principal Duties and Responsibilities

95% Responds to telephone inquiries from licensure applicants, licensees, and members of the public in a team-based, call center environment, regarding:

- Licensure and registration processes for all license and permit types
- Statute, board rules, and procedures
- Information on filing a complaint
- Information about TMB-regulated health-care professionals

5% Performs other duties as assigned to maintain efficient and effective department operations.

Experience and Education

- Graduation from standard senior high school or equivalent is required
- Experience in office practices and administrative support work is required
- Experience in customer service is required
- Experience providing administrative support in a licensing and regulatory agency is preferred
- Experience in a call center environment is preferred
- Graduation from an accredited four-year college or university is preferred
- Education and experience may be substituted for one another

Knowledge, Skills, and Abilities

- Knowledge of laws and regulations relevant to the agency
- Knowledge of office practices and administrative procedures
- Skill in the use of standard office equipment, personal computers and personal computer software packages, specifically word processing and spreadsheet applications
- Skill in oral and written communication (including telephone etiquette and business writing)

- Skill in establishing and maintaining cooperative working relationships
- Ability to communicate and interact effectively with members of the public
- Ability to respond to public inquiries in a timely manner
- Ability to work in high-volume, fast-paced call center environment
- Ability to prioritize work and meet deadlines
- Ability to organize and handle multiple tasks with flexibility
- Ability to thrive in a team environment and consistently display professional demeanor
- Ability to implement administrative procedures
- Ability to interpret rules, regulations, policies and procedures.
- Ability to follow a work schedule that conforms within the normal agency work hours of 8:00 a.m. to 5:00 p.m. Monday through Friday

Physical Requirements And/Or Working Conditions

The principal job are performed in a standard office environment and require :

- Regular and punctual attendance
- Frequent use of personal computer, copiers, printers, and telephones
- Frequent sitting
- Frequently working under deadlines, as a team player, and in direct contact with others
- Compliance with all agency policies and procedures, including but not limited to applicable confidentiality, security and safety rules, regulations and standards
- If hired, must provide document(s) within three days of hire date that establishes identity and employment eligibility

New Hires/Rehires

60-day waiting period for health coverage

Remarks

If you are selected, you will be called for an interview. You may be asked to complete a practical test to demonstrate you have the required experience at the time of your interview. **Only applicants who are interviewed will receive written notification of application results.**

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

The Texas Medical Board does not discriminate on the basis of race, color, national origin, sex, age, religion, disability or veteran status. Employment opportunities shall not be denied a qualified individual with a disability that requires a reasonable accommodation. The applicant should communicate requests for reasonable accommodations by calling (512) 305-7146.

Selective Service Requirement: If selected for employment, male applicants age 18 through 25 must present proof of registration or exemption with the federal Selective Service System