



Job title: License and Permit Specialist II (multiple positions)

Posting 0408-24

Opening Date: May 6, 2024

Closing Date: Until filled

PO BOX 12157, Austin, TX 78711

PH: 512.463.7184

FAX: 512.475.3377

Location: 920 Colorado St; Austin, TX 78701

Yearly Salary: B14 \$43,000.08

Division: Licensing

Remote Work: Hybrid

Job Description

The License and Permit Specialist is selected by and responsible to the Licensing Manager and performs moderately complex licensing duties for the Licensing Division. Work involves initial review, analysis and input of licensing applications and fee payments; records maintenance; responding to customer and staff inquiries; disseminating information concerning agency programs and services; and may include training of new personnel. The License and Permit Specialist is responsible for maintaining and providing statistical data to the Licensing Manager. Work is performed under general supervision with limited latitude for exercising initiative and independent judgment. Work requires frequent contact with the public, government officials and department staff.

Essential Duties

- Receives, reviews, and processes incoming license applications and license renewals. Reviews documentation to ensure completeness, accuracy, and compliance with applicable statutes, rules, and policies. Inputs applications and fee payments and generates letters of incomplete application and monitors as necessary. Issues licenses when all requirements are met.
- Reviews and processes outgoing and incoming correspondence for correction and completion.
- Provides administrative and technical assistance related to license and permit requirements to the general public, agency staff, and license holders; answers questions and explains licensing laws and rules; and supplies information regarding license and permit processing, policies, and procedures in a positive and professional manner in such a way to as to instill confidence and trust.
- Prepares and maintains records associated with license applications.
- May participate in cost estimate, bill analysis, and other agency legislative and/or implementation teams.
- May participate in special projects of the division or agency.
- Complies with division and/or agency training requirements.
- Keeps management appropriately informed of ongoing activity and critical matters affecting the operational well-being of the agency.
- Demonstrates a spirit of teamwork offering positive and constructive ideas, encouragement, and support of other members of the team and division staff.
- Adheres to all TDLR Personnel Policies and performs other duties as assigned or required to maintain agency and division operations.

Minimum Requirements

One (1) year of responsible administrative experience which involved office practices and procedures required. Experience in the issuance of licenses, registrations, or certifications preferred. Sixty (60) hours of college coursework from an accredited college or university may substitute for the experience requirement.

Military Occupation Specialty Code:

Navy SN, YN, Coast Guard YN, Marine 0100, 0111, Air Force 3F5X1

Remarks

The successful candidate will have: Knowledge of administrative rules, policies, and procedures; of applicable administrative codes and statutes; and, of agency programs and databases. Skill in research techniques; and, in drafting basic business correspondence using proper spelling, punctuation, sentence structure, and grammar. Skill in the use of the internet; in Microsoft Office and applicable software such as Outlook, Excel, Word and TEAMS; and, in standard office equipment. Ability to establish and maintain courteous, effective working relationships; to understand, interpret and explain agency laws, rules, policies and procedures; and, to train personnel. Ability to work in a team environment, coordinating workflow within the team; to perform research; and, to communicate effectively. Ability to provide friendly, caring service to customers; and, to work simultaneously in multiple databases.

How to Apply

Applications may be downloaded through TDLR’s website [https: www.tdlr.texas.gov/employ.htm](https://www.tdlr.texas.gov/employ.htm). Only Email or fax applications accepted. Email human.resources@tdlr.texas.gov or fax 512.475.3377. Incomplete applications will not be considered. A resume in lieu of application will be rejected. Additionally, an application with “see resume” within the summary of experience is considered incomplete and will be rejected. Submit copy of degree if in lieu of experience/skills requirement. To receive Military Employment Preference for any position, submit a copy of the DD214 or DD1300 with application.

Only interviewed applicants will receive notice of the final disposition of the selection process.

This job is covered by the Fair Labor Standards Act (FLSA).

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

TDLR provides a total compensation package that enables us to attract, motivate, and retain highly skilled and talented employees, including a merit system, full use of salary ranges, performance awards, retention and recruitment bonuses. TDLR participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each new employee’s Form I-9 to confirm work authorization.

In compliance with the Americans with Disabilities Act (ADA), TDLR will provide reasonable accommodation during the hiring and selection process for individuals with a disability. If you need assistance completing the application, contact TDLR Human Resources at 512-463-7184. If you are contacted for an interview and need accommodation