



Job title: Program Specialist III- multiple positions

Accreditation and Certification Specialist

Posting 0512-24

Opening Date: May 31, 2024

Closing Date: Until filled.

PO BOX 12157, Austin, TX 78711

PH: 512.463.7184

FAX: 512.475.3377

Location: North Campus- 1106 Clayton Ln. Austin, TX 78723

Yearly Salary: B19- \$54,331.20- \$57,750.12

****salary listed includes a state legislative salary increase effective 9/1/24**

Division: Education and Examination

Remote Work: Hybrid

Job Description

The Accreditation & Certification Specialist (ACS) is selected by and responsible to the Director of Education and Examination and the Accreditation and Certification Manager and performs complex consultative services and technical work in the planning, development and implementation of the agency's pre-licensure education, continuing education and examination functions. Work involves providing technical assistance on program services; assisting in the preparation of performance measure reports and other research projects; developing procedural manuals; approving and auditing education providers and courses; providing examination support, including recommendations regarding examination content, development and delivery functions; and providing consultative and technical services to agency program staff. The ACS works under general supervision with moderate latitude for the use of initiative and independent judgment.

Essential Duties

- Performs an array of technical, research, planning, policy, program assessment, and administrative activities related to the review and oversight of continuing education and pre-licensure education providers and assist in the development of techniques for approving providers and course content.
- Evaluates and responds to emails from educators regarding curriculums, student hours, credit hours, and distance learning applications, performing and collaborating with TDLR staff in resolving technical problems.
- Reviews and approves education providers and courses.
- Serves as liaison to staff, licensees, third-party vendors, government agencies, or the general public to explain and provide technical assistance on program specifics and requirements.
- Participates with the examination development as a Subject Matter Expert for various industries.
- Analyzes legislation and assists with development of recommendations for policy and programmatic issues relating to the implementation and improvement of the Education and Examination Division. Evaluates Division's performance measures and goals. May participate in Cost Estimate, Bill Analysis or other agency legislative and/or implementation team.
- Studies, reviews, analyzes and evaluates operations, outputs and activities to identify gaps in resources, recommends improvements, prepares reports of findings and assist in developing action plans.
- Demonstrates a spirit of teamwork, offering positive and constructive ideas, encouragement and support to other members of the staff and team, while upholding the agency's core values.
- Assists in the collection, organization, analysis, and/or preparation of materials in response to requests for program information.
- May monitor, review, and evaluate providers to ensure compliance with program policies, procedures, statutes, and rules.
- Develops Frequently Asked Questions (FAQs) and Frequently Given Answers (FGAs) for the Education and Examination Division.
- May conduct training and provide guidance to staff in the development and integration of new or revised methods and procedures for education providers and examination processes.
- May provide administrative support to the Education & Examination Director regarding presentations to the various advisory boards and other meetings to provide recommendations on program objectives and goal.
- Complies with Division and/or Agency training requirements.

- Keeps management appropriately informed of ongoing activity and critical matters affecting the operation and well-being of the agency.
- Adheres to all TDLR Personnel Policies and performs other duties as assigned.

Minimum Requirements

Two (2) years of experience in developing, evaluating, and implementing education programs; issuing registrations and certifications; and/or experience in the development and delivery of examinations OR four (4) years of experience in the administration of a program/business/industry or governmental program required. Graduation from an accredited four-year college or university may substitute for the experience requirement. An application with education and/or experience in an area regulated by TDLR may be given preference over an applicant without the education or experience.

Military Occupation Specialty Code:

Navy YN Yeoman, Coast Guard OS Operations Specialist, Air Force 16GX

Remarks

The successful candidate will have: Knowledge of laws, rules and standards related to continuing education and pre-licensure of education providers; of the state legislative process and state government administration; and, of agency programs, policies, objectives, technology, and terminology. Skill in problem-solving and negotiating; and, in policy analysis and research. Proficient skill in coordinating and scheduling activities and resources; in identifying measures or indicators of program performance; and, in the use of MS Office Suite. Ability to provide a high level of customer service and to resolve conflicts with limited supervision in a diplomatic way. Must have excellent interpersonal skills and professional demeanor and attitude. Strong ability to motivate and achieve results through others. Have the ability to conduct presentations to agency staff and the regulated public. Ability to establish goals and objectives; to devise solutions to administrative and technical problems; to develop and evaluate administrative policies and procedures; to prepare reports; to communicate effectively; and to interpret and apply laws, rules, regulations, and adopted standards.

How to Apply

Applications may be downloaded through TDLR's website <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 a 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 not 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