

## TEXAS BOARD OF NURSING JOB VACANCY ANNOUNCEMENT

To apply, complete a State of Texas Application at [WorkinTexas.com](http://WorkinTexas.com)

Job Title	Customer Service Representative III	Closing Date	When Filled
Reports To	Customer Service Manager	Posting Number	22-01
Salary Group	A13 \$2,453.25 to \$3,695.13 per month	Schedule	Full Time
Insurance Waiting Period	At least 60 days from start date	Travel	Must be willing to travel within the State of Texas

### Military Crosswalk

Army	15P, 42A, 56M, 68G, 420A	Navy	SH, SN, YN, YNS, 741X
Air Force	3F1X1, 3F5X1	Marines	0100,0111,4133, 0102, 0170
Coast Guard	YN		

### General Description

Will assist with coordinating the workflow and coverage of the customer service section for agency. Will perform responsible customer service tasks for both internal and external agency customers. Will respond to customer phone and written inquiries within set parameters and time frames. Will be required to research questions and provide answers in a professional and timely manner. Will assist with receptionist, microfilming, imaging, and other document processing duties. Moderate latitude for independent decision making.

### Duties and Responsibilities

Will create/maintain activity logs for various licensure actions Will assist with the coordination of the work flow and coverage of Customer Service Section. Will work with the Department Supervisor with problem solving and troubleshooting including time sensitive situations. Will knowledgeable and respectfully answer phone inquiries from internal and external customers a minimum of six hours per day. Will answer written inquiries from internal and external customers via letters, e-mail, fax and by phone. Will assist agency departments with records retention schedule. Will assist in training other staff members. Will research general agency questions and provide results to staff. Will file documents for other agency departments upon request. Will assemble and mail applications upon customer requests. Will stuff and mail licenses. Will assist all agency departments with general clerical duties upon request of the director. Contributes to agency Goals and Objectives. Adheres to agency ethics and human resources policies.

### Knowledge, Skills and Abilities

Able to manage large volumes of complex paperwork requiring time-limited processing. Ability to establish and maintain effective working relationships with supervisor, peers, agency staff and external customers. Ability to use and apply data and/or word processing equipment. Ability to compose written business correspondence. Excellent oral and written communication skills. Ability to serve as lead staff member within division.

### Education and Experience Requirements

High school graduation or equivalent plus two years of college. (Four years of related post high school customer service experience may be substituted for college requirement.)

### Environment/Physical Conditions

This position is based in our downtown office in Austin, Texas. The work for this position will be primarily performed in this downtown office location, but occasional travel may be required. Work typically takes place in an environmentally controlled office setting.

### How To Apply

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The Texas Board of Nursing is an Equal Employment Opportunity Employer and does not discriminate on the basis of race, color, national origin, sex, religion, age, genetic information, or status as an individual with a disability or protected veteran in its hiring and recruitment process. Veterans' and former foster youth employment preferences are granted as required by law.