

TEXAS BOARD OF NURSING JOB VACANCY ANNOUNCEMENT

To apply, complete a State of Texas Application at WorkinTexas.com

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|--------------------------|------------------------------------|----------------|---|
| Job Title | Customer Service Representative IV | Closing Date | When Filled |
| Reports To | Customer Service Manager | Posting Number | 22-12 |
| Salary Group | A15 \$2,748 to \$3,600 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

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|-------------|--------------------------|---------|----------------------------|
| 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. Considerable 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 four hours per day. Will answer written inquiries from internal and external customers via letters, e-mail, fax and by phone. Will assist with receptionist duties including receiving guests for informal hearings, board meetings, licensing inquiries, other state agencies and vendors. Will process license requests for walk-ins. Will review, prepare, copy and process microfilm documents for internal and external customers. 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 agency documents for other departments upon request. Will assemble and mail applications upon customer request. Will assist all agency departments with general clerical duties upon request of the director. Will stuff and mail licenses. Will serve as agency troubleshooter for time sensitive work situations. May serve as department lead staff and assist with supervision.

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

A minimum of an Associate's Degree in related field from an accredited college or university. A Bachelor's Degree is preferred.

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. The Texas Board of Nursing 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