Texas State Board of Dental Examiners
333 Guadalupe, Suite 3-800
Austin, Texas 78701

512-463-6400 phone; 512-463-7452 fax
www.tsbde.texas.gov

LICENSE AND PERMIT SPECIALIST II

Position: License and Permit Specialist II Full time (40 hrs/wk)	**Salary:** $2,596.00 per month ($31,152.00 annually)
Classification Number: 0171 **Group:** B14	**Posting Date:** August 28, 2016
Listing Number: 50416027 **FLSA Status:** Non-Exempt **Number of Openings:** 2	**Closing Date:** September 12, 2016
Contact: Lacy Brown; hr@tsbde.texas.gov (512) 475-0975	

GENERAL DESCRIPTION OF DUTIES:
This job description is not an employment agreement or a contract. Management has the exclusive right to alter this job posting or job description at any time without notice.

The Texas State Board of Dental Examiners (TSBDE) is the state agency that regulates the practice of dentistry in Texas. The agency currently is authorized to employ 58 FTEs and has 15 board members. Because the TSBDE is a small agency, all employees must exhibit a spirit of teamwork and cooperation and be willing to assist in any agency work activities as necessary.

The position requires the successful candidate to maintain a positive customer service attitude while having the ability to perform moderately complex licensing work. Will receive, review, and approve licenses and registrations by ensuring compliance with applicable policies, administrative codes, and statues; provide effective communication to both internal and external customers; prepare and mail some correspondence and licenses/certificates, and will assist in other Licensing Department activities as needed.

EXAMPLES OF WORK PERFORMED:

- Places and answers telephone calls and emails to and from licensees and applicants to resolve licensing issues.
- Approves or assists in approving new and existing applications for licensees based on Texas statutes, administrative codes, and agency policies and procedures.
- Provides or assists in providing interpretation of codes, policy requirements, and other information applicable to various agency and statutory requirements.
- Monitors license applications, existing registration, and requests for appropriate information needed to approve and maintain licenses.
- Assists with walk-in customers to resolve their licensing issues.
- Investigates and resolves issues involving customers' licenses and registrations, including payment history.
- Provides forms and general information to visitors and forwards completed forms to proper staff.
- Assists in performance of other Licensing Department or agency duties as assigned.
- May train others.
- Performs related work as assigned.

MINIMUM QUALIFICATION REQUIREMENTS:

Graduation from a standard senior high school or equivalent is required. At least two years of experience in customer service, clerical or administrative support in an office environment is required. Experience using the VERSA database and Licensing system is preferred but, not required.

Must be able to sit at desk and answer phones or process paperwork for most of the work day. Must attend work regularly.

ADDITIONAL REQUIRED KNOWLEDGE, SKILLS, & ABILITIES:

- Knowledge of office practices and terminology; knowledge of spelling, punctuation, sentence structure, and grammar.
- Knowledge of administrative procedures; and of applicable policies, administrative codes, and statutes.
- Ability to communicate effectively and interact effectively with members of the public.
- Ability to respond to public inquiries by phone, email and in person in a timely manner.
- Ability to work well with others and to maintain a positive attitude with callers, visitors, and coworkers.
- Proficient in the use of computer, preferably Microsoft Office software, i.e. Word and Excel.

The following Military Occupation Specialty (MOS) codes are generally applicable to this position: YN, SN, 360, 0100, 0111, 0102, 0170, 3A1X1, 3M0X1, 01, 3A, 3M. Applicants must fully complete the summary of experience on the State of Texas Application to determine if minimum qualifications are met

OTHER: Normal office environment in downtown Austin office location. Tobacco–free work environment. Work hours are normally 8:00 AM – 5:00 PM, Monday through Friday. Some overtime may occasionally be required.

In compliance with House Bill 2559 agencies that hire a person who is retired from the Employees Retirement System (ERS) on or after September 1, 2009 are required to remit a surcharge of 9.5% each month the return-to-work retiree is employed. Selected candidates meeting this requirement will be offered a base salary 9.5% lower to cover this surcharge.

To Apply: Applicants must submit official State of Texas Employment Application (see http://www.twc.state.tx.us for download). Applications may be emailed to hr@tsbde.texas.gov, mailed to 333 Guadalupe, Suite 3-800, Austin, TX 78701 or faxed to (512) 305-6737. Applicants may submit a resume in addition to the official State of Texas Employment Application but the resume may NOT be substituted for the official State of Texas Employment Application. Selected applicants will be notified regarding interviews. If an accommodation is needed, hr@tsbde.texas.gov.

The Texas State Board of Dental Examiners (TSBDE) is an Equal Opportunity/Affirmative Action/ADA employer. The Board's employment positions are covered by the Fair Labor Standards Act (FLSA). TSBDE does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, or veteran status. TSBDE is an E-Verify participant.