

Texas State Board of Dental Examiners
333 Guadalupe Street, Suite 3-800
Austin, Texas 78701
512-463-6400 phone; 512-463-7452 fax
www.tsbde.texas.gov

Job Vacancy Notice
PROGRAM SPECIALIST II

Position: Program Specialist II Full time (40 hrs/wk)	Salary: \$39,521- \$45,753 annually
Classification Number: 1571 Group: B18	Posting Date: May 12, 2016
Listing Number: 50416023 FLSA Status: Non-Exempt Number of Openings: 1	Closing Date: May 20, 2016
Contact: Cristabel Bodden; cbodden@tsbde.texas.gov	

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.

GENERAL DESCRIPTION OF DUTIES:

Will serve as the Assistant to the Director of the Licensing Department. The successful candidate will perform complex to advance managerial licensing work. Will receive, review, and approve licenses and registrations by ensuring compliance with applicable policies, administrative codes, and statutes; 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.

Works under the limited supervision of Division Director, with considerable latitude for the use of initiative and independent judgment within the limits of the agency's policies and procedures.

EXAMPLES OF WORK PERFORMED:

- Assists the department Director in accomplishing activities related to the division goals and objectives. Participates in program planning, development, and implantation of licensing programs.
- Respond to written and verbal inquiries regarding licensing programs, interprets, and disseminates information regarding applicable rules, statutes, codes, and other information applicable.
- Approves or assists in approving new and existing applications for licensees based on Texas statutes, administrative codes, and agency policies and procedures.
- Monitors license applications, existing registration, and requests for appropriate information needed to approve and maintain licenses.
- Assists in establishing and analyzing policies and procedures and recommends changes to obtain efficiencies and improvements.
- Assists in providing guidance and direction to the Division staff.
- Ensures Division staff's work is performed in a timely manner.
- Assists with walk-in customers to resolve their licensing issues.
- Investigates and resolves issues involving customers' licenses and registrations, including payment history.
- Assist in the development of retention policies and procedures for the Licensing department.
- Provides forms and general information to visitors and forwards completed forms to proper staff.

- May train others.
- Performs related work as assigned.

MINIMUM QUALIFICATION REQUIREMENTS:

EDUCATION: Graduation from an accredited four-year college or university is generally preferred. Education and experience may be substituted for one another.

PERSONAL: Self Reliant, Motivated to accomplish assigned tasks efficiently and effectively, Communicate effectively with co-workers and public, Punctual.

EXPERIENCE: Experience in project management relevant to the agency programs is required. Experience using VERSA database along with experience in supervising the work of others is preferred. Experience in health occupation licensing is preferred.

ADDITIONAL REQUIRED KNOWLEDGE, SKILLS, & ABILITIES:

- Knowledge of office practices and terminology; knowledge of spelling, punctuation, sentence structure, and grammar.
- Thorough 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.
- Possess problem solving and reasoning skills to resolve issues by interpreting and applying laws and rules.
- 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 Street, 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, please call Cristabel Bodden at 512-305-9332.

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.