

**TEXAS MEDICAL BOARD  
STATE JOB VACANCY NOTICE  
Internal/External**

**Job Posting:** 19-503-46  
**Salary:** \$3,111.36

**Opening Date:** August 5, 2019  
**Closing Date:** August 16, 2019

**No. of Openings:** 3  
**Type of Employment:** Full-Time

**WIT#** 8769979  
**Functional Job Title:** Call Center Analyst I  
**Classification** License and Permit Specialist III  
**Class Number:** 0172/B16  
**FLSA Status:** Non-Exempt  
**Location:** Austin  
**How to Apply:**

All applications for employment with the Texas Medical Board must be submitted electronically by 5:00 p.m. central time on the job closing date through [www.WorkInTexas.com](http://www.WorkInTexas.com). The first two business days only Veterans can apply. After the two business days, it is open for all to apply. Work In Texas will be unavailable beginning Friday, August 9th at 6:00 p.m. to Monday, August 19th. During this timeframe, please e-mail your completed state application to [hr@tmb.state.tx.us](mailto:hr@tmb.state.tx.us) or fax in your completed state application to 512.305.7124.

A public criminal history check will be conducted on the primary candidate recommended for the position. Applicant will be required to furnish birth date and possibly SSN for this purpose.

These positions are to start on September 1, 2019.

**Agency Information**

We have over 200 employees across the state of Texas. We are a collaborative and team environment work culture that values an environment of trust and accountability as we work towards our Board's mission to protect and enhance the public's health, safety, and welfare by establishing and maintaining standards of excellence used in regulating the practice of medicine and ensuring quality health care for the citizens of Texas through licensure, discipline, and education.

We value employee work-life balance and provide our team incentives that include telework, flexed and compressed work schedules, wellness leave incentive, health and retirement programs, 401K, vacation and sick leave paid, holiday pay, and other various benefits.

Applicable Military Occupational Specialty (MOS) codes are included, but not limited to the following: SN, YN, 360, 0100, 0111, 3A1X1, 641X, 3A Additional Military Crosswalk information can be accessed at: [http://www.hr.sao.state.tx.us/Compensation/MilitaryCrosswalk/MOSC\\_AdministrativeSupport.pdf](http://www.hr.sao.state.tx.us/Compensation/MilitaryCrosswalk/MOSC_AdministrativeSupport.pdf)

**General Job Summary**

Performs complex (journey-level) work in the Executive Office of the Texas Medical Board (TMB) designed to support the agency's licensing, registration and enforcement operations. Work involves responding to telephone inquiries concerning agency programs and procedures. Supports all boards and committees under the purview of the agency. Work is performed as a member of a team in a call center environment. Works under general supervision from the Executive Support Manager with moderate latitude for the use of initiative and independent judgment. Work schedule must conform within the normal agency work hours of 8:00 a.m. to 5:00 p.m. Monday through Friday.

**Principal Duties and Responsibilities**

95% Responds to telephone inquiries from licensure applicants, licensees, and members of the public in a team-based, call center environment, regarding:

- Licensure and registration processes for all license and permit types
- Statute, board rules, and procedures
- Information on filing a complaint
- Information about TMB-regulated health-care professionals

5% Performs other duties as assigned to maintain efficient and effective department operations.

**Experience and Education**

Graduation from standard senior high school or equivalent is required  
Experience in office practices and administrative support work is required  
Experience in customer service is required

Experience providing administrative support in a licensing and regulatory agency is preferred  
Experience in a call center environment is preferred  
Graduation from an accredited four-year college or university is preferred

### **Knowledge, Skills, and Abilities**

Knowledge of laws and regulations relevant to the agency  
Knowledge of office practices and administrative procedures  
Skill in the use of standard office equipment, personal computers and personal computer software packages, specifically word processing and spreadsheet applications  
Skill in oral and written communication (including telephone etiquette and business writing)  
Skill in establishing and maintaining cooperative working relationships  
Ability to communicate and interact effectively with members of the public  
Ability to respond to public inquiries in a timely manner  
Ability to work in high-volume, fast-paced call center environment  
Ability to prioritize work and meet deadlines  
Ability to organize and handle multiple tasks with flexibility  
Ability to thrive in a team environment and consistently display professional demeanor  
Ability to implement administrative procedures  
Ability to interpret rules, regulations, policies and procedures.  
Ability to follow a work schedule that conforms within the normal agency work hours of 8:00 a.m. to 5:00 p.m. Monday through Friday

### **Physical Requirements And/Or Working Conditions**

The principal job are performed in a standard office environment and require :

- Regular and punctual attendance
- Frequent use of personal computer, copiers, printers, and telephones
- Frequent sitting
- Frequently working under deadlines, as a team player, and in direct contact with others
- Compliance with all agency policies and procedures, including but not limited to applicable confidentiality, security and safety rules, regulations and standards
- If hired, must provide document(s) within three days of hire date that establishes identity and employment eligibility

### **Remarks**

If you are selected, you will be called for an interview. You may be asked to complete a practical test to demonstrate you have the required experience at the time of your interview. **Only applicants who are interviewed will receive written notification of application results.**

### **EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER**

The Texas Medical Board does not discriminate on the basis of race, color, national origin, sex, age, religion, disability or veteran status. Employment opportunities shall not be denied a qualified individual with a disability that requires a reasonable accommodation. The applicant should communicate requests for reasonable accommodations by calling (512) 305-7146.

**Selective Service Requirement:** If selected for employment, male applicants age 18 through 25 must present proof of registration or exemption with the federal Selective Service System