

TEXAS BOARD OF NURSING JOB VACANCY ANNOUNCEMENT

Job Title	Customer Service Representative IV- Fingerprinting	Closing Date	Posted until Filled
Reports To	Customer Service Manager	Posting Number	21-8
Salary Info	PayGroup A15, \$2,750 to \$3,500	Schedule	Full Time
Insurance Waiting Period	60 Day Waiting Period for Health Coverage		
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			
<p>Will assist with coordinating the workflow and coverage of the customer service and fingerprint 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. Considerable latitude for the use of initiative and independent decision making.</p>			
Duties and Responsibilities			
<p>Will create/maintain activity logs for various licensure actions.</p> <p>Will assist with the coordination of the work flow and coverage of Customer Service and Fingerprint Section. Will work with the Department Supervisor with problem solving and trouble shooting. Will knowledgeable and respectfully answer phone inquiries from internal and external customers a minimum of four hours per day and/or during high volume times. Will assist completing fingerprint tasks and duties as assigned and troubleshoot fingerprint issues that may arise. 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 licensure 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 documents for other agency departments upon request. Will assemble and mail applications upon customer requests. Will assist all agency departments with general clerical duties upon request of the director. Will stuff and mail licenses. Will serve as agency Atrouble shooter@ for time sensitive work situations. May serve as department lead staff and assist with supervision.</p>			
Knowledge, Skills and Abilities			
<p>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. Must have a minimum of five years of customer service experience. Ability to serve as lead staff member within the division.</p>			
Education and Experience Requirements			
<p>A minimum of an Associate's Degree in related field from an accredited college. A bachelor's degree preferred. Must have a minimum of five years customer service experience.</p>			
Environment/Physical Conditions			
<p>Work is typically carried out in a normal, environmentally controlled indoor office setting.</p>			
How To Apply			

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.