

Opening Date: Immediately	Posting number: SML-323	Military Specialty Codes:
Number of Openings: 1	Duration of Job: Regular Full Time	Army-42A; Navy-YN
Classification: Non-Exempt	Group/Class #: A09/0130 or A11/0132	Coast Guard-YN; 360
Closing Date: Until Filled	Salary*: \$1,981 min - \$3,446 max	Marine-0100; 0111
Location: Austin	*Commensurate with qualifications and experience	Air Force-3A1X1; 3MOX1

Additional information on the SAO Military Crosswalk is available here:

http://www.hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_AdministrativeSupport.pdf

TEXAS DEPARTMENT OF SAVINGS AND MORTGAGE LENDING STATE AGENCY JOB VACANCY NOTICE

JOB TITLE: Customer Service Representative I/II*

JOB DESCRIPTION:

Performs entry-level to routine customer service work. Work involves providing external customer service support and receiving and responding to public inquiries for information and/or state services. Works under close to moderate supervision, with minimal to limited latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED:

- ◆ Communicates with the public in person and by telephone. Answers phone calls at a multiple agency reception desk routes incoming calls, takes messages, and answers general questions.
- ◆ Greets visitors, maintains visitor log and distributes visitor badges.
- ◆ Disseminates information regarding agency programs.
- ◆ Receives and routes routine and special correspondence, forms, and documents.
- ◆ Performs related work as assigned.

GENERAL REQUIREMENTS:

- ◆ Experience in office practices or administrative support work preferred. Graduation from a standard senior high school or equivalent is generally preferred. Experience and education may be substituted for one another.

KNOWLEDGE, SKILLS AND ABILITIES:

- ◆ Knowledge of office practices and administrative procedures.
- ◆ Ability to transfer incoming calls to appropriate personnel, to greet and direct visitors, and to communicate effectively.
- ◆ Skill in the use of standard office equipment and software.
- ◆ Ability to respond to public inquiries in a timely manner and to communicate effectively.

NOTE:

- ◆ The position may require additional work hours including evenings, weekends, and/or holidays to meet critical deadlines.
- ◆ The job posting in no way states or implies that the duties listed above are all inclusive. Employees are required to perform other duties as assigned.

Males born on or after January 1, 1960, will be required to present proof of Selective Service registration on the first day of employment or proof of exemption from Selective Service registration requirement. All offers of employment are contingent upon the candidate having legal authorization to work in the United States. Failure to present such authorization within the time specified by the U.S. Department of Labor will result in the offer being rescinded. All offers of employment are also contingent upon satisfactory credit check.

HOW TO APPLY:

Submit state of Texas application via Work in Texas / mail / in person to 2601 N. Lamar Blvd., Ste 201, Austin, TX 78705 or via fax 512-475-1505. Resumes will not be accepted in place of a completed application.

Applications are available at <http://www.twc.state.tx.us/jobs/gvjb/stateapp.doc>.

For directions or to request physical accommodations call Janie Recio at 512-475-1180.

E-Verify – This organization participates in E-Verify. This employer 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.

Texas Department of Savings and Mortgage Lending is an equal opportunity employer.