



Texas Department of Housing & Community Affairs
221 E. 11th Street, Suite 106
Austin, TX 78701
(512) 475-3800
Internet: www.tdhca.state.tx.us

Employment Announcement

Customer Service Representative in the Manufactured Housing, Customer Service Division

Job Posting Number: 18-033	State Classification: Customer Service Representative III/0134
Division: Manufactured Housing	State Pay Grade: A13
Department: Customer Service	Posting Date: February 15, 2018
Established Work Hours: 8:00 A.M. – 5:00 P.M.	Application Deadline: Open Until Closed By Division
Starting Salary: \$2514.58 / mo.	Duration: Full Time
Number of Openings: 1	Location: Austin, Texas

GENERAL DESCRIPTION

The Customer Service Representative performs independent, responsible administrative duties for the Customer Service Section of the Manufactured Housing Division. The Customer Service Representative is primarily responsible for disseminating information pursuant to Chapter 1201 of the Occupations Code. Additional duties include assisting with mail out, written response to correspondence and performing research. Work involves assisting the section manager in the day to day operations of the section. The Customer Service Representative III works under moderate supervision with latitude for exercising initiative and independent judgment. The Customer Service Representative is responsible for maintaining and providing statistical data to the Section manager. Additional duties includes application processing, training of new personnel, analyzing and auditing of required forms, documents and fees for the issuance of a Statement of Ownership. Interprets statutes and rules and inquiries. The Customer Service representative will perform other duties as assigned and required to maintain agency and division operations.

SPECIFIC JOB FUNCTIONS

- Responds to high volume phone calls and direct inquiries by researching computer files, hard copy files, and scan documents to verify information.
- Previews new and resubmitted manufactured home document of Statement of Ownership applications for completeness and accuracy for mail-in, walk-in customers, facsimile request and telephone inquiries as set by statute and procedures.
- May perform data entry of all incoming applications without fee into tracking system.
- May perform data entry of Statement of Ownership applications.



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- Prepares written correspondence to customers request for non-paid research request within the established time frame.
- May train current and new employees in the Manufactured Housing Customer Service section based on procedure and guidelines set by section manager.
- Interprets and explain rules, regulations, policies and procedures.
- Interacts with staff, industry and public in a positive and professional manner.
- Represents the Department in such a way to instill public confidence and trust.
- Performs related work as assigned.
- Responsible for becoming fully knowledgeable of the Department's Fraud, Waste and Abuse Prevention and Detection Program and it's affect in their individual program areas including performing risk assessment of their program area's significant business processes and identifying and communicating control processes and steps to mitigate unacceptable risks

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

- Graduation from a standard high school plus 2 years of college. One year of appropriate experience may be substituted for one year of college on a year for year basis.

OTHER FACTORS

Knowledge, Skills, and Abilities:

- Knowledge of administrative rules, policies and procedures process.
- Considerable knowledge of acceptable office practices and administrative procedures.
- Skills in research techniques and Customer Service Total Quality Management.
- Ability to establish and maintain courteous and effective working relationships.
- Ability to supervise and train personnel.
- Ability to interpret, explain and apply (orally and in writing) state law, department policies and procedures.
- Ability to speak and/or translate Spanish is preferred.
- Ability to provide friendly, caring service to customers.

PHYSICAL REQUIREMENTS:

- None

OTHER:

Military Crosswalk information can be accessed at: [Military Crosswalk](#)



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Must be willing to work in a non-smoking environment and adhere to all applicable Department policies and procedures. Must be willing to work overtime if necessary which may include nights and weekends. Must attend work regularly and adhere to approved work.

TO APPLY

To apply for an opening with TDHCA, you must complete the State of Texas Application for Employment electronically at www.WorkInTexas.com.

The State of Texas Application for Employment and other qualifying documentations must be submitted no later than 5:00 pm on the closing date of the job vacancy notice. For vacancies that are posted "open until filled" it is recommended that applications be submitted as soon as possible. **Online applications are stored on a secure site. Only authorized employees and hiring authorities have access to the information submitted.**

It is important that your application show all the relevant education and experience you possess. Please include all information requested, e.g. education, experience, previous compensation, reasons for leaving, and other information - do not leave any field blank. Applications may be rejected if incomplete.

Resumes will not be accepted in lieu of your online application.

ADDITIONAL INFORMATION

- Official transcripts or other minimum requirement validations will be requested of final applicants.
- A signed application will be required prior to employment.
- Criminal history checks will be conducted before an offer of employment is extended.
- Only applicants who are interviewed will receive written notification of posting results.

Thank you for considering employment at the Texas Department of Housing and Community Affairs. We fully recognize, honor and enforce the Uniformed Services Employment and Reemployment Rights Act (USERRA) and encourage opportunities to hire Veterans, Reservists and Guardsmen.

Males born on or after January 1, 1960, between the ages of 18-26, will be required to present proof of Selective Service System registration on the first day of employment or proof of exemption from Selective Service registration requirement.

The U.S. Immigration Reform and Control Act of 1986 requires new employees to present proof of identity and eligibility to work in the United States. Failure to provide this information within the required timeframe will result in the offer being rescinded.

The Texas Department of Housing and Community Affairs is an Equal Employment Opportunity employer.