



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

## Employment Announcement

### Program Specialist in the Manufactured Housing, Processing Division

<b>Job Posting Number:</b> 18-036	<b>State Classification:</b> Program Specialist I/1570
<b>Division:</b> Manufactured Housing	<b>State Pay Grade:</b> B17
<b>Department:</b> Processing	<b>Posting Date:</b> March 5, 2018
<b>Established Work Hours:</b> 8:00 A.M. – 5:00 P.M.	<b>Application Deadline:</b> Open Until Closed By Division
<b>Starting Salary:</b> \$3,750/ mo.	<b>Duration:</b> Full Time
<b>Number of Openings:</b> 1	<b>Location:</b> Austin, Texas

#### GENERAL DESCRIPTION

Performs complex responsibilities for the Processing Unit of the Manufactured Housing Division with the responsibility of analyzing, previewing, and entering a high volume of specialized applications with a high concentration of real estate transactions, extensive problem solving, or inspection prerequisites. Assist with the coordination of the workload with a focus on meeting the internal 10-day processing time, quality assurance, problem resolution, and providing assistance to team members. Assists in the development and implementation of procedures and with training of staff. Work is performed within established policies, goals and guidelines with moderate latitude for exercising initiative and independent judgment.

#### SPECIFIC JOB FUNCTIONS

- Analyzes, previews and enters specialized applications of various types, with a heavy focus on real property.
- To ensure consistency, consults directly with Processing Supervisor on matters needing clarification or direction.
- Assists in the development, implementation, and revision of policies and procedures.
- Assists in resolving conflicts of data, researching corrections to records to ensure problems are resolved within 5 days of referral ensuring that completed applications are processed within the required 10 working days.
- Assists with resolving issues with difficult applications and/or customers, ensuring problems are always resolved in a timely and professional manner.
- May assist with data entry of tax liens and/or processing of SOL related documents.
- May assist with activities in the Customer Service Unit.
- Promotes positive team work with an emphasis on productivity.



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

- Interacts with staff, industry and the public in a positive professional manner.
- Observes established policies and procedures at all times.
- Consistently represents self, the Division and the Department in a professional manner, in such a way to instill public confidence and trust. .
- Assists with processing priority applications referred by manager or executive staff.
- Assists with Disaster relief applications, priority processing and making timely follow-ups.
- May assist or back up other senior staff members or coordinate a team in the absence of a manager or senior staff member (non-managerial).
- Responsible for becoming fully knowledgeable of the Department's Fraud, Waste and Abuse Prevention and Detection Program and its effect of their individual program area including performing risk assessment of their program area's significant business processes and identifying and communication control processes and steps to mitigate unacceptable risks.

Performs other work as assigned

#### **MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS**

- Graduation from an accredited four-year college or university with major course work in a field related to program area is generally preferred.
- Prefer one year of experience in real estate loan and/or closing documents and procedures. Experience and education may be substituted for one another.
- Bilingual preferred.

#### **OTHER FACTORS**

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

- Knowledge of laws regulating the titling of personal or real property.
- Knowledge of real estate closing
- Ability to lead, train, and coordinate daily team activities with an emphasis on efficiency and accuracy.
- Ability to work in a fast-paced environment and to meet tight deadlines.
- Ability to manage multiple tasks concurrently and effectively.
- Ability to gather, assemble, correlate, and analyze facts; to devise solutions to problems.
- Ability to handle confidential matters and maintain confidentiality.
- Ability to communicate effectively orally and in writing.
- Ability to perform data maintenance.
- Ability to consistently provide excellent customer service to the public, customers, and staff.
- Proficient knowledge and skill in the use of Microsoft Excel, Outlook, and Word.
- Ability to promote positive work environment.
- Ability to establish and maintain effective working relationships.



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

**PHYSICAL REQUIREMENTS:**

- Normal work environment
- Must be able to sit for long periods of time.
- Ability to lift up to 10 pounds.

**OTHER:**

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

**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](http://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.



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

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