



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

### Processing Technician in the Manufactured Housing, Processing Division

<b>Job Posting Number:</b> 18-043	<b>State Classification:</b> Administrative Assistant III/0154
<b>Division:</b> Processing	<b>State Pay Grade:</b> A13
<b>Department:</b> Manufactured Housing	<b>Posting Date:</b> May 9, 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> \$2,453.25 mo.	<b>Duration:</b> Full Time
<b>Number of Openings:</b> 1	<b>Location:</b> Austin, Texas

#### GENERAL DESCRIPTION

Performs moderate level administrative support in the Processing Unit of the Manufactured Housing Division. Work involves generating, receiving, and coordinating the entry of Requests for Additional Information (RAI), the mail out of title related documents, providing back-up assistance for system updates relative to real estate conversions and salvage. May review and/or enter applications for Statement of Ownership (SO) and/or issue reprints when necessary. Work requires compliance with established production and accuracy requirements. The Processing Technician works under general supervision with moderate latitude for the use of initiative and independent judgment.

#### SPECIFIC JOB FUNCTIONS

- Generates a high volume of Requests for Additional Information (RAI) ensuring that concise and accurate details are provided.
- May assist with processing applications for Statement of Ownership (SO) when necessary, or issue reprints.
- May contact applicant to request any information that can be obtained by phone, fax, or email.
- Completes daily assignment ensuring that all applications assigned are accounted for and will result in the issuance of an SO or RAI, or that required documentation has been made if application is referred to management for review.
- Ensures that all applications are assigned to processors within the established 10 day processing time.



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- Must be eligible to become a Notary Public.
- Provides internal and external customer service.
- Provides back up to system updates regarding real estate conversions and salvage.
- Provide back-up to the Customer Service Unit when necessary.
- Provide back-up to the Mail Room when necessary.
- Assist in maintaining or compiling workload status.
- Consistently represents self, the Department, and the Division in a professional manner, in such a way to instill public confidence and trust.
- Performs other job related duties 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 senior high school or equivalent is required. Ability to read, write, and speak Spanish preferred.

#### OTHER FACTORS

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

- Ability to process routine and moderately complex application types and consistently meet production goals.
- Thorough knowledge of administrative rules, policies and procedure process related to manufactured housing.
- Ability to conduct research.
- Ability to work effectively as a member of a team.
- Ability to provide friendly, caring, service to customers.
- Knowledge of Microsoft Excel, Outlook, and Word.
- Ability to work independently with little to no supervision.
- Ability to take initiative.
- Ability to work in a computer environment.
- Ability to attend work regularly.

##### PHYSICAL REQUIREMENTS:



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- Lift – 10 lbs
- Carry – 10 lbs
- Push – 10 lbs

**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.

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