



HUMAN RESOURCES, Texas Commission on Fire Protection

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JOB ANNOUNCEMENT

Program Specialist I	JOB NUMBER	202308
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APPLICATION DATES:

July 12, 2023 – Until filled

MONTHLY SALARY: \$4,166.67

LOCATION:

Austin, Texas

EXPECTED START DATE:

September 1, 2023

JOB SUMMARY

Performs routine and detailed program support and administrative tasks, and technical functions, such as processing testing and examiner applications, and scheduling and grading exams. Other duties may involve research, organizational and detail-oriented project work, and a strong ability to track progress against deadlines. Works under moderate supervision with limited latitude for the use of initiative and independent judgment.

ESSENTIAL JOB FUNCTIONS

- Communicates with the fire service personnel and the public in person, by telephone, or electronically.
- Regularly responds to inquiries and provides information regarding agency rules and regulations for fire service training and testing issues.
- Works in concert with other agency staff to perform technical functions such as processing testing and examiner applications, and scheduling and grading exams.
- Collaborates with other agency teams and individuals on varied projects.
- Remains current with general correspondence and administrative tasks.
- Plans, coordinates, and tracks own tasks to complete project work by deadlines.
- Tracks project deadlines, trends, problems, and shares findings and recommendations.
- Follows up on specific issues to increase the effectiveness of each project.
- Works with confidential information and under strict deadlines.
- Plans, coordinates, and completes other duties as assigned.

MINIMUM QUALIFICATIONS

- Four years of full-time experience in customer support or administrative work.
- Knowledge of office practices and administrative procedures.
- Progressively responsible experience in communicating, monitoring, or auditing, with specific responsibilities for one or more of the following: reviewing, evaluating, classifying, inspecting, and training.
- Skill in the use of standard office equipment and software to compile and maintain records and files.
- Ability to communicate and interact effectively with members of the public, respond to public inquiries in a timely manner, implement administrative procedures, and interpret rules, regulations, policies, and procedures.
- Professional demeanor.
- Regular and punctual attendance.

PREFERRED QUALIFICATIONS

Bachelor's degree. **Experience and education may be substituted for one another.** Proficiency in the use of Microsoft Office Suite, specifically Outlook, Word, and Excel. Database management experience. Experience working with a state agency or responding timely to public inquiries.

KNOWLEDGE, SKILLS AND ABILITIES

Candidates must have effective oral and written communication skills. Selected candidates must pass a background check. Physical demands include: the ability to sit at a desk for extended periods of time; the candidate must possess effective time management, follow-up, and organizational skills; use of manual dexterity; listening and speaking on the telephone; ability to lift 10-20 pounds occasionally.

BENEFITS

- Hybrid remote schedule.
- 100% health insurance covered by the employer for the employee through BCBS.
- Paid holidays (approximately 21 a year).

- Employer-paid life insurance for the employee.
- Optional discounted benefits such as dental, vision, accidental death and dismemberment, dependent coverage, additional life coverage, etc.
- Employee purchase discount program.
- Paid vacation and sick leave.
- Retirement annuity and 401(k)/457 programs.

APPLICATION INSTRUCTIONS

For this position, the following materials are required. Please submit them via email to hr@tcfp.texas.gov.*

- 1) Letter of interest
- 2) Resume
- 3) Completed [State of Texas Job Application](#)

The Texas Commission on Fire Protection is an Equal Opportunity Employer

The Texas Commission on Fire Protection does not discriminate on the basis of race, color, age, national origin, sex, religion or disability. Applicants from underrepresented groups are encouraged to apply. Form DD-214 is required for all applicants declaring veteran status. Your application for employment with this agency may subject you to a criminal background check. *Please Note:* Only applicants scheduled for interviews will be contacted. If you are scheduled for an interview and require reasonable accommodation in our interview process, please inform the hiring representative who calls you to schedule your interview. Thank you for considering employment with the Texas Commission on Fire Protection.