Position Title: Program Records Specialist

State Classification/Title/Salary Group: 0132 / Customer Service Representative III / A13

Monthly Salary: $2,800.00 - $3,200.00/ month plus state benefits

Position Location: Central Office, 2105 Kramer Lane, Austin, Texas 78758

Job Requisition #: 00026906 FLSA Status: Non - Exempt

Opening Date: September 15, 2022 Closing Date: September 29, 2022

Veterans, Reservist or Guardsmen with an MOS or additional duties that fall in the fields of YN – Yeoman, 0100 – Basic Administrative or other related fields pertaining to the minimum experience requirements may meet the minimum qualifications for this position and are highly encouraged to apply. Additional Military Crosswalk information can be accessed at: https://hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_AdministrativeSupport.pdf

General Description:
The Program Records Specialist reports to the Program Records Supervisor in the Program Records Department. The Program Records Specialist provides external customer service support and responds to questions and issues permits, as needed, relating to livestock and poultry shipments into the state, and performs data entry. This position works under close supervision with minimal latitude for the use of initiative and independent judgment.

Essential Job Functions:
• Regulate all certificates of livestock (domestic & exotic) and poultry entering the State of Texas.
• Administers permits, distributes permit information to field personnel and processes verification of entry permits on livestock and poultry.
• Performs data entry and processes and distributes a variety of documents.
• Insures the accuracy of data entered and verifies it is entered in accordance with department polices and procedures.
• Maintains a random sample error rate within set guidelines (5%).
• Performs assistance in maintaining various disease surveillance programs in the TexCore Database.
• Performs basic filling and archiving of all program records and files.
• Provides routine information to the public on agency programs and services and refers callers to other state/federal agencies, as necessary.
• Performs other duties as assigned.

Minimum Qualifications:
• Graduation from a standard high school or equivalent.
• One (1) year of experience in customer service, data entry, clerical or administrative support.
• Agricultural knowledge and/or experience preferred.
• Bilingual (English to Spanish) ideal.

Knowledge, Skills and Abilities: Knowledge of office practices and administrative procedures. Knowledge of animal agriculture and the differences between species. Skill in the use of standard office equipment and software. Ability to communicate and interact effectively with members of the public and to respond to inquiries in a timely manner. Ability to understand and interpret agency and state regulations. Ability to prepare, organize and maintain detailed records and files.

IMPORTANT: The TAHC is an emergency response agency. This position is subject to participate in rotating duty assignments away from its regular headquarters for up to two weeks at a time. This duty may involve working in adverse conditions; may require irregular working hours and overtime; and may include duties other than those specified in the standard position description.
Other:
Must have a valid Texas driver's license and safe driving record.
Applicants may be subject to a driving record and criminal background check.
Employment of selected candidate is contingent upon the receipt of an acceptable criminal background check and an acceptable moving violation record from the Texas Department of Public Safety.

How to Apply:
To submit your application for employment, follow the link provided below, then select Apply Online. Create and/or Login to your on-line applicant profile and electronically submit your State of Texas Application for Employment.

All applications must contain complete job histories, which includes job title, dates of employment, name of employer, supervisor's name and phone number and a description of duties performed. If this information is not submitted, your application may be rejected because it is incomplete. Resumes do not take the place of this required information.

https://capps.taleo.net/careersection/ex/jobdetail.ftl?job=00026906&tz=GMT-05%3A00&tzname=America%2FChicago

Only interviewed applicants will receive notice of the final disposition of the selection process.

The Texas Animal Health Commission is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, national origin, age, sexual orientation or disability in employment or in the provision of services. In compliance with the Americans with Disabilities Act, any requests for reasonable accommodation needed during the application process should be communicated by the applicant to our Human Resources Department (512) 719-0700. For a telecommunications relay service for the hearing impaired, please dial 711. At time of hire, selected applicants must show proof of eligibility to work in the U.S. in compliance with the Immigration Reform and Control Act. Proof of eligibility to work in the U.S. will be confirmed using E-Verify. All males who are age 18 through 25 and required to register with the Selective Service must present proof of registration or exemption from registration upon hire.

An Equal Opportunity Employer