



TEXAS ANIMAL HEALTH COMMISSION

Serving Texas Animal Agriculture Since 1893

JOB ANNOUNCEMENT

Position Title: Customer Service Representative

State Classification/Title/Salary Group: 0136 / Customer Service Representative III / A 15

Monthly Salary: \$3,000 - \$3,300 per month, plus benefits

Position Location: Central Office, Austin, Texas

FLSA Status: Non - Exempt

Job Requisition #: 00052336

Openings: 2

Closing Date: September 11, 2025

Veterans, Reservist or Guardsmen with an MOS or additional duties that fall in the fields related to the minimum requirements may meet the minimum qualifications for this position and are highly encouraged to apply. Additional Military Crosswalk information can be accessed at: [Texas State Auditor's Office - Job Descriptions](#)

General Description:

Performs highly complex (senior-level) customer service work reporting to the Director of Program Records. Provides external customer service support by responding to questions and issuing permits, as needed, relating to livestock and poultry shipments into the state, and performs data entry. May occasionally receive instruction or assistance as situations arise and assist others in performing higher-level work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment.

Essential Job Functions:

- Provides customer service for the Program Records Department responding to inquiries maintaining livestock information according to specific TAHC guidelines and procedures.
- Communicates with the public primarily by telephone and email to interpret and explain rules, regulations, policies, and procedures.
- Provides routine information on agency programs and services and refers callers to other state/federal agencies, as necessary. Researches information to resolve issues.
- Regulates all certificates for 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.
- Enters information into TAHC databases, processes information to customers, and performs other TAHC services in regard to certificate of veterinary inspections, permits, etc.
- Ensures the completeness and accuracy of data entered and verifies it is entered in accordance with department policies and procedures.
- Performs assistance in maintaining various disease surveillance programs in state-maintained databases.
- Performs basic filing and archiving of all program records and files.
- Creates and maintains activity logs, files, and reports on services.
- Assists with emergency management activities, as needed.
- May assist with processing mail, as needed.
- 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.

Preferred:

- Agricultural knowledge and/or experience.
- Bilingual (English to Spanish).



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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 implement and evaluate the effectiveness of new and current procedures and systems, and to provide guidance to others. Ability to prepare, organize and maintain detailed records and files. Ability to maintain a random sample error rate within set guidelines (5%).

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 Requirements: 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.

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.

How to Apply: To submit your application for employment, 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.

[CAPPS JOB SEARCH](#)

An Equal Opportunity Employer

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.