

## TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

e-mail address for applications: [jobs@tceq.texas.gov](mailto:jobs@tceq.texas.gov)  
Physical Address - 12100 Park 35 Circle, Bldg. A  
Mailing Address - P.O. Box 13087/MC-116  
Austin, Texas 78711-3087  
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**Internet:** [www.tceq.texas.gov](http://www.tceq.texas.gov)

**State Title:** Customer Service Rep IV  
**Functional Title:**  
**Job Posting:** 16286  
Monthly Salary: \$2805.00 - \$3309.31  
Salary Group: A15  
Posting Date: 06/13/2016  
Close Date: 06/27/2016  
Section/Division: Information Resources Administration/ Information Resources Division  
Work Location: 12100 Park 35 Circle, Austin, TX 78753  
Openings: One(1)  
Position #(s): 2672

### **Job Description:**

Provides internal and external customer service support for the agency's Public Information Requests (PIRs) functions, including providing technical assistance and direction to customers in the use and support of information systems, processes, and procedures. Provides support and collaborates in the preparation, analysis, dissemination and documentation of the PIR and Data Requests for the agency. Serves as a program area liaison to staff, outside entities, community organizations, or the general public to explain and provide technical assistance on PIR and PIA requirements. Reviews, processes and responds to customer requests for PIR's; Coordinates and tracks the entry of information into the agency supported software (PIRCS) and filing systems, ensures letters and other correspondences are processed. Monitors and reviews compliance with the PIR program policies and procedures, statutes, and rules. Assists in the collection, organization, analysis, and/or preparation of materials in response to requests for public information and reports for the Attorney General's Office. Serves as the primary contact for coordinating requirements relating to the Information Resources Division's records maintained in the Central File Room. Works closely with the Records Administrator to ensure agency records management policies and procedures are followed in the division to include records retention, storage, access, and destruction.

### **Military Occupational Specialty (MOS) Codes:**

15P, 36B, 42A, 56M, 68J, 88H, 88N, 89A, 89B, 92A, 92Y, SH, SN, YN, 641X-LDO, 741X-CWO, 360, YN, 0100, 0111, 0102, 0170, 3A1X1, and 3M0X1.

### **Minimum Qualifications:**

Graduation from a standard senior high school or its equivalent, plus four years of full-time customer service experience, which involved receiving and responding to inquiries for information and/or services.

Fifteen semester hours of accredited college work may be substituted for each six months of the required experience (COPY OF OFFICIAL TRANSCRIPT REQUIRED WITH APPLICATION).

### **Preferred Requirements:**

Experience responding to Public Information Requests; preparing custom reporting; and/or in performing ad hoc database retrievals.

Experience with Public Information Requests and laws.

Experience providing customer service.

### **Special Requirements:**

Moving up to 10 pounds of paper.

Traveling up to 5% of the time.

**Condition of Employment:**

TCEQ will verify Selective Service registration for males born on or after January 1, 1960. If exempt from Selective Service registration selected candidate must provide proof of exemption on first day of employment. Offers of employment are contingent on the candidate having legal authorization to work for the TCEQ. TCEQ will conduct a criminal history records search on candidates selected for posted vacancies. Only applicants who are interviewed will receive written non-selection notification.

Submit a standard State of Texas application for **each job posting** to the Texas Commission on Environmental Quality, Human Resources & Staff Services (HRSS) office by 5:00 p.m. on the closing date. A signed emailed copy is acceptable. In compliance with ADA, if you need any special accommodations during the employment process, please contact HRSS for assistance.

Texas Commission on Environmental Quality is an Equal Opportunity Employer