



Job Vacancy Notice

Job Title:	Customer Service Representative II	Open Date:	May 31, 2016
Salary Group/Class No:	0152/A11	Close Date:	Until Filled
Current Status:	Open – New Posting	Posting Number:	466-2016-014
Number of Positions:	1	WorkinTexas.com Number:	6465801
Monthly Salary:	\$2,194.33 - \$2,820.33	Part-Time:	No
Work Location:	2601 North Lamar Blvd. Austin, TX 78705	Position Type:	External
Travel Required:	NA	FLSA Eligible:	Non-Exempt
Web Address:	http://occc.texas.gov/jobs/current-employment-opportunities		

Applications Accepted By:

MAIL:

Texas Office of Consumer Credit Commissioner
Human Resources
2601 N. Lamar Blvd
Austin, TX 78705

FAX OR E-MAIL:

(512)936-7610 or Personnel@occc.texas.gov
Attention: Human Resources

Job Description

Under close supervision, technician provides administrative support and technical program work for the consumer complaint section of the agency. Work predominately involves handling incoming consumer complaints and inquiries, from 800 Consumer Hotline, relating to compliance with state and federal laws concerning the extension of credit or lending of money. Also involves handling correspondence to resolve complaint issues, maintain filing systems, preparing routine reports and performing general administrative duties. These duties require good computer and typing skills; effective oral and written communication skills; ability to prioritize work assignments; coordinates work with supervisor, good management skills; desire to acquire new knowledge; and the ability to establish and maintain effective working relationships.

MILITARY OCCUPATIONAL SPECIALTY CODES

Military Occupational Specialist codes that may be applicable to this position: 15P, SH, 641X, YN, 0100, 0102, 3A1X1

Additional information on the SAO Military Crosswalk is available here:

<http://www.onetonline.org/crosswalk/MOC/>

ESSENTIAL JOB FUNCTIONS

- Performs routine (journey-level) customer service work by responding to incoming telephone inquiries and complaints from consumers and the general public.
- Processes complaints, subject to Texas Finance Code and administered by the agency, by conducting reviews of documents for alleged consumer credit violations.
- Performs administrative support and technical program work for the consumer complaint department of the Examination and Enforcement section of the OCCC.
- Under close supervision, technician is independently processing complaints from receipt to final resolution with limited latitude for the use of initiative and independent judgement.

- Assembles, evaluates, prepares and presents findings verbally or in writing with consumers, licensees, registered creditors, law enforcement, state agencies, and other external sources regarding consumer complaints and inquiries.
- Creates and maintains activity logs, complaint files, handling correspondence, maintain filing systems, preparing routine reports, and performing general administrative support duties.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS

High School diploma or equivalent plus one year of experience in general office practices and procedures. Word processing, spreadsheets, and database experience preferred. Financial industry experience helpful.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of grammar, punctuation and spelling.
- Knowledge of office practices and administrative procedures.
- Skill in the use of standard office equipment and software.
- Ability to respond to public inquiries in a timely manner.
- Ability to implement administrative procedures and to evaluate their effectiveness.
- Ability to interpret rules, regulations, policies, and procedures.
- Ability to communicate effectively orally and in writing.
- Ability to communicate with tact and courtesy.
- Ability to work well on own initiative to meet deadlines.
- Bilingual English/Spanish preferred

GENERAL

All information obtained regarding the status of regulated financial service providers is subject to strict confidentiality. Employees are restricted from having certain loans or financial connections with licensed lenders, may not hold a substantial ownership interest in any licensee, and may not be related to any officer, employee, or consultant of any financial trade association. Employees must manage their personal finances in a manner to avoid conflicts of interest with the agency's regulated industries. Employees must file an annual ethics disclosure statement with the agency. Must have reliable transportation. Applicants will be required to sign a release authorizing the agency to obtain information regarding the applicant's credit history, police and criminal history information, and educational information.

Males born on or after January 1, 1960, will be required to present proof of Selective Service registration on the first day of employment or proof of exemption from Selective Service registration requirement. All offers of employment are contingent on the candidate having legal authorization to work in the United States. Failure to present such authorization within the time specified by the U. S. Department of Labor will result in the offer being rescinded.

HOW TO APPLY:

Submit a State of Texas application via mail or in person to: Office of Consumer Credit Commissioner, Human Resources, 2601 N. Lamar Blvd, Austin TX 78705; via fax to 512.936.7610; via email to personnel@occc.texas.gov; or via WorkinTexas.com. Applications MUST include a complete work history. Resumes submitted without a State of Texas application will not be considered.

Applications may be downloaded from <http://occc.texas.gov/jobs>.

For directions or to request physical accommodation during the interview process, contact Human Resources at 512.936.7666 or personnel@occc.texas.gov. If reasonably possible, please call at least 48 hours in advance to afford our representative and the hiring division sufficient time to properly review and coordinate your request.

Interviews will be conducted by appointment following pre-screen of applications. Only those applicants interviewed will be notified of their selection or non-selection. The Office of the Consumer Credit Commissioner is an equal opportunity employer.

Date Completed	05/31/2016
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