TEXAS DEPARTMENT OF LICENSING & REGULATION

Working title: Risk Management and Business Continuity Specialist

Class title: Program Specialist V
Posting No.:1014-27
Opening Date: October 21, 2026
Closing Date: Open Until Filled
Location: Bush Building, 1801 Congress Ave. Austin, TX 78701
Class Code: 1574PA
FLSA: Admin-exempt
EEO: Professionals
Salary Group/Salary: B21/$70,000.08 - $87,046.08
Division: Administration
Number of positions: 1

General Description

Performs advanced (senior-level) consultative services and technical assistance for facilities operations programs within the Administration Division, Facilities Operations department and reports directly to the Facilities Operations Manager. Work includes performing facilities operations work for several facility operational functions, including planning, developing, and implementing risk management and business continuity programs; developing business continuity and crisis and incident management strategies and procedures; and conducting risk management reviews. Provides consultative services and technical assistance to program staff and applicable government agencies. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment.

Essential Job Functions

- Performs facilities operations work that intersects directly with risk management and business continuity programs such as implementing and monitoring facility operations, safety, and security systems.
- Consults with public and private agencies impacted by or involved in the programs to resolve problems, identify training needs, and discuss program effectiveness.
- Analyzes performance data to help ensure compliance with program policies and procedures, statutes, and rules; and recommends corrective action(s) as needed.
- Analyzes legislation to develop recommendations for policy in programmatic issues relating to the implementation, improvement, and/or expansion or reduction of program funding.
- Analyzes the application of and variations within programs to develop action plans for improving or initiating new programs.
- Develops program policies, procedures, standards, and manuals in accordance with program objectives and goals.
- Oversees the preparation of status reports and studies.
- Monitors legal and regulatory requirements pertaining to risk management and business continuity.
- Consults and provides technical assistance for the agency risk management program by:
  - Assisting with the development and evaluation of risk management and loss control programs and guidelines to minimize risk exposures.
  - Evaluating loss avoidance, prevention, reduction, retention, transfer, and control assessments for risk management programs, and ensuring risk management programs are consistent with agency objectives and goals.
  - Monitoring claim adjustments and settlement activities, and reports inconsistencies, problems, and errors.
  - Defining methods for handling loss, liabilities, and risk exposures.
- Oversees business continuity plans and procedures by:
  - Developing and identifying incident management plans for recovery decision-making and communications, continuity of critical departmental processes, or temporary shutdown of noncritical departments to ensure continuity of operations and governance principles.

- Developing, implementing, or evaluating business continuity and crisis and emergency management strategies, plans, and procedures.
- Advising agency stakeholders on planning problems and technical phases of comprehensive planning projects.
- Monitoring participation in business continuity plans and emergency management programs and assists agency stakeholders in matters related to the plans and programs.
- Reviewing and evaluating risk assessments, business impact analysis plans and planning proposals, and materials from local and regional agencies.
- Serving as liaison with federal, state, and local agencies to coordinate continuity and restoration activities, emergency management, plans, and services.

- Complies with division and/or agency training requirements.
- Collaborates and keeps management appropriately informed of ongoing activities and critical matters affecting the operation and well-being of the agency.
- Demonstrates the ability to use critical thinking to solve problems and identify/implement continuous improvements.
- Demonstrates a spirit of teamwork offering positive and constructive ideas, encouragement, and support, to other members of staff and team, while upholding the agency's core values.
- Adheres to all agency personnel policies and performs related work as assigned.

Required and Preferred Qualifications

- Graduation from a standard senior high school or GED equivalent is required.
- Three years of experience in state and federal laws related to the program area of risk management and business continuity is required.
- Experience in planning and directing risk management, insurance, workers' compensation, and safety programs, as well as business continuity and emergency management planning or recovery projects is required.
- Experience with personal computers to include experience with Microsoft Word and Excel is required.
- Must possess a valid Class A, B, C, or commercial driver's license and maintain auto liability insurance.
- Must have an acceptable driving history (no more than 3 moving violations within the past three years of the application date).
- Willingness to work extra hours as required. (Extra hours may include working evenings, weekends, and holidays as required.
- Willingness to travel up to 10% for job-related purposes as required.
- Applicants selected for an interview will be required to complete an interview job simulation exercise as part of the interview process.
- Graduation from an accredited four-year college or university is preferred.
- Experience in public administration techniques; training and marketing techniques; and/or program management processes and techniques is preferred.
- Experience in identifying measures or indicators of program performance is preferred.
- Experience and the ability to gather, assemble, correlate, and analyze facts and data, prepare reports, and devise solutions to problems is preferred.
- Experience in developing, evaluating, and interpreting policies and procedures is preferred.
- Experience managing multiple priorities, tasks, and functions is preferred.
- Experience communicating effectively with management, employees, vendors, and the public is preferred.
- Certification in project/program management and/or continuity planning by the Federal Emergency Management Agency's Emergency Management Institute is preferred.

Knowledge, Skills, and Abilities

- Knowledge of building safety and security practices.
- Knowledge of risk management and business continuity concepts, methods, and techniques.
- Knowledge of training and presentation techniques.
- Knowledge of workers' compensation and safety program management.

- Knowledge in business and management principles involved in strategic planning and resource allocation.
- Knowledge of government organization and administration.
- Knowledge of planning, formulation, coordination, and implementation methodologies.
- Skill in problem solving and in the use of a computer and applicable software.
- Ability to develop, interpret, implement, and evaluate appropriate policies, procedures, and regulations.
- Ability to analyze data and present conclusions and/or make recommendations clearly in written and verbal format.
- Ability to gather, assemble, correlate, and analyze facts and prepare reports.
- Ability to devise solutions to problems.
- Ability to clearly and effectively communicate with management, employees, vendors, and the public.
- Ability to operate standard office equipment and computer software.
- Ability to establish and maintain effective working relationships with management, employees, vendors, and the public.
- Ability to evaluate agency policies and programs for compliance with applicable state and federal laws, standards, rules, and professional risk management guidelines.

Physical and Mental Requirements

- Must be able to sit or stand for extended periods of time and work well in stressful situations under strict deadlines.

Military Occupational Specialty Codes:

Veterans, Reservists, or Guardsmen with a MOS or additional duties or other related fields pertaining to the minimum experience requirements may meet the minimum qualifications for this position and are encouraged to apply.

Additional Military Crosswalk information can be accessed at:
https://hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_ProgramManagement.pdf

HOW TO APPLY

To apply for a position, you must submit your application, resumé, and TDLR agency required application questions either online through the Texas Workforce Commission's WORKinTEXAS.com website at https://www.workintexas.com ***or*** to TDLR via email at: jobs@tdlr.texas.gov by the closing date stated on the job posting. For applications submitted via email, please list the job posting title and job posting number in the subject line. Applications submitted must be received the posting's closing date. When a job posting is listed as "Open Until Filled", it is best to apply as quickly as possible, as the posting may close or be placed on hold at any time with or without prior notification. Applications will NOT be accepted via mail, fax, or hand delivery. Incomplete applications may not be considered. If you desire an acknowledgement of the receipt of your application, you should apply via WorkInTexas and one should be auto generated by TWC. Only applicants interviewed will be notified of their selection or non-selection. All candidates recommended for IT, Lottery, and Bingo positions will be subject to an extensive criminal background investigation, including fingerprinting.

SELECTIVE SERVICE REGISTRATION

In accordance with legislation effective September 1, 1999, male candidates aged 18 to 25 are required to show proof of selective service registration (or exemption) prior to an offer of employment. Such proof is not required to be filed with an application but must be provided upon request by the Human Resources office.

E-VERIFY

This employer participates in E-Verify and will provide the Social Security Administration (SSA) and if necessary, the Department of Homeland Security (DHS), with information from each new employee's Form I-9 to confirm work authorization.

TDLR is not considering applications from individuals who require sponsorship for an employment visa, including those currently on student or post-graduate visas. All candidates must be approved to work in the United States by E-Verify and must present the needed documentation upon request.

TDLR IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

In compliance with the Americans with Disabilities Act (ADA), TDLR will provide reasonable accommodation. If you are scheduled for an interview and require reasonable accommodation in the interview process, please inform the hiring representative who calls you to schedule your interview. Whenever possible, please give the hiring representative sufficient time to consider and respond to your request.