



TEXAS DEPARTMENT OF LICENSING & REGULATION
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JOB POSTING- REVISED*

Field Inspections

Field Inspector Lead Facilitator

Program Specialist VI

\$67,476- \$70,000.08 annually

\$5,623- \$5,833.34 monthly

Posting No: 0303-22

Opening Date: 03/2/22

Group: B23

Position: 214

Closing Date: UNTIL FILLED

Job Description

The Field Inspections Lead Facilitator is selected by and responsible to the Director of Field Inspections and serves as the Team Lead for Support, Analytics, and Training administrative staff. The Field Inspections Lead Facilitator performs highly advanced policy, statistical, and organizational analysis; research; and reporting. Work involves the planning, development and implementation of programs in the Field Inspections Division; preparing the division's performance measure reporting; monitoring and analyzing inspection data to report performance, determine trends, resolve technical issues, recommend program and process improvements; assisting management in operating more efficiently and effectively; performing and overseeing organizational research; and, evaluating systems, procedures, policies, operations, and demographics. Other work involves planning and assigning the workflow of administrative section staff, monitoring the quality and quantity of work, training, providing input on the evaluation of employees' performance, and providing mentoring and guidance on an ongoing basis. Works under minimal supervision with considerable latitude for the use of independent judgment and initiative in the administration of duties. Travel is required and may include overnights and weekends.

***The position may be based from the Austin- North Campus location at 1106 Clayton Ln. Austin TX 78723 or may be home based. This position may travel.**

Essential Duties

- Plans, prioritizes, and performs a variety of technical, training, research, planning, policy, program assessment, and administrative activities in the Field Inspections Division to ensure the division's success.
- Compiles, analyzes, and interprets the Field Inspections Division's monthly and routine performance measure reports. Participates in the development of measure projections for the Strategic Plan and Legislative Appropriations Requests.
- Coordinates the collection of and monitors performance measures and analytic studies to determine trends, resolve technical problems, and recommend appropriate changes. Monitors the quality and quantity of inspections using analytics; recommends, updates, and implements quality control procedures, as appropriate.
- Plans, prioritizes, and performs a variety of technical, training, research, planning, policy, program assessment, and administrative activities in the Field Inspections Division to ensure the division's success.
- As the team lead for the Support, Training and Analytics administrative staff, plans, organizes, coordinates, directs and assigns the activities of administrative section staff. Contributes to developing performance standards and position descriptions; provides guidance and mentoring; and assists the Director of Field Inspections in ensuring accurate and timely appraisals and meaningful developmental opportunities for each administrative employee.
- Coordinates and communicates with division personnel and other agency employees to ensure consistent implementation of division activities, including inspection procedures, policies, standards, and other key division functions.
- Oversees the development of training documentation and processes used to develop and document training of liaisons, inspectors, third parties and the public regarding laws and rules, regulated industries, agency procedures, and technological resources in accordance with program objectives and goals. Oversees and collaborates on the analysis, development and documentation of policy and procedure manuals.

- Oversees the implementation of, maintenance of, and identification of improvements to the division's infrastructure for its technology, including the route optimization, inspections initiatives, and other key initiatives. Assists management in planning, development, implementation, analysis, and documentation of programs, emphasizing the use of innovative processes and procedures to maximize the use of available resources.
- Assists in the development and implementation of effective techniques for evaluating the work of administrative section staff related to workloads,
- Coordinates and develops studies and analyses of program operations, policies and procedures, organizing and preparing reports of findings with recommendations. Completes, monitors, and evaluates changes in program policies and procedures to improve operations and processes and ensure divisional success. Develops and reviews inspection procedures, techniques, policies, and regulations and recommends improvements or modifications as appropriate.
- Prepares comprehensive reviews of surveys, literature, statutes, rules and/or policies and completes reports, studies, and specialized research projects.
- Oversees the preparation of inspection documents, reports, records and correspondence and oversees the development, maintenance and implementation of the division's document management processes and procedures.
- Reviews inspection data and completed inspections to ensure consistent and correct application of policy, law, rules, regulations, and adopted standards. Primarily responsible for providing divisional support to the field operations staff, acting as a key liaison to other divisions.
- Assists the Director in preparation of advisory board, director, commission, legislative, strategic planning, and budget reports. May attend and represent the division and agency at commission, advisory board, director, division, and other meetings.
- Trains, leads, assigns, and/or prioritizes the work of others while complying with Agency and/or Division training requirements.
- Keeps management appropriately informed of ongoing activities and critical matters affecting the operations and well-being of the programs and the department.
- Demonstrates a spirit of teamwork, offering positive and constructive ideas, encouragement, and support to other members of the staff and team, while upholding the Agency's core values.
- Adheres to all department procedures and personnel policies and performs related work as assigned.

Minimum Requirements

Five (5) years' experience developing, evaluating and/or implementing programs and procedures along with the analytical evaluation and metrics needed to successfully evaluate those programs and procedures; and developing and reviewing process improvement or work simplification initiatives. Graduation from a standard senior high school or equivalent is required. Graduation from an accredited four-year college or university is required. A bachelor's degree in business administration, business analytics, computer science, Geographic Information Systems (GIS), mathematics, statistics, or a closely related field is preferred. A master's degree in a similar discipline is preferred. Experience preferred in conducting research, statistical analysis, risk analysis, analyzing information, applying deductive reasoning, conducting surveys, and writing reports. Must possess a valid class C driver's license, proof of auto liability insurance, and an acceptable driving record from the Texas Department of Public Safety.

*Veterans, Reservists or Guardsmen with an MOS or additional duties that fall in the fields of 31-Military Police, IS- Intelligence Specialist, 401 Investigator, 5805 Criminal Invest. Officer, 14NX Intelligence 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:** http://www.hr.sao.state.tx.us/Compensation/MilitaryCrosswalk/MOSC_InspectorsandInvestigators.pdf*

Remarks

The successful candidate will have: Knowledge of laws, rules and standards related to assigned statutes; of inspection and investigative principles, techniques, and procedures; and, of the principles and practices of public administration and management or experience using quality improvement tools such as Agile, Lean, Six Sigma, or Theory of Constraints. Knowledge of statistical analysis processes; of research techniques; and of program management processes and techniques.

Skill in the use of computers and other office equipment. Advanced skill in the use of Microsoft Office with advanced levels of proficiency in Excel (including the use of advanced formulas and pivot tables) PowerPoint, Word, Outlook, SharePoint, and Teams. Skill in the use of Microsoft PowerApps and Power BI preferred. Skill in using power query and macros is preferred. Skill in Internet research, crowdsourcing, and creation and use of GIS and/or electronic databases. Excellent communication skills in the contexts of telephone contacts, in-person contacts, and public speaking. Excellent writing skills.

Ability to train and teach personnel and oversee division training procedures for effective results; to provide a high level of customer service; and, to resolve conflicts in a diplomatic manner. Ability to conduct inspections and investigations; to interpret and apply laws, rules, regulations, and adopted standards; and, to conduct interviews. Ability to gather, assemble, correlate and analyze facts; to evaluate findings; and, to prepare concise reports. Ability to train, mentor, and evaluate others; to establish goals and objectives; and, to devise solutions to administrative and technical problems. Ability to develop, evaluate and interpret administrative policies and procedures; to prepare reports; and to communicate effectively.

Applications may be downloaded from TDLR's website <https://www.tdlr.texas.gov/employ.htm>. E-mail or fax applications to: TDLR, Human Resources Office, P.O. Box 12157, Austin Texas 78711, Fax (512) 475-3377. E-mail Human.Resources@tdlr.texas.gov. **Resumes will not be accepted in lieu of State Applications. Applications not completely filled out may be rejected. Only typed applications will be considered.**

This job is covered by the Fair Labor Standards Act (FLSA).

TDLR IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

TDLR 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 provides a total compensation package that enables us to attract, motivate, and retain highly skilled and talented employees, including a merit system, full use of salary ranges, performance awards, retention and recruitment bonuses.

In compliance with the Americans with Disabilities Act (ADA), TDLR will provide reasonable accommodation during the hiring and selection process for individuals with a disability. If you need assistance completing the application, contact TDLR Human Resources at 512-463-7184. If you are contacted for an interview and need accommodation to participate in the interview process, please notify the person scheduling the interview