



TEXAS DEPARTMENT OF LICENSING & REGULATION  
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**JOB POSTING**  
**Field Inspections**  
**Field Inspector Liaison**  
**Program Specialist IV**  
**\$49,944- \$57,000 annually**  
**\$4,162- \$4,750 monthly**

**Posting No: 0601-22**

**Opening Date: 06/13/22**

**Group: B20**

Position: 442

**Closing Date: Until filled**

**Job Description**

The Field Inspections Liaison is selected by and responsible to the Field Inspections Director as part of the Field Inspections Support, Training and Analytics section and performs highly complex technical assistance for division inspection and investigative work, involving the planning, coordinating, and monitoring of inspection policy and procedures to ensure compliance with, and quality of, inspections for assigned statutes. Prepares reports on findings and makes recommendations as necessary, serves as a liaison to the Enforcement division, acts as an ambassador for the agency mission and core values to inspectors, other co-workers and constituents. May plan, assign, and evaluate the work of others. Trains and mentors inspectors throughout the Division. Works under limited supervision with moderate latitude for the use of initiative and independent judgment in the administration of duties. Travel is required, and may be up to 50% of the time, including overnights and weekends.

**\*\*This position can be office-based or home-based. This position must travel frequently, including travel to East, South, Central, and North Region offices or to work throughout the state as needed.**

**Essential Duties**

- Performs an array of technical, training, research, planning, policy, program assessment, and administrative activities as a member of the Field Inspections Support, Training and Analytics section to ensure the division's success.
- Develops, provides and conducts training for and guidance to inspectors, third parties, and the public regarding laws and rules, regulated industries, agency procedures, and technological resources.
- Coordinates, collaborates, and communicates with division personnel and other agency employees to ensure consistent implementation of division activities, including inspection procedures, policies, standards and other key functions.
- Serves as a liaison and a key communication link between the Director of Field Inspections and the field inspection staff regarding the program, collaborating with Field Inspections staff to determine trends and resolve technical problems.
- Monitors, reviews, and evaluates the quality and quantity of inspections conducted to ensure compliance with program policies and procedures, statutes and rules; recommends, updates, and implements quality control procedures as appropriate.
- May conduct, coordinate, and oversee routine, pre-license, and special inspections of facilities, equipment, and businesses and analyze business activities and records to determine compliance with program laws, rules, regulations, division policies.
- Coordinates the planning, implementation, monitoring, evaluation, and review of information on inspections and the inspection process and other division functions to identify gaps in resources and recommend and implement improvements to ensure divisional success. May develop and review inspection procedures, techniques, policies, policy and procedure manuals, and regulations and recommend improvements or modifications.
- Coordinates with Enforcement division staff attorneys and/or legal assistants in review of inspection and investigation reports and preparation of evidence for hearings, court proceedings or informal settlements, and may testify and present evidence in formal hearings or court proceedings.
- Prepares and/or assists in overseeing the preparation of inspections and investigations, reports, records, and correspondence. Reviews inspection data and completed inspections and investigations to ensure consistent and correct application of policy, law, rules, regulations, and adopted standards.

- Coordinates and collaborates in the planning, development, implementation, analysis, and documentation of programs with agency staff, emphasizing the use of innovative processes and procedures to maximize the use of available resources. Analyzes the application of and variation between inspection procedures and between division regions to develop plans to improve and standardize existing procedures and policies or to implement new inspection processes.
- May coordinate the review and/or evaluate the research of legal aspects of inspections and investigations and may recommend actions as appropriate.
- Coordinates and collaborates to implement and maintain the division's infrastructure for its technology, travel, e-Inspections, route optimization and other key initiatives.
- Complies with division and/or agency training requirements.
- Keeps management appropriately informed of ongoing activities and critical matters affecting the operations and well-being of the programs and the department.
- Works in cooperation and harmony with the field inspections region managers, inspectors and other divisions in the performance of all duties.
- 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**

Six (6) years of experience in inspection or investigative work required. Minimum of two (2) years of experience as a TDLR Field Inspector preferred. Graduation from an accredited four-year college or university with major course work in a field relevant to the assignment is preferred and may substitute for up to two (2) years of the experience requirement. Education and/or experience in area regulated by TDLR may substitute for up to two (2) years of the inspection/investigative experience requirement on a two-year for one-year basis. Must possess a valid class C driver's license, proof of auto liability insurance, and an acceptable driving record from the 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](http://www.hr.sao.state.tx.us/Compensation/MilitaryCrosswalk/MOSC_InspectorsandInvestigators.pdf)*

#### **Remarks**

**The successful candidate will have:** Knowledge of laws, rules, standards, and inspection procedures related to assigned programs. Knowledge of inspection and investigative principles, techniques, and procedures; and of hearing/court procedures, practices, and rules of evidence. Knowledge of public administration and management techniques; and of research and training techniques; and of program management processes and techniques. Skill in identifying measures or indicators of program performance; in the use of computers, mobile devices and related equipment; and in the use of MS Office and in-house databases. Ability to train and teach personnel 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; to conduct interviews and gather facts; to evaluate findings; to prepare concise reports; to train, mentor, and evaluate others; and to testify in hearings and court proceedings. Ability to establish goals and objectives; to devise solutions to administrative and technical problems; and to develop, evaluate, and interpret administrative policies and procedures. Ability to prepare reports; to communicate effectively; and to plan, assign, train, and lead the work of others.

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](mailto: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 not 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*