



TEXAS DEPARTMENT OF LICENSING & REGULATION
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JOB POSTING- AUSTIN- NORTH CAMPUS

Field Inspections Management Analyst

Management Analyst III

\$55,200- \$70,000.08 annually

\$4,600- \$5,833 monthly

Posting No: 1006-23

Opening Date: 10/05/22

Group: B22

Position: 214

Closing Date: Until filled

Job Description

The Field Inspections Management Analyst & Team Lead is selected by and responsible to the Director of Field Inspections (Director) and performs advanced organizational, policy, and statistical analysis; research; and reporting while serving as the Team Lead for Field Inspections' Support, Analytics, and Training administrative staff. Work primarily involves performing and overseeing organizational research; monitoring trends, evaluating systems, procedures, policies, operations, and stakeholder demographics; overseeing financial aspects of assigned agency programs and reviewing procedure manuals to assist management in operating more efficiently and effectively. Work also includes specialized research projects; preparing complex reports; analyzing performance measures and workload statistics; and overseeing the division's performance measure reporting. 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. Work requires frequent contact with the public and other divisions within the agency. Work is performed under limited supervision with considerable latitude for the use of initiative and independent judgment.

Essential Duties

- Plans, develops, coordinates, implements, and directs research projects and organizational studies of work goals, outputs, and problems relating to the Field Inspections Division.
- Develops solutions to organizational issues and concerns, develops plans for organizational change and conducts training for their implementation, including implementation of new legislation.
- Advises management on studies by identifying priorities and defining study scope, purpose, objectives, time frames, and resource requirements.
- Interprets historical, current, and projected data to identify problems, causes, and areas for which procedural or system changes are indicated.
- Reviews and evaluates new or improved business and management practices for application to agency programs or operations.
- Reviews and evaluates recommendations for improvement and corrective action to standardize or improve organizational systems.
- Compiles, analyzes, and interprets the Field Inspections Division's monthly performance measure reports. Participates in the development of measure projections for the Strategic Plan and Legislative Appropriations Request.
- As the team lead for the Support, Analytics and Training administrative staff, plans, organizes, coordinates, directs and assigns the activities of administrative section staff. Contributes to the development of 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.
- Evaluates business practices, assesses industry developments, and makes recommendations for possible agency application.
- Conducts or oversees statistical and investigatory research. Collects, compiles, and analyzes data. Uses statistical methods and relational databases to analyze data sets. Provides consultation and technical advice on research and analytical techniques.
- Prepares, coordinates, or oversees the preparation of complex reports for the Director, the Division, and the Executive Office.
- Calculates and evaluates statistics related to workloads for the Field Inspections Division and assists the Director in establishing targets for measuring success.
- Assists the Director in the development, monitoring, and evaluation of Division policies, procedures, and goals.

- Assists the Director in overseeing the Division's web page analytics. Develops quality assurance procedures and conducts quality assurance reviews of Division workloads, outputs, and performance measure data.
- Assists the Director in preparing for meetings, including but not limited to all industry meetings, commission meetings, advisory board meetings, director meetings, and division meetings. Creates materials to be presented or used at meetings. Accompanies and assists the Director at meetings when needed.
- Monitors, evaluates, recommends, and oversees changes to division reports, forms, and all revisions to the Division Procedures Manual and webpages.
- Assists the Director and Executive Office with analysis and tracking of proposed legislation during legislative sessions. Prepares cost estimates and bill analyses for proposed legislation.
- Assists the Director in evaluating the training needs of division staff on an ongoing basis. Develops and delivers training as needed or makes arrangements for training to be obtained from other sources.
- Researches and analyzes legal sources such as statutes, case law, administrative rules, and codes. Responds to inquiries regarding interpretations of TDLR's multiple statutes and rules. Also responds to inquiries regarding TDLR's procedures and policies.
- Researches and responds to inquiries about specific inspections or outreach from both inside and outside the agency.
- Represents the agency for assigned programs at commission meetings, advisory boards, meetings, conferences, conventions, hearings and/or panels.
- Performs duties in accordance with the Field Inspections Procedures Manual, consistently provides friendly, caring, and professional customer service.
- Complies with division and/or agency training requirements.
- 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.
- Keeps management appropriately informed of ongoing activity and critical matters affecting the operation and well-being of the agency.
- Adheres to all Texas Department of Licensing and Regulation Personnel Policies and performs other duties as assigned.

Minimum Requirements

Five (5) years' experience performing organizational study and development work, statistical and investigatory research, data and policy analysis, and complex reporting. Prior experience as a team lead, supervisor or manager preferred. Graduation from an accredited four-year college or university is preferred and may substitute for one year of the experience requirement. A degree in Business Analytics, Geographic Information Systems (GIS), or statistics is preferred. Previous work experience in regulatory, compliance, or quality assurance is preferred. Graduation from a standard senior high school or equivalent is required.

*Veterans, Reservists or Guardsmen with an MOS or additional duties that fall in the fields of 111X URL - Surface Warfare, 86M0 Operations Management, 632X LDO - Aviation Operations, 6502 Aviation Ordnance Officer 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: [Military Crosswalk for Occupational Category - Program Management \(texas.gov\)](#)***

Remarks

The successful candidate will have: Knowledge of organizational development and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures; of methods and procedures analysis techniques; and, of work simplification methods. Knowledge of forms and records design and control procedures; and of statistical analysis. Knowledge of the principles and practices of public administration; of regulatory practices and terminology and understanding of basic concepts such as jurisdiction, notice and due process. Knowledge of investigative methods, rules of evidence, and agency policies and procedures relevant to investigations and inspections. Skilled in the use of computers and other office equipment. Advanced skill in the use of Microsoft Office, including Excel, PowerPoint, Word, and Outlook; in Internet research; crowdsourcing; and in the 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 evaluate problems; to develop alternative solutions; to oversee studies; to develop, interpret and implement policies and procedures; to design programs or training; to prepare concise reports; and to plan, assign, and/or supervise the work of others. Ability to plan, organize, and oversee research projects; to conduct

quantitative and qualitative research, and to analyze data and apply deductive reasoning. Ability to analyze workloads, work processes and trends of the work unit, and to identify measures or indicators of the unit's performance. Ability to establish priorities, goals and objectives; to devise solutions to administrative problems; and to develop and evaluate administrative policies and procedures. Proficiency in drafting complex statistical reports, investigative reports, and business correspondence. Ability to handle confidential information appropriately; to establish and maintain effective working relationships; and, to provide professional, friendly, caring customer service to all customers. Ability to demonstrate independent thinking and decision making. Ability to plan and manage multiple tasks or courses of action simultaneously and respond to rapidly changing situations and priorities.

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 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