



**Working title: Compliance Management Analyst**

**Class title: Management Analyst II**

**Posting No.: 0408-26**

**Opening Date: 04/13/2026**

**Closing Date: Open Until Filled**

Location: North Campus, 1106 Clayton Ln., Austin, TX 78723

Class Code: 1686

FLSA: Administrative-Exempt

Salary Group/Salary: B21, \$59,000.04 - \$64,000.08/yr.

Division: Compliance

Number of positions: 1

### **General Description**

Performs complex (journey-level) organizational, policy, and statistical analysis, research, and reporting work. Work primarily involves performing and overseeing organizational research; monitoring trends, evaluating systems, procedures, policies, operations, and stakeholder demographics; overseeing surety bonds and 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. Work requires frequent contact with the public and other divisions within the agency. Works under general supervision with moderate latitude for the use of initiative and independent judgment. This position reports to the Director of Compliance.

### **Essential Job Functions**

- Collects and analyzes data for the Compliance Division in areas such as workload, operational, and managerial practices; staff utilization; organizational structure and development; and space utilization.
- Monitors and reviews organizational, procedural, and operational systems of the Compliance Division for effectiveness, efficiency, and conformance to established guidelines, and develops recommendations for improvement to standardize or improve organizational systems. Assists the Director in overseeing the Division's electronic systems, including monitoring, troubleshooting, and recommending changes to the system and procedures.
- 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.
- Research new or improved business and management practices for application to agency programs or operations.
- Collects and analyzes the Compliance Division's monthly performance measure reports and participates in the development of measure projections for the Strategic Plan and Legislative Appropriations Request.
- Conducts statistical and investigatory research. Collects data and uses statistical methods and relational databases to analyze data sets.
- Reviews, collects data on, provides reports on and checks for accuracy on division travel vouchers.
- Prepares complex reports for the Director, the Division, and the Executive Office.
- Calculates and evaluates statistics related to workloads for the Compliance 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. Develops recommendations for improvement to division reports, forms, and the Division Procedures Manual and webpages.
- 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.
- Assists the Director with tracking and analysis of new or proposed legislation to determine their effect on program operations and management. 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, conducts and/or arranges for training from other sources.
- Researches and responds to inquiries about specific inspections or outreach from both inside and outside the agency.
- Performs duties in accordance with the Field Inspections Procedures Manual, and 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.

### **Required and Preferred Qualifications**

- Graduation from a standard senior high school or equivalent is required.
- Three (3) years of experience performing organizational study and development work, statistical and investigatory research, data and policy analysis, or complex reporting is required. (Graduation from an accredited four-year college or university may substitute for one (1) year of the experience requirement.)
- Willingness to work extra hours as required. (Extra hours include weekends, holidays, and nights.)
- Willingness to travel up to 5% for job-related purposes is required.
- Graduation from an accredited four-year college or university with coursework in Business Analytics, Geographic Information Systems (GIS), Statistics, or a related field is preferred.
- Experience in regulatory, compliance, or quality assurance is preferred.
- Experience and knowledge of the principles and practices of public administration is preferred.
- Experience conducting studies or research projects is preferred.
- Experience performing audits is preferred.
- Experience preparing complex, statistical, or investigative reports is preferred.
- Experience with personal computers to include experience with Microsoft Office (Excel, PowerPoint, Word, and Outlook) is preferred.
- Experience in the creation and use of GIS and/or electronic databases is preferred.

### **Knowledge, Skills, and Abilities**

- 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, with advanced proficiency in the use of Microsoft Office applications (Excel, PowerPoint, Word, and Outlook).
- Advanced skill 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 and develop alternative solutions.
- Ability to develop, evaluate, interpret, and implement policies and procedures.
- Ability to design programs or training.
- Ability to conduct studies and 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.
- Ability to draft and prepare concise, complex statistical reports, investigative reports, and business correspondence.
- Ability to handle confidential information appropriately.
- Ability to establish and maintain effective working relationships.
- Ability 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.

### **Physical and Mental Requirements**

- Must be able to walk, sit, or stand for extended periods of time, work well in stressful situations under strict deadlines, and operate standard office equipment and computer software.

**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](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](mailto: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.*