



Working title: Enforcement Investigator III-Field

Class title: Investigator III

Posting No.: 0530-26

Opening Date: 05/28/2026

Closing Date: Open Until Filled

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

Class Code: 1353

FLSA: Non-Exempt

Salary Group/Salary: B18, \$59,400.00 - \$61,000.08/yr.

Division: Enforcement (Licensing & Regulatory Services)

Number of positions: 1

General Description

Performs complex investigative work. Work involves planning and conducting investigations of complaints filed with the agency to ensure statewide enforcement of agency statutes and rules. Work involves interviewing complainants, witnesses and respondents to elicit pertinent facts; gathering relevant documents; identifying indicators of trafficked persons; analyzing factual and legal information; preparing detailed written reports of investigation in the approved format; assisting prosecutor in preparing cases for resolution; and testifying in administrative hearings at the State Office of Administrative Hearings (SOAH). Work may be performed under extreme environmental and/or hazardous working conditions. Works under general supervision with moderate latitude for independent judgment and use of initiative. This position reports to a Lead Investigator.

This position is office-based at North Campus and will be working in the Austin, Central Texas, and surrounding counties.

Essential Job Functions

- Analyzes assigned cases to develop an investigative plan and conducts complex investigations of suspected violations of agency statutes and rules. Completes investigations within assigned timeframes.
- Conducts criminal background and personal history investigations, reviews records, and verifies information. Conducts in-person or telephone interviews of the complainant, respondent, and all pertinent witnesses, including parties involved in the trafficking of persons or survivors of sexual assault. Identifies indicators of trafficked persons. Conducts follow-up interviews as necessary to confront inconsistencies in statements or to fill in gaps in the information obtained.
- Collects and maintains pertinent evidence, and reviews with each witness interviewed, as needed, to confirm authenticity and relevance.
- Conducts internet research as needed during the course of an investigation to secure the identity, location, ownership, and other background information about individuals, business entities, properties, and events.
- Travels to conduct on-site investigations, inspections, and/or audits of individuals and businesses to ensure compliance with statutory standards and regulations; assists internal and external partners to perform investigations, stings, and projects both in primary and support roles; performs surveillance work regarding suspected violators.
- Analyzes witness statements, documents, and other evidence collected in the course of an investigation to ensure that all necessary questions have been asked, all necessary documents have been obtained, and overall that the investigator has secured the whole story of the facts, events, and circumstances surrounding the complaint.
- Upon the completion of each investigation, evaluates the findings and prepares an accurate, detailed, and complete written report of the investigation in the approved format, for referral to the prosecutor. The written report of investigation contains the statements of witnesses in detail; documents all indicators of trafficked persons observed or noted during the investigation, describes all documents and analyzes their significance; and describes all Internet or other background research.
- Uses a computer daily for completing assigned tasks, including preparation of correspondence, reports and statistics relating to an investigation, Internet research, e-mail communication, and other administrative functions. Searches websites and databases to identify evidence and indicators relating to the trafficking of persons. Uses a telephone on a daily basis, seeks out information related to an investigation, interviews and otherwise communicates with complainants, witnesses, and respondents; engages with internal and external partners and speaks with the industry and the public as needed regarding agency statutes and rules and the enforcement process.
- Assists staff attorneys and/or legal assistants in the review of reports of investigation and preparation of evidence for administrative hearings and informal settlement conferences. Presents testimony and evidence at administrative hearings before SOAH. May participate in informal settlement conferences and other mediation efforts with legal staff, in an effort to secure case resolutions by agreement.
- Attends Commission meetings during the review of contested cases.

- Pursues proactive enforcement activities in the field, to discover unlicensed activity and other violations of the law, including the identification of indicators of trafficked persons, which may include the use of undercover surveillance and/or operations.
- Acts as a liaison with local, state, and federal agencies to enhance enforcement of statutes administered by TDLR. Conducts investigations of possible violations discovered through these channels and submits appropriate written reports of investigation to prosecutors.
- Assists in educating the regulated industries and the public by responding to inquiries and making speaking presentations to groups as needed regarding agency statutes and rules, as well as agency policies and procedures.
- Provides training to TDLR staff, including but not limited to new Enforcement staff, regarding agency statutes and rules, the regulated industries, and appropriate investigative processes as directed by the Lead Investigator or Manager.
- Performs duties in accordance with the Complaint Resolution Procedures Manual, the Enforcement Plan, and the Criminal Conviction Guidelines, including compliant prioritization based upon risk to public safety or consumer harm and identification of trafficked persons.
- Complies with division and/or agency training requirements.
- Demonstrates a spirit of teamwork, fosters camaraderie, 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 TDLR Personnel Policies and performs other related duties as assigned.

Required and Preferred Qualifications

- Graduation from a standard high school or GED equivalent is required.
- Three (3) years of experience in investigations, inspections, enforcement, and/or administration of a governmental regulatory program is required. (Experience in an area regulated by TDLR may substitute for one (1) year of the experience requirement.
- Willingness to travel up to 25% to conduct investigations, inspections, and audits in assigned area is required. Weekly travel is required and may include some overnights and weekends.
- Experience writing investigative reports and/or summaries is required.
- A valid driver's license is required.
- Must meet qualifications to receive/review criminal history record information through Department of Public Safety pursuant to TCIC/TLETS Access Policy is required.
- Graduation from an accredited four-year college or university with major course work in a field relevant to assigned program is preferred.
- Experience testifying in court or before an administrative law judge is preferred.
- Experience with research or analysis to include the use of skip trace software or informational databases is preferred.
- Experience in the identification and reporting of human/labor trafficking or conducting investigations of businesses where human/labor trafficking may occur, such as massage therapy establishments and/or cosmetology salons, is preferred.
- National Certified Investigator and Inspector Training (NCIT) certification is preferred.
- Specialized experience with industries regulated by TDLR is preferred.
- Experience as an investigator in a law enforcement agency or regulatory program is preferred.
- Experience with Microsoft Word, Excel, PowerPoint, Outlook, TEAMS, Zoom, or Webex is preferred.
- Bilingual skills in Spanish, Vietnamese, and/or Mandarin is preferred.

Additional requirements:

- Home-based or remote work employees are required to provide own internet service.
- Use of personal vehicle for work-related travel is required in compliance with State and Agency travel rules and procedures.
- Must possess own transportation, proof of auto liability insurance, and an acceptable driving record from the Department of Public Safety is required.

Knowledge, Skills, and Abilities

- Thorough knowledge of investigative methods, evidence collection, and agency policies and procedures relevant to investigations; and of the statutes and rules governing the industries regulated by the agency.
- Knowledge of various indicators of possible human/labor trafficking.
- Working knowledge of administrative law proceedings and the associated legal documents.
- Skill in conducting complex investigations by personal contact, telephone, correspondence, and examination of records.
- Skill in interviewing complainants, witnesses, and suspected violators, using appropriate and effective questioning techniques.

- Skill in the use of standard office equipment, including mobile devices, laptops and personal computers, and relevant software including Microsoft Word, Excel, PowerPoint, Teams, Legal Files, internet and email applications.
- Effective communication skills, in the contexts of telephone contacts, in-person contacts, written correspondence, testifying in court, and public speaking.
- Ability to gather and report facts; to conduct investigations in more than one statutory program simultaneously; and to write a detailed report of investigation in the approved format.
- Ability to interpret and explain rules and statutes; to apply provisions of the law to individual cases; and to use a computer to produce complex documents and perform Internet research.
- Ability to interview survivors of sexual assault and/or victims of possible human/labor trafficking; to conduct undercover operations; and to conduct covert surveillance.
- Ability to plan a course of action to meet changing situations.

Physical and Mental Requirements

- Must be able to walk, sit, or stand for extended periods of time.
- Must be able to work inside and outside under extremely hot and cold conditions in close proximity to building materials and/or operating machinery.
- Must be able to perform data entry, type, and operate standard office equipment and computer software.
- Must be able to climb stairs, ladders, catwalks, scaffolding, elevators, and roofs.
- Must be able to stoop, bend, squat, crawl, and work in confined, cramped places such as attics, elevator shafts, and other small building spaces.
- Must be able to lift equipment and supplies weighing up to 25 lbs.
- Specific vision abilities required by this job include close vision and distance vision, with or without glasses or contacts.
- Ability to hear a forced whisper in the better ear at 5 ft., with or without a hearing aid.
- Ability to work in construction/industrial areas and outdoors in adverse weather conditions.
- Position may involve exposure to chemicals, gas, fuels, cleaning solutions, fumigants, and noise, including the collection of motor fuel samples or the testing of motor fuel devices, which involve proximity or contact with flammable substances.
- Position may involve exposure to dangerous machinery and/or electrical danger.

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_ComplianceInspectionandInvestigation.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.