

**Working title: License and Permit Specialist I****Class title: License and Permit Specialist I****Posting No.: 0708-26****Opening Date: 07/13/2026****Closing Date: Open Until Filled**

Location: EOT Bldg., 920 Colorado St., Austin, TX 78701

Class Code: 0171

FLSA: Administrative Support/Non-Exempt

Salary Group/Salary: B14, \$45,000.00 - \$47,000.04/yr.

Division: Licensing

Number of positions: 1

General Description

Performs routine to moderately complex (journey-level) licensing duties for the Licensing Division. Work involves initial review, analysis, and input of licensing applications and fee payments; records maintenance; responding to customer and staff inquiries; disseminating information concerning agency programs and services; and may include training of new personnel. The License and Permit Specialist is responsible for maintaining and providing statistical data to the Licensing Manager. Work requires frequent contact with the public, government officials, and department staff. Works under general supervision with limited latitude for the use of initiative and independent judgment. This position reports to the Licensing Manager.

Essential Job Functions

- Receives, reviews, and processes incoming license applications and license renewals. Reviews documentation to ensure completeness, accuracy, and compliance with applicable statutes, rules, and policies. Inputs applications and fee payments and generates letters of incomplete applications and monitors as necessary. Issues licenses when all requirements are met.
- Reviews and processes outgoing and incoming correspondence for correction and completion.
- Provides administrative and technical assistance related to license and permit requirements to the general public, agency staff, and license holders; answers questions and explains licensing laws and rules; and supplies information regarding license and permit processing, policies, and procedures in a positive and professional manner in such a way to as to instill confidence and trust.
- Prepares and maintains records associated with license applications.
- May participate in cost estimate, bill analysis, and other agency legislative and/or implementation teams.
- May participate in special projects of the division or agency.
- Complies with division and/or agency training requirements.
- Keeps management appropriately informed of ongoing activity and critical matters affecting the operational well-being of the agency.
- Demonstrates a spirit of teamwork offering positive and constructive ideas, encouragement, and support of other members of the team and division staff.
- Adheres to all TDLR Personnel Policies and performs other related duties as assigned or required to maintain agency and division operations.

Required and Preferred Qualifications

- Graduation from a standard senior high school or GED equivalent is required.
- One (1) year of responsible administrative support experience which involved office practices and procedures is required. (Sixty (60) hours of college coursework from an accredited college or university may substitute for the experience requirement.)
- Experience issuing licenses, registrations, or certifications is preferred.
- Graduation from an accredited four-year college or university is preferred.
- Experience with Microsoft Word, Excel, Outlook, TEAMS or other web-based communication software is preferred.
- Experience reviewing documents or applications for qualification, such as transcripts, financial statements, work experience, insurance, or contracts is preferred.
- Experience interpreting laws, rules, policies, or procedures is preferred.

- Experience in data entry and creating and maintaining electronic records is preferred.
- Experience providing customer service in person, by phone, or written correspondence is preferred.
- Experience with databases is preferred.
- Typing skills with an accurate speed of 50 wpm is preferred.

Knowledge, Skills, and Abilities

- Knowledge of administrative rules, policies and procedures; of applicable administrative codes and statutes; and, of agency programs and databases.
- Skill in research techniques; and, in drafting basic business correspondence using proper spelling, punctuation, sentence structure, and grammar.
- Skill in the use of the internet; in Microsoft Office and applicable software such as Outlook, Excel, Word and TEAMS; and in standard office equipment.
- Ability to establish and maintain courteous, effective working relationships.
- Ability to understand, interpret and explain agency laws, rules, policies and procedures.
- Ability to train personnel.
- Ability to work in a team environment, coordinating workflow within the team.
- Ability to perform research.
- Ability to communicate effectively.
- Ability to provide friendly, caring service to customers.
- Ability to work simultaneously in multiple databases.

Physical and Mental Requirements

- Must be able to sit or stand for extended periods of time, work well in stressful situations under strict deadlines, and operate standard office equipment and computer software.
- Must be able to lift file boxes weighing up to 25 lbs.

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_AdministrativeSupport.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.