



Working title: Audit and Assessment Specialist

Class title: Program Specialist III

Posting No.: 1209-26

Opening Date: 12/30/2025

Closing Date: Open Until Filled

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

Class Code: 1572P1

FLSA: Admin-Exempt

Salary Group/Salary: B19, \$58,000.08- \$65,000.04/yr.

Division: Education and Examination

Number of positions: 2

General Description

Performs complex (journey-level) consultative services and technical assistance work by auditing and assessing education providers to ensure compliance with TDLR laws and rules. Prepares reports on findings and makes recommendations on actions. Work involves auditing educational providers and providing technical assistance on program services; assisting in the preparation of performance measure reports and other research projects; approving and auditing education providers and courses; and, providing examination support, including recommendations regarding examination content, development, and delivery functions. The Audit & Assessment Specialist works under general supervision with moderate latitude for the use of initiative and independent judgment. This position reports to the Outreach, Audits & Policy Section Manager. This is a hybrid position and not a 100% teleworking position.

Essential Job Functions

- Performs an array of technical, training, research, planning, policy, program assessment, and administrative activities as the Audit and Assessment Specialist.
- Conducts audits and assessments of pre-licensure education providers and continuing education providers to ensure compliance with certification requirements, laws, regulations, policies, and procedures. Analyzes and reviews pre-licensure education providers and continuing education providers' activities to determine proper compliance with TDLR's reporting systems. Analyzes operations and records, develops audit reports, and makes recommendations.
- Gathers and analyzes records and reports to audit and assess education providers, courses, and equipment for compliance with laws, rules, regulations, and adopted standards. Evaluates educators regarding curriculum, student hours, credit hours, and distance learning applications, performing and collaborating with TDLR staff in resolving compliance problems.
- Collaborates with program staff in program planning, development, implementation, analysis, and documentation of division functions, policies, and processes.
- Participates in examination development as a Subject Matter Expert for various industries and programs and provides examination support, including recommendations regarding examination content, development, and delivery functions.
- Completes the preparation, review, and maintenance of audits and assessment reports, records, and correspondence.
- Monitors, reviews, approves, and evaluates providers and courses to ensure compliance with program policies, procedures, statutes, and rules.
- Reviews audit documentation and coordinates follow-up actions in cases in which findings were found.
- Consults with and provides consultative services and technical assistance to pre-licensure education and continuing education provider functions and operations, identifies areas needing change, and develops action plans for improvement or to address areas of concern.
- Conducts training and provides guidance to staff in the development and integration of new or revised methods and procedures for pre-licensure education and continuing education processes.
- Communicates with management, to ensure consistent implementation of approved audits and assessment procedures.
- Reviews and evaluates service delivery system methods, outputs, activities, and trends to identify gaps in resources and recommends and implements improvements to resolve technical problems.
- May interact with and exchange information with various state or federal organizations.

- Assists in creating, reviewing, and modifying forms and standard operating procedures for the division; in collecting and analyzing data from agency licensing systems and other sources for reports and studies; and in preparing administrative procedures, flowcharts, forms, and manuals. May develop Frequently Asked (FAQs) and Frequently Given Answers (FGAs) for the Education and Examination Division.
- Collects, organizes, analyzes, and/or prepares materials in response to requests for program information.
- Analyzes legislation and develops recommendations for policy and programmatic issues relating to the implementation and improvement of the Education and Examination Division. May participate in Cost Estimate, Bill Analysis, or other agency legislative and/or implementation teams.
- May provide administrative support to the Education & Examination Director regarding presentations to the various advisory boards and other meetings to provide recommendations on program objectives and goal.
- 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.
- Complies with Division and/or Agency training requirements, adheres to all TDLR Personnel Policies, and performs other related duties as assigned.

Required and Preferred Qualifications

- Graduation from a standard senior high school or GED equivalent is required.
- Two (2) years of experience in the development, implementation, inspection, auditing, assessment or monitoring of a licensure education program and/or in the development and delivery of examinations OR four (4) years of experience in the administration of a program/business/industry or governmental program required. (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 the experience requirement.)
- Willingness to work irregular hours, including evenings, weekends, and holidays is required.
- Willingness to travel up to 50% for job-related purposes is required. Some travel may include overnights and weekends. Use of personal vehicle for work related travel is required in compliance with State and Agency travel rules and procedures.
- 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.
- Two years of experience in auditing or inspecting licensure education programs/businesses/industries or governmental programs is preferred.
- Two years of experience in the development, implementation, or monitoring of a license education program/business/industry or governmental program is preferred.
- Experience working with education providers is preferred with preference given to an applicant with experience in an area regulated by TDLR.
- Experience in analyzing and assessing records and reports of equipment, courses, providers, or businesses for compliance is preferred.
- Experience providing training to staff is preferred.
- Experience requiring presentation/training of public/regulated industries is preferred.
- Experience in analysis, research, and auditing is preferred.
- Experience in educating, interpreting, and/or writing policies, procedures, or course curriculum is preferred.
- Experience and knowledge of laws and rules that require course review OR experience and knowledge of other state, local, and federal laws and rules is preferred.
- Experience and knowledge of programs regulated by TDLR is preferred.
- Experience with Microsoft Office software is preferred.
- Experience with TDLR databases is preferred.

Knowledge, Skills, and Abilities

- Knowledge of laws, rules, and standards related to continuing education and pre-licensure of education providers; of the state legislative process and state government administration; and, of agency programs, policies, objectives, technology, and terminology.
- Skill in identifying measures or indicators of program performance.
- Skill in the use of computer and associated software, including MS Office.
- Ability to conduct audits and assessments; to determine proper courses of action; and to use instruments or tools necessary to conduct audits.
- Ability to maintain records and written reports.

- Ability to problem-solve and devise solutions to administrative and technical problems.
- Ability to perform policy analysis and research.
- Ability to coordinate and schedule activities and resources.
- Ability to manage multiple tasks and meet deadlines.
- Ability to prepare reports.
- Ability to interpret laws and regulations.
- Ability to gather and analyze data.
- Ability to communicate effectively verbally with clients/customers in an individual or group setting to gather information and/or explain policies and procedures in a courteous, precise, comprehensive manner and provide a high level of customer service.
- Ability to resolve conflicts with limited supervision in a diplomatic way.
- Ability to motivate and achieve results through others.
- Ability to conduct presentations to agency staff and the regulated public.
- Ability to establish goals and objectives and to develop and evaluate administrative policies and procedures.

Physical and Mental Requirements

- Must be able to walk, sit, or stand for extended periods of time.
- Must be able to travel frequently to perform TDLR services.
- Must be able to work well in stressful situations under strict deadlines.
- Must be able to 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_ProgramManagement.pdf

HOW TO APPLY

State of Texas applications may be submitted electronically through the Texas Workforce Commission's workintexas.com online system by the closing date stated on the job posting. Applications may also be downloaded through TDLR's website <https://www.tdlr.texas.gov/careers/> and emailed to jobs@tdlr.texas.gov. For applications submitted via email, please list the job posting title and job posting number in the subject line. Applications submitted via email must be received by 11:59 p.m. on 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 will not be considered. A resume in lieu of application will be rejected. Additionally, an application with "see resume" within the summary of experience is considered incomplete and will be rejected. Applicants are solely responsible for timely delivery of applications by the deadline. All applicants must submit a thoroughly completed application, answering all applicable questions. Applications must contain complete job histories, which includes job title, dates of employment, name of employer, supervisor's name and phone number and a description of duties performed. If this information is not submitted, your application may be rejected because it is incomplete.

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 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.