

## TEXAS BOARD OF NURSING

### Position Description

August 2015

- I. TITLE: Licensing and Permit Specialist III (0172) (B16)
- II. DEFINITION: Performs advanced administrative procedures including the processing of temporary license/endorsement applications. Assists with answering multiline phones and responding to walk-in requests. Provides verbal and written responses related to procedures and agency requirements.
- III. QUALIFICATIONS:
  - A. Personal
    - 1. High degree of personal integrity
    - 2. Self-reliant and exercises good judgement
    - 3. Motivated to accomplish assigned tasks efficiently and effectively
    - 4. Able to communicate respectfully and effectively with co-workers and public
    - 5. Neat in appearance and Punctual
    - 6. Flexible and able to adapt to change
    - 7. Team oriented to accomplish department's and agency's goals
    - 8. Highly organized and gives attention to detail
    - 9. Attentive to detail
  - B. Educational

High school graduation or equivalent. Two years of related college business courses preferred.
  - C. Knowledge, Skills and Abilities
    - 1. Ability to readily understand and interpret policies and procedures in relation to carrying out designated program.
    - 2. Ability to establish and maintain effective working relationship with supervisor
    - 3. Ability to use computer hardware and software.
    - 4. Ability to compose business correspondence.
    - 5. Must type a minimum of 30 words per minute (TWC Typing Test).
- IV. WORK SUPERVISED BY: Program Supervisor VI
- V. FUNCTIONS:
  - A. Accurately and efficiently processes large volume of applications for endorsement into Texas.
    - 1. Checks reference files (NURSE and NURSIS) to determine applicant's eligibility for licensure.
    - 2. Correctly verifies that required fees have been included with application.
    - 3. Sends original application to Enforcement Department when eligibility reports
    - 4. Prepares and sends return letters to applicants within established time limits which accurately and clearly identify any information needed.
  
  - 5. Monitors status and updates application until all requested documents are received

and information has been completed; files completed verifications.

6. Approves completed applications and forwards to ADP Department within
  7. Reviews applications for license and permit and ensures compliance with administrative codes, state statutes and agency policy and procedures.
- B. Accurately and efficiently processes requests for duplicate licenses/certificates and changes.
1. Verifies license status of nurse through NURSE.
  2. Correctly verifies that required fees have been included with requests.
  3. Prepares and sends return letters which accurately and clearly identify any information needed to complete request.
  4. Provides correct information to Data Processing Department for issuance of duplicate license/certificate or name change correction.
- C. Responds knowledgeably and respectfully to phone, written and personal requests for department and agency.
1. Responds knowledgeably to callers regarding licensure status, duplicate request information needs for endorsement procedures and status reports of applications.
  2. Answers phone line calls for department as assigned, seeking consultation from and supervisors as needed.
  3. Responds readily to unscheduled personal requests of nurses coming to agency for assistance with licensure requirements, providing accurate information and
  4. Provides accurate, clear, and grammatically correct correspondence efficiently and within timelines where indicated.
  5. Resolves customer services issues and problems.
- D. Maintains records and reports.
1. Maintains all records and reports in orderly manner and according to Records
  2. Implements and maintains tracking system for endorsement applications which is
  3. Maintains log for applications approved in previous three months which is readily accessible, organized, and easily understood.
  4. Maintains timelines for currency of records.
  5. Assist with upkeep of Policy and Procedure Manual for department.
  6. Recommends development or revision of forms, reports, and records used in
  7. Implements and maintains tracking system for endorsement applications which is current, readily accessible and easily understood.
- E. Respond to NURSIS speed memos within set time limits.
- F. Other - Perform other work related duties as assigned.

## VI. CONDITIONS OF EMPLOYMENT

- A. Refer to Personnel Manual
- B. Position is not exempt from the Fair Labor Standards Act