

Texas State Board of Dental Examiners
1801 Congress Ave, Suite 8.600
Austin, Texas 78701
737-363-2320 phone; 512-649-0797 fax
www.tsbde.texas.gov

License and Permit Specialist III

Position: License and Permit Specialist III Full time (40 hrs/wk)	Salary: \$3,916.67 - \$4,166.67 per month (\$47,000 - \$50,000 annually)
Classification Number: 0172 Group: B16	Posting Date: July 23, 2025
Listing Number: 504-26-002 FLSA Status: Non-Exempt Number of Openings: 1	Closing Date: Until Filled
Contact: hr@tsbde.texas.gov	

ABOUT THE TEXAS STATE BOARD OF DENTAL EXAMINERS

The mission of the Texas State Board of Dental Examiners (TSBDE) is to protect the public health and safety and promote high quality and safe dental care by providing enforcement, licensing, peer assistance, and related information services to licensees and their patients.

Our headquarters is located on the new Texas Capitol Mall in the George H.W. Bush Building directly across from the Bob Bullock Museum and across from the University of Texas. We provide free parking for all of our employees.

We offer competitive compensation, including merit increases for outstanding performance; longevity payments after two years; generous paid leave; health insurance; dental and vision insurance; numerous state and federal holidays; state employee discounts; 401(k) and 457 and a cash balance pension for employees entering state service after September 1, 2022.

GENERAL DESCRIPTION OF DUTIES:

This job description is not an employment agreement or a contract. Management has the exclusive right to alter this job posting or job description at any time without notice.

The Texas State Board of Dental Examiners (TSBDE) is the state agency that regulates the practice of dentistry in Texas. The agency currently is authorized to employ 59 FTEs and has 11 board members. Because the TSBDE is a small agency, all employees must exhibit a spirit of teamwork and cooperation and be willing to assist in any agency work activities as necessary.

Performs licensing and permitting work, receiving and reviewing license and permit applications; ensuring compliance with applicable policies, administrative codes, and statutes; communicating with external and internal customers; and approving licenses and permits.

Performs complex (journey-level) licensing and permitting work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment; may occasionally perform work of greater complexity or assist others in performing such work. Employees at this level may:

- Maintain program data related to licensed or permitted activities.
- Interpret and communicate licensing and permitting requirements and other information applicable to various agency and statutory requirements.
- Approve or deny license and permit applications based on state statutes, administrative codes, and agency policies and procedures.
- Prepare notices, correspondence, memos, and reports related to license and permit activities and compliance.
- Evaluate and track applications and responses to notices of deficiency.

EXAMPLES OF WORK PERFORMED:

- Receives license and permit applications, revisions, and renewals and reviews those and related documents to ensure completeness, accuracy, and compliance with state and federal regulations, policies, and guidelines.
- Inputs license and permit applications, payments, and required technical data for licenses and permits into appropriate computer applications, databases, and systems.
- Issues licenses and permits.
- Maintains records associated with license and permit applications, fee payments, and violations, and completes necessary forms to approve or deny licenses and permits.
- Provides administrative and technical assistance related to license and permit requirements to the general public, agency staff, and government and elected officials; answers questions and explains licensing and permit codes; and supplies information regarding license and permit processing, policies, and procedures.
- Places and answers telephone calls and emails to and from licensees and applicants to resolve licensing issues.
- Monitors license applications, existing registration, and requests for appropriate information needed to approve and maintain licenses.
- Assists with walk-in customers to resolve their licensing issues.
- Investigates and resolves issues involving customers' licenses and registrations, including payment history.
- Provides forms and general information to visitors and forwards completed forms to proper staff.
- Prepares documents for scanning.
- May train others.
- Performs related work as assigned.

MINIMUM QUALIFICATION REQUIREMENTS:

Three years experience in customer service, clerical, administrative, or technical support work is preferred. Graduation from a two-year college or equivalent is generally preferred. Experience and education may be substituted for one another. Experience using the VERSA database and/or a Licensing system is preferred but, not required.

ADDITIONAL REQUIRED KNOWLEDGE, SKILLS, & ABILITIES:

- Knowledge of office practices and terminology; knowledge of spelling, punctuation, sentence structure, and grammar.
- Skill in the use of standard office equipment, computers, and computer software.
- Ability to respond to public inquiries in a timely manner; to implement administrative and technical procedures; to interpret applicable laws, rules, regulations, policies, and procedures; and to communicate effectively.
- Knowledge of common office practices and procedures.
- Ability to work well in a team environment.
- Ability to communicate and interact effectively with members of the public.
- Ability to respond to public inquiries by phone, email and in person in a timely manner.
- Ability to work well with others and to maintain a positive and respectable attitude with callers, visitors, and coworkers.
- Proficient in the use of computer, preferably Microsoft Office software, i.e. Word and Excel.
- Must be able to attend work regularly.
- Must be able to sit for long periods of time.

OTHER: Normal office environment in downtown Austin office location. Tobacco-free work environment. Work hours are normally 8:00 AM – 5:00 PM, Monday through Friday. Some overtime may occasionally be required.

TELECOMMUTING: Internet connection must be broadband cable with at least 50M down and 20M up or better. *Speedtests can be run to determine if you meet this requirement.* (<https://www.speedtest.net/> or <https://speedtest.att.com/speedtest/>)

In compliance with House Bill 2559 agencies that hire a person who is retired from the Employees Retirement System (ERS) on or after September 1, 2009 are required to remit a surcharge of 9.5% each month the return-to-work retiree is employed. Selected candidates meeting this requirement will be offered a base salary 9.5% lower to cover this surcharge.

BENEFITS: <https://tsbde.texas.gov/78i8ljhbj/2024-state-agency-recruitment.pdf>

Military Crosswalk Information can be accessed at https://hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_AdministrativeSupport.pdf 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 are encouraged to apply.

To Apply: Applicants must submit official State of Texas Employment Application (see <http://www.twc.state.tx.us> for download). Applicants may submit a resume in addition to the official State of Texas Employment Application but the resume may NOT be substituted for the official State of Texas Employment Application. Applications may be emailed to hr@tsbde.texas.gov, mailed to 1801 Congress Ave, Suite 8.600, Austin, TX 78701, or faxed to (512) 649-0797. Selected applicants will be notified regarding interviews. If an accommodation is needed, please call (737) 363-2296.

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.

The Texas State Board of Dental Examiners (TSBDE) is an Equal Opportunity/Affirmative Action/ADA employer. The Board's employment positions are covered by the Fair Labor Standards Act (FLSA). TSBDE does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, or veteran status. Non-exempt employees in jobs covered by FLSA who actually work in excess of 40 hours per week in a workweek receive time off at a time-and-one half rate as the primary method of compensation in lieu of cash payment. TSBDE is an E-Verify participant.