

## **TCOLE – Field Services Agent**

To apply for any posted position with the Texas Commission on Law Enforcement, please register or log in at

<https://capps.taleo.net/careersection/407/jobsearch.ftl>

Resumes are not accepted in lieu of State of Texas application

### **Description**

#### **Our Mission**

The mission of the Texas Commission on Law Enforcement, as a regulatory State agency, is to establish and enforce standards to ensure that the people of Texas are served by highly trained and ethical law enforcement, corrections, and telecommunications personnel.

#### **Our Field Services Division**

TCOLE's Field Services Division supports law enforcement agencies in meeting state standards. Through comprehensive reviews, audits, and evaluations, we ensure agencies have the resources and guidance necessary to ensure regulatory compliance and effective law enforcement practices across Texas.

#### **Who We're Looking For**

The Texas Commission on Law Enforcement (TCOLE) is seeking a Field Services Agent (Investigator VI) to provide technical support for **Region 5** which includes (but is not limited to) the following counties:

***Anderson, Angelina, Cherokee, Freestone, Grimes, Hardin, Houston, Jasper, Leon, Madison, Montgomery, Nacogdoches, Newton, Orange, Panola, Polk, Rusk, Sabine, San Augustine, San Jacinto, Shelby, Trinity, Tyler, Walker***

[Region 5 Map Link Here](#)

The Field Services Agent performs advanced (senior-level) administrative, consultative, and investigative work involving examining, evaluating, and monitoring programs, policies, and documents to ensure conformity with laws, rules, and regulations. Work involves developing, implementing, and delivering Commission programs to law enforcement

agencies, licensees, and other stakeholders. Works under minimal supervision, with considerable latitude for the use of initiative and independent judgment.

Salary is dependent on qualifications and experience. The salary range is \$57,614 – \$82,740. This Job Class for this position is 1355 and salary group is B22.

### **Examples of Work Performed**

Conducts on-site inspections and comprehensive compliance reviews of law enforcement agencies to ensure adherence to established standards, rules, and regulations.

Conducts background and personal history investigations, reviews records, and verifies information.

Performs regular audits of records, documentation, and agency policies for compliance, and compiles, reviews, and analyzes data to verify accuracy.

Provides technical advice and guidance to stakeholders regarding regulatory compliance, and the requirements, liabilities, and penalties of non-compliance.

Acts as a liaison to the law enforcement community, including chiefs, administrators, and officers, to provide guidance and ensure compliance with regulatory standards.

Develops, prepares, and delivers formal and informal training using various instructional techniques to internal and external customers.

Assists law enforcement agency administrators with regulatory reporting requirements and documentation.

Investigates alleged violations of regulations and prepares detailed reports with recommendations for corrective action.

Assesses programs and procedures for compliance with rules, regulations, laws, and statutes, and recommends changes to policies, procedures, and guidelines as needed.

Prepares and presents progress reports on assigned projects and tasks.

Coordinates with law enforcement agencies to address compliance issues and implement corrective actions.

Assists in the development and implementation of program guidelines, procedures, policies, rules, and regulations.

Detects, records, and investigates violations of applicable statutes, and works with other staff to ensure violations are properly documented and prepared for administrative action or criminal prosecution.

May be called upon to participate in special law enforcement operations, execute court orders, warrants, or subpoenas.

May testify in administrative hearings or court proceedings.

Other duties as assigned.

***This is a field-based position requiring extensive travel (65% or more), primarily within Region 5 which includes the counties listed below. Occasional travel outside of Region 5 may be required.***

**Anderson, Angelina, Cherokee, Freestone, Grimes, Hardin, Houston, Jasper, Leon, Madison, Montgomery, Nacogdoches, Newton, Orange, Panola, Polk, Rusk, Sabine, San Augustine, San Jacinto, Shelby, Trinity, Tyler, Walker**

#### **Qualifications:**

##### **Required Education and Experience:**

- Associate's degree from an accredited college or university in Criminal Justice, Criminology, Police Science or a related field.
- Five (5) years of full-time law enforcement experience.
- Law enforcement experience or education may be substituted for one another on a year-for-year basis.
- Currently licensed as an Advanced Peace Officer (or higher) by the Texas Commission on Law Enforcement.
- Valid Texas driver's license.

##### **Required Skills, Knowledge, and Abilities:**

- Ability to maintain the highest standards of security and safeguard critical infrastructure. This includes adhering to strict background checks, reporting any suspicious activities, and participating in security training and drills as required.
- Comprehensive knowledge of Texas and federal statutes, rules, and regulations related to peace officer standards and training, including the Texas Penal Code, Texas Code of Criminal Procedure, and other applicable codes.
- Knowledge of law enforcement operations, practices, and professional standards, as well as training program development, analysis, and implementation techniques.
- Strong analytical and investigative skills with attention to detail.
- Exceptional written and verbal communication skills, adept at preparing recommendations, crafting concise and accurate reports, and delivering presentations to individuals and groups of all sizes and professional backgrounds.
- Ability to collaborate effectively with individuals of different rank, title, and background, and maintain professionalism in challenging situations.
- Ability to frequently drive extended distances in both rural and urban areas.

**Preferred Skills, Knowledge, and Abilities:**

- Knowledge of training methodologies and effective instructional techniques.

**Preferred Education and Experience:**

- Experience with audit processes and compliance monitoring preferred.

**Why work at TCOLE?**

Working for the Texas Commission on Law Enforcement (TCOLE) empowers you to make an impact on public safety while engaging in continuous learning within a supportive environment. You'll play a crucial role in upholding high law enforcement standards, collaborating with local agencies, and enhancing the well-being of Texans. As a Texas state employee, you will have access to our comprehensive benefit programs including:

- Comprehensive [health, dental, and vision](#) insurance plans with several types of coverage to state employees and their eligible family members.

- 12 - 16 days of [annual paid holidays](#) .
- At least eight hours of paid vacation and up to eight hours of paid sick leave each month for Full-Time employees.
- Retirement options with the [State of Texas Retirement](#) that provide flexibility and security.
- [Health and Wellness programs](#) including wellness leave, fitness and weight management programs, and personalized wellness tools.
- TCOLE is a qualifying organization for the [Public Service Loan Forgiveness Program](#).
- The [Discount Purchase Program](#) provides access to an online marketplace offering discount on a wide range of products and services .

**All positions with TCOLE are security sensitive. Applicants are subject to an in-depth background investigation including criminal history, employment history and references, military, education, and personal references. Employment is contingent upon the verification of credentials and/or other information required.**

**Equal Opportunity Employer** – TCOLE is an Equal Opportunity Employer. All qualified applicants receive consideration for employment without regard to race, color, religion, sex, national origin, disability, or protected veteran status.

**ADA** - In compliance with the Americans with Disabilities Act (ADA), TCOLE will provide reasonable accommodation during the hiring and selection process for qualified individuals with a disability. If you need assistance completing the online application, contact the Human Resources Department at 512-936-0831. If you are contacted for an interview and need accommodation to participate in the interview process, please notify the person scheduling the interview.

**Military Occupational Specialty Codes** – Military Specialty Codes that correspond to this job posting include MOS 31B, MOS 31D, MOS 31A, MOS311A, MA, 649X, 749X, IN, MST, INV, MSSD, MSSE, OAP 11, OAP 12, OAP 14, 86MO, MOS 11B, MOS 11C, 11Z, 18B, 18F, 18Z, 31B, 31D, 31K, 31Z, 35L, 35M, 11A, 18A, 31A, 35A, 180A, 311A, 351L, 351M, 7S0X1, NCIS Special Agent. More information can be found at:

[https://hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC\\_LawEnforcement.pdf](https://hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_LawEnforcement.pdf)

**Veterans Preference** – Veterans, surviving spouses, and orphans of veterans may qualify for preference under Texas Government Code Chapter 657. Applicants who wish to claim Veterans preference must provide official documentation at the time of application to verify eligibility.

**Benefits** – For new hires and rehires, health insurance is available the 1st of the following month after a 60-day waiting period. More information about benefits is available at <https://ers.texas.gov/benefits-at-a-glance>