

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE  
JOB DESCRIPTION**

POSITION TITLE: ADMINISTRATIVE ASSISTANT IV -  
Grievance Analyst

SALARY GROUP: A15

DEPARTMENT: Administrative Review and Risk Management Division

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CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Paul Morales DATE: 07/09/2014

POSITION #: 019049

**I. JOB SUMMARY**

Performs advanced administrative support and technical program assistance work for the Offender Grievance Program. Work involves coordinating the dissemination of information; developing filing systems; and coordinating administrative support work. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

**II. ESSENTIAL FUNCTIONS**

- A. Performs advanced administrative support and technical program assistance work for the Offender Grievance Program; and responds to inquiries regarding technical program and administrative rules, regulations, policies, and procedures.
  - B. Assists in researching technical and policy issues pertaining to offender grievances; and coordinates the preparation, editing, and distribution of correspondence, reports, studies, forms, and other documents.
  - C. Conducts investigations of reported and suspected violations of agency rules.
  - D. Prepares, interprets, and disseminates information concerning program policies and procedures; and develops and maintains filing, record keeping, and records management systems to include automated information systems.
- \* Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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**III. MINIMUM QUALIFICATIONS**

**A. Education, Experience, and Training**

1. Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE). Major course work in a Behavioral Science, Criminal Justice, or a related field preferred. Each year of experience as described below in excess of the required two years may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. Two years full-time, wage-earning administrative support, technical program support, or data gathering and assessment experience.
3. Investigation experience preferred.

**B. Knowledge and Skills**

1. Knowledge of office practices and procedures.
2. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
3. Skill to communicate ideas and instructions clearly and concisely.
4. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
5. Skill to interpret and apply rules, regulations, policies, and procedures.
6. Skill in problem-solving techniques.
7. Skill in the use of computers and related equipment in a stand-alone or local area network environment.
8. Skill in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs.
9. Skill to prepare and maintain accurate records, files, and reports.

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10. Skill to plan work in order to meet established guidelines.

11. Skill to review technical data and prepare technical reports.

**IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION**

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, climb stairs, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 15 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, calculator, copier, fax machine, telephone, and automobile.