

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: CLERK II -
Offender Grievance

SALARY GROUP: A07

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: 02/23/2016

POSITION #: 019052

I. JOB SUMMARY

Performs routine clerical work. Work involves compiling and tabulating data; checking documents for accuracy; transporting documents; and maintaining files. Works under moderate supervision with limited latitude for the use of initiative and independent judgment.

II. ESSENTIAL FUNCTIONS

- A. Compiles, organizes, and tabulates data; prepares charts, graphs, and tables; performs data entry and retrieval; and reviews documents for accuracy, completeness, and legibility.
 - B. Copies and distributes offender grievance documents; establishes and maintains offender grievance records and files to include automated information systems; and maintains logs of work progress, document processing, and other records and correspondence.
 - C. Responds to requests for information; and answers inquiries regarding administrative policies and procedures.
- * Performs a variety of marginal duties not listed, to be determined and assigned as needed.

III. MINIMUM QUALIFICATIONS

- A. Education, Experience, and Training
 - 1. Graduation from an accredited senior high school or equivalent or GED.
 - 2. Clerical, secretarial, administrative support, or technical program support experience preferred.
 - 3. Computer operations experience preferred.

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B. Knowledge and Skills

1. Knowledge of office practices and procedures.
2. Knowledge of business terminology, spelling, punctuation, and grammar.
3. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
4. Skill to communicate ideas and instructions clearly and concisely.
5. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
6. Skill to prepare and maintain complex records and files in an automated system.
7. Skill in the use of computers and related equipment in a stand-alone or local area network environment preferred.
8. Skill to type 45 words per minute (with no more than 10 errors) preferred.

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.