

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: MANAGER II –
 Resolution Support

SALARY GROUP: B23

DEPARTMENT: Administrative Review and Risk Management Division

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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 Business Administration, Criminal Justice, Public Administration, or a related field preferred. Each year of experience as described below in excess of the required eight years may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. Eight years full-time, wage-earning criminal justice, program administration, or public administration experience to include four years in the supervision of employees.
3. Experience in a governmental program preferred.

B. Knowledge and Skills

1. Knowledge of the principles and practices of public administration and management.
2. Knowledge of local, state, and federal laws and regulations relevant to the program areas.
3. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
4. Skill to manage program activities.
5. Skill to establish program goals and objectives.
6. Skill to develop and evaluate administrative policies and procedures.
7. Skill in administrative problem-solving techniques.
8. Skill to review technical data and prepare technical reports.
9. Skill in public address.
10. Skill to communicate ideas and instructions clearly and concisely.
11. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
12. Skill to interpret and apply rules, regulations, policies, and procedures.
13. Skill to plan, assign, and supervise the work of others.

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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.