

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: MANAGER I –
 Offender Grievance

SALARY GROUP: B22

DEPARTMENT: Administrative Review and Risk Management Division

Page 2 of 3

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 seven years may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. Seven years full-time, wage-earning program administration or criminal justice administration experience.
3. Four years full-time, wage-earning experience in the supervision of employees.
4. Correctional custody or law enforcement experience preferred.

B. Knowledge and Skills

1. Knowledge of the principles and practices of public administration and management.
2. Knowledge of applicable state and federal laws, rules, regulations, and statutes.
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 program policies and procedures.
7. Skill to interpret and apply rules, regulations, policies, and procedures.
8. Skill in administrative problem-solving techniques.
9. Skill to review technical data and prepare technical reports.
10. Skill to conduct investigations.
11. Skill to communicate ideas and instructions clearly and concisely.

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Page 3 of 3

12. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
13. Skill in public address.
14. Skill to plan, assign, and supervise the work of others.

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, 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.