

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: ADMINISTRATIVE ASSISTANT II -
Customer Service

SALARY GROUP: A11

DEPARTMENT: Industry

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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: Bobby Lumpkin DATE: 05/14/2014

POSITION #: 024210

I. JOB SUMMARY

Performs routine administrative support and technical program assistance work. Work involves disseminating information; maintaining filing systems; and performing administrative support work. Works under moderate supervision with limited latitude for the use of initiative and independent judgment.

II. ESSENTIAL FUNCTIONS

- A. Prepares and disseminates information concerning various agency programs and services; prepares and responds to correspondence; prepares, edits and distributes reports, studies, forms, and other documents; and performs typing and word processing.
- B. Maintains filing and record keeping systems to include automated information systems; and responds to routine inquiries regarding rules, regulations, policies, and procedures.
- C. Assists in the development of administrative and technical assistance policies and procedures; assists in preparing administrative analyses and summaries; and assists in researching, composing, designing, and editing agency publications to include brochures, forms, manuals, and charts.
- D. Provides technical program assistance to others.

* 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. Four years full-time, wage-earning clerical, secretarial, administrative support, or technical program support experience. Thirty semester hours 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) may be substituted for each year of experience on a year-for-year basis for a maximum substitution of two years.
- 3. Experience in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs 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 interpret and apply rules, regulations, policies, and procedures.
7. Skill in problem-solving techniques.
8. Skill in the use of computers and related equipment in a stand-alone or local area network environment.
9. Skill to prepare and maintain accurate records, files, and reports.
10. Skill to review technical data and prepare technical reports.
11. Skill in the electronic transmission of communications.
12. 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, 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.