

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE  
JOB DESCRIPTION**

POSITION TITLE: CLERK IV –  
Office of Quality Improvement and Contract Monitoring

SALARY GROUP: A11

DEPARTMENT: Health Services 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: Carol Brooks DATE: 03/20/2015

POSITION #: 030209

**I. JOB SUMMARY**

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

**II. ESSENTIAL FUNCTIONS**

- A. Prepares, reviews, and edits correspondence, reports, summaries, manuals, and other documents for accuracy and completeness and reconciles discrepancies; and compiles, organizes, tabulates, and reviews data, verifies calculations, and prepares and edits charts, graphs, and tables.
  - B. Collects, monitors, and maintains statistical data; performs and reviews data entry, retrieval, and data searches; posts, reviews, and edits information on agency records and recommends modification of forms and records; and maintains files and records to include automated information systems.
  - C. Responds to requests for information; and answers inquiries regarding policies, procedures, rules, and regulations.
  - D. Maintains office schedules and appointments; and opens and distributes incoming mail and prepares mail-outs.
- \* 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. Three years full-time, wage-earning clerical, secretarial, administrative support, or technical program support experience to include two years computer operations. 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.
  3. Health services experience preferred.

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B. Knowledge and Skills

1. Knowledge of office practices and procedures.
2. Knowledge of business terminology, spelling, punctuation, grammar, and arithmetic.
3. Knowledge of medical terminology preferred.
4. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
5. Skill to communicate ideas and instructions clearly and concisely.
6. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
7. Skill to interpret and apply rules, regulations, policies, and procedures.
8. Skill in problem-solving techniques.
9. Skill to prepare and maintain accurate records, files, and reports.
10. Skill in the use of computers and related equipment in a stand-alone or local area network environment.
11. Skill to type 45 words per minute (with no more than 10 errors) required; 55 words per minute 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.