

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE  
JOB DESCRIPTION**

POSITION TITLE: ADMINISTRATIVE ASSISTANT II -  
Victim Services-Austin

SALARY GROUP: A11

DEPARTMENT: Victim 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: Angela McCown DATE: 04/07/2015

POSITION #: 043012

**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. Assists in compiling data and preparing summaries and recommendations; monitors the daily case flow process of Victim Services; and coordinates work between Victim Services staff.
  - B. Prepares and disseminates information concerning various department programs and services; and responds to inquiries regarding rules, regulations, policies, and procedures.
  - C. Prepares, edits, and distributes correspondence, reports, studies, forms, and other documents; responds to requests for information; maintains filing and record keeping systems; and answers and routes incoming telephone calls.
- \* 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.
- 3. Computer operations experience preferred.
- 4. Criminal justice or victim 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, 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 the use of computers and related equipment in a stand-alone or local area network environment.
8. Skill to prepare and maintain accurate records, files, and reports.
9. Skill in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs.
10. 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.