

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: ADMINISTRATIVE ASSISTANT IV –
Victim Offender Mediation and Dialogue

SALARY GROUP: A15

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: Mary McCaffity DATE: 10/30/2017

POSITION #: 043037

I. JOB SUMMARY

Performs advanced administrative support and technical program assistance work. Work involves coordinating the dissemination of information; developing filing systems; and coordinating administrative support work. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

II. ESSENTIAL FUNCTIONS

- A. Performs advanced technical assistance work for an agency program; prepares, interprets, and disseminates information concerning agency programs and procedures; researches, composes, designs, and edits publications such as brochures, forms, manuals, reports, and charts; and coordinates work with organizational units of the agency.
 - B. Develops administrative and technical assistance policies and procedures; and responds to inquiries regarding technical program and administrative regulations, policies, and procedures.
 - C. Prepares, edits, and distributes correspondence, reports, studies, forms, and documents; assists in compiling and analyzing data, making calculations, and preparing reports; and develops and maintains filing, record keeping, and records management systems.
 - D. Performs criminal information searches and retrieval using Texas Department of Public Safety criminal history system access.
 - E. Provides training and technical assistance to support staff.
- * Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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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, or a related field preferred. Each year of experience as described below in excess of the required two years may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. Two years full-time, wage-earning clerical, secretarial, administrative support, or technical program support experience.
3. Victim services experience preferred.
4. Computer operations experience preferred.
5. Community organizing experience preferred.

Must have or be able to obtain a certificate of course completion for the Texas Law Enforcement Telecommunications System (TLETS) policy and procedures training from the Texas Department of Public Safety within six months of employment date.

Must meet and maintain TLETS access eligibility for continued employment in position.
For details see: <http://www.tdcj.texas.gov/divisions/hr/hr-home/tletseligibility.html>

B. Knowledge and Skills

1. Knowledge of office practices and procedures.
2. Knowledge of business terminology, spelling, punctuation, and grammar.
3. Knowledge of victim offender mediation and dialogue 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.

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7. Skill in problem-solving techniques.
8. Skill to interpret and apply rules, regulations, policies, and procedures.
9. Skill in the use of computers and related equipment in a stand-alone or local area network environment.
10. Skill in the electronic transmission of communications.
11. Skill in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs.
12. Skill to type 45 words per minute (with no more than 10 errors) required; 60 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, calculator, copier, fax machine, transcription equipment, dolly, telephone, and automobile.