

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: CLERK IV –
Victim Services

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: 9/29/2015

POSITION #: 043049

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. Reviews and edits information on agency records and recommends modification of formats, forms, and records; prepares, reviews, edits, and reconciles discrepancies in reports, correspondence, records, and other documents and forms, ensuring compliance with rules, regulations, policies, and procedures; and opens, sorts, and distributes mail.
- B. Compiles, monitors, and maintains data; performs and reviews data entry, retrieval, and data searches; posts information to agency records; makes copies; and receives, sends, and distributes fax transmissions.
- C. Maintains logs of work progress, document processing, and other records; and maintains and coordinates the maintenance of files, materials, and supplies to include the use of automated information systems.
- D. Answers and routes telephone calls to appropriate staff; responds to requests for information; and answers inquiries regarding rules, regulations, policies, and procedures.

* 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. 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 one year 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 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.
4. Criminal justice experience preferred.

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 to prepare and maintain complex records and files in an automated system.
9. Skill in the use of computers and related equipment in a stand-alone or local area network environment.

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10. Skill in the electronic transmission of communications.

11. 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.