

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE  
JOB DESCRIPTION**

POSITION TITLE: PROGRAM SUPERVISOR III –  
Victim Notification System

SALARY GROUP: B19

DEPARTMENT: Victim Services Division

Page 1 of 3

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: 10/31/2017

POSITION #: 043070

**I. JOB SUMMARY**

Performs complex administrative and supervisory program work. Work involves establishing program goals and objectives; developing program guidelines, policies, procedures, rules, and regulations; developing schedules, priorities, and standards for achieving program goals; evaluating program activities; developing budget requests; coordinating program activities; and assigning and supervising the work of others. Works under general supervision with moderate latitude for the use of initiative and independent judgment.

**II. ESSENTIAL FUNCTIONS**

- A. Plans, implements, coordinates, monitors, and evaluates the Victim Notification program services; develops and recommends program guidelines, policies, and procedures; and ensures compliance with agency policies and procedures, laws, regulations, and legislative mandates.
- B. Conducts special investigations, program analyses, and research studies and recommends improvements; prepares and reviews reports on the effectiveness of program activities; and prepares required management and productivity reports, correspondence, and other documents.
- C. Develops and coordinates victim notification process activities with program staff; and serves as liaison between victim services and other departments, divisions, agencies, victims, organizations, and the public.
- D. Confers with staff on program issues and problems to identify and implement solutions; prepares and oversees the preparation of training and operational manuals and educational materials; and provides training and technical assistance in the program area.
- E. Assigns and supervises the work of others.

\* Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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Page 2 of 3

**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 five years may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. Five years full-time, wage-earning case management, program administration, technical program support, or victim services experience.
3. Victim services experience preferred.
4. Experience in the supervision of employees preferred.

**B. Knowledge and Skills**

1. Knowledge of the principles and practices of public administration and management.
2. Knowledge of state and federal laws, rules, regulations, and statutes affecting victims' rights.
3. Knowledge of parole, probation, and institutional procedures and practices 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 administrative problem-solving techniques.
9. Skill in the use of computers and related equipment in a stand-alone or local area network environment.

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Page 3 of 3

10. Skill to review technical data and prepare technical reports.
11. Skill to develop and evaluate administrative policies and procedures.
12. Skill in public address.
13. Skill to assign and supervise the work of others.

**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, dolly, telephone, and automobile.