

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE  
JOB DESCRIPTION**

POSITION TITLE: ADMINISTRATIVE ASSISTANT IV -  
Volunteer Services

SALARY GROUP: A15

DEPARTMENT: Rehabilitation Programs 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: Stacie Woods DATE: 11/02/2012

POSITION #: 045311

**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. Prepares lists of volunteers for Human Resources (HR) to process background checks and coordinates with HR staff to ensure timely processing of volunteer applications; processes volunteer applications that require extensive background checks; and responds to inquiries regarding the status of volunteer applications in the approval process.
  - B. Reviews volunteer applications for final eligibility determination; and coordinates agency-wide volunteer training schedules.
  - C. Coordinates the preparation, editing, and distribution of correspondence, reports, studies, forms, and other documents; compiles and edits data for charts, graphs, and databases; prepares summaries and reports; and develops and maintains filing, record keeping, and records management systems.
  - D. Assists in the development of administrative and technical assistance policies and procedures; responds to inquiries regarding technical program and administrative rules, regulations, policies, and procedures; coordinates work between agency departments; and provides liaison with agency staff, other agencies, organizations, and the public.
  - E. Performs criminal information searches and retrieval using Texas Department of Public Safety criminal history system access.
- \* 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 a Behavioral Science 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 to include computer operations.
3. Criminal Justice experience preferred.
4. Experience in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs 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.state.tx.us/divisions/hr/hr-home/tletseligibility.html>

**B. Knowledge and Skills**

1. Knowledge of office practices and procedures.
2. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
3. Skill to communicate ideas and instructions clearly and concisely.
4. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
5. Skill to interpret and apply rules, regulations, policies, and procedures.
6. Skill in problem-solving techniques.

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7. Skill in the use of computers and related equipment in a stand-alone or local area network environment.
8. Skill in researching, compiling, organizing, and presenting information and statistics.
9. Skill to prepare and maintain accurate records, files, and reports.
10. Skill in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs.
11. Skill to type 45 words per minute (with no more than 10 errors).

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, climb stairs, 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.