

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE  
JOB DESCRIPTION**

POSITION TITLE: CUSTOMER SERVICE REPRESENTATIVE IV –  
Victim Services

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: Angela McCown DATE: 07/07/2022

POSITION #: 043093

**I. JOB SUMMARY**

Performs advanced customer service work. Work involves coordinating customer service support; and receiving and responding to public inquiries for information and state services. Works under limited supervision with moderate latitude for the use of initiative and independent judgment.

**II. ESSENTIAL FUNCTIONS**

- A. Communicates with the public in person, by telephone, by email, by fax, and over the Internet; summarizes offender status information for those incarcerated in TDCJ and under the supervision of the TDCJ Parole Division; and interprets and explains rules, regulations, policies, and procedures.
  - B. Registers victims, family members of victims, criminal justice professionals, victim advocates, and concerned citizens in the Integrated Victim Services System (IVSS) public portal; updates registrants' contact information, notification preferences, and victim classification in the IVSS portal; enters information into databases, processes letters to various individuals, and performs other general clerical services; and creates and maintains activity logs, files, and reports on services.
  - C. Researches information to solve customer service problems; researches victim relationships and statutory relevance through offense reports, victim impact statements, victim correspondence, and judgment and sentence; and prepares, interprets, and disseminates information concerning agency programs and procedures.
  - D. Answers and routes telephone calls to appropriate staff; responds to inquiries and maintains records to specific guidelines and procedures; and reviews and routes mail and other correspondence.
  - E. Conducts training on customer service programs; and cross trains staff members on the information systems used in the Victim Services Division, hotline procedures, and Victims of Crimes Act requirements.
- \* 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 customer service, clerical, secretarial, administrative support, or technical program support experience. Fifteen 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 six months of experience.
3. Computer operations experience preferred.
4. Experience in the use of computer systems to include word processing, spreadsheet, database, or presentation software programs preferred.
5. 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, calculator, copier, fax machine, telephone, dolly, and automobile.