

JOB DESCRIPTION

TITLE: Administrative Assistant IV
AGENCY: Credit Union Department -- State of Texas
CLASS NUMBER: 0156
SALARY GROUP: A15
REVISED: December 31, 2019
REPORTS TO: Deputy Commissioner

OVERVIEW

Performs advanced administrative support work. Provides administrative functions, including examination report and complaint processing; assists in Department correspondence processing and review for grammatical and punctuation accuracy; supports the Deputy Commissioner and the Director of Examination Support Activities with examination related processes, disseminates incoming information, maintains filing and data systems, and other general administrative support. On occasion, may be required to assist in training new employees. May perform tasks for other job positions on a substitute, or as needed, basis.

MAJOR DUTIES AND RESPONSIBILITIES

Serves as the primary administrative assistant to the Deputy Commissioner and provides responsible administrative assistance to the Commissioner, performing a variety of duties to include the following:

1. Coordinates, assembles, and prepares documents. Primary individual for processing examinations, information requests and complaints received. Logs processes in the database, prepares appropriate correspondence (opening and closing letters) and follows up, as necessary, to ensure action is completed within established guidelines and performance measure timeframes.
2. Answers incoming queries from consumers, internal staff, external agencies and other constituents of the Department.
3. Consults with complainants and information requestors to satisfactorily respond to ensure calls requiring elevation are appropriately complex in nature.
4. Retrieves, logs and distributes electronic reports of examination, examination correspondence, information requests and complaint responses. Prepares, reviews and edits final reports of examination, examination correspondence, information request and complaint responses. Recommends grammatical and other changes as needed. Disseminates the final responses to all internal and external parties as outlined by policy.
5. Serves as Records Management Officer for the Department. Oversees the imaging of files and administers the Department's records management program.
6. Responsible for documentation and credit union correspondence maintenance within the Department's document repository.
7. Assists with development of policies and procedures relative to the position to meet Department goals and objectives. Periodically reviews and makes recommendations for revisions in existing policies and procedures as appropriate.

8. Compiles and edits data for charts, graphs, and databases, and prepares summaries or reports.
9. Replies to routine correspondence and requests as appropriate.
10. Assists, when required, with overflow reports and correspondence originated by the Deputy Commissioner or Commissioner.
11. Administers the Department's database systems for the examination program, consumer complaints, and open records requests. Ensures proper organization of data in the document repository, including the utilization of consistent naming conventions.
12. Assist with the ongoing implementation of the Department's policies and procedures. This may include providing oversight/assistance to ensure Department policies and procedures are reviewed and updated annually, and distributing policy and procedure updates/changes to staff
13. Contributes to team effort by working on and accomplishing other duties as assigned and as necessitated by short-term sickness, vacancies, vacations and other absences.

SUPERVISION RECEIVED

Works under the supervision of the Deputy Commissioner, accomplishing regularly assigned duties in accordance with established office policies and procedures. Follows general instructions on special assignments or on difficult tasks not covered by existing policies and procedures. Completed work is reviewed for overall effectiveness and compliance with established office policies and procedures.

GENERAL QUALIFICATION REQUIREMENTS

Experience and Education:

Experience in office practices and administrative support. Graduation from a standard senior high school or equivalent is required. Graduation from an accredited college or university with a two-year associate degree (or higher) is preferred. Experience and education may be substituted for one another.

Knowledge, Skills and Abilities:

1. Proficiency in the operation of a computer, Microsoft Office products, calculator, reproduction equipment and other standard office equipment.
2. Knowledge of office practices and administrative procedures.
3. Thorough knowledge of business English, to include grammar, spelling, punctuation, and arithmetic computations.
4. Ability to communicate effectively and work collaboratively with coworkers.
5. Ability to maintain clerical records and prepare reports from varied sources and make arithmetic computations with speed and accuracy.
6. Ability to interpret rules, policies, and procedures, implement administrative procedures and evaluate their effectiveness.
7. Ability to work independently on difficult clerical tasks.
8. Ability to meet visitors, answer questions on the Department or its functions and to maintain effective working relationships with other employees.