



CREDIT UNION DEPARTMENT

Michael S. Riepen
Commissioner

Robert W. Etheridge
Deputy Commissioner

JOB ANNOUNCEMENT

AGENCY: Credit Union Department, State of Texas

POSTING NUMBER:	24-09	REPORTS TO:	General Counsel
JOB TITLE:	Legal Assistant III	WORKING TITLE:	Legal Assistant
CLASS NUMBER:	3576	SALARY GROUP:	B19
MONTHLY SALARY:	\$4,000 - \$5,500	(COMMENSURATE WITH EXPERIENCE)	
POSTED DATE:	April 3, 2024	DURATION:	Until filled.
LOCATION:	914 East Anderson Lane Austin, Texas 78752		

GENERAL DESCRIPTION

Supports the work of the General Counsel's Office. Performs legal assistant work, records management, rules management, correspondence, database management, reporting and advanced administrative tasks. Works under the direct supervision of the General Counsel.

Conducts work that includes, but is not limited to, investigation of complaints, drafting responses to complaints, finalizing correspondence, maintaining databases, digital records management, policy management, rule reviews, Public Information Act requests and assisting with other legal case management under general supervision. Requires attention to detail, candidness, and use of independent judgment. May perform tasks for other job positions on a substitute, or as needed, basis.

ESSENTIAL JOB FUNCTIONS

This position is multi-dimensional with the primary role to provide a full range of administrative support activities to the General Counsel, as well as providing administrative support to the Department's mission as follows:

1. Provides support for development of policies, procedures and plans as required for State Agencies.
2. Drafts and proofs correspondence, memos, articles, policies and references for accuracy and quality.
3. Maintains calendar and schedules for activities and projects of the General Counsel.
4. Assures all documents are following Agency guidelines.
5. Reviews and performs redacting of confidential documents.
6. Assists in the coordination, assembly, and preparation of responses to Public Information

- Act requests and prepares cost estimates if warranted.
7. Back-up individual for processing examinations and information requests, and primary person responsible for processing 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 time frames.
 8. Answers incoming calls from consumers, internal staff, external agencies, and other constituents of the Department.
 9. Logs and classifies complaints in a database.
 10. Investigates consumer complaints.
 11. Corresponds with complainants and information requestors to ensure calls requiring elevation are appropriately complex in nature.
 12. Maintains multiple outlook mailboxes.
 13. Assures deadlines are met.
 14. May serve as Records Management Officer for the Department. Oversees the imaging of files and administers the Department's records management program.
 15. Responsible for documentation and credit union correspondence maintenance within the Department's document repository.
 16. Compiles and edits data for charts, graphs, and databases, and prepares summaries or reports.
 17. Assists, when needed, with reports and correspondence originated by the Director of Examination Support Activities, General Counsel, Deputy Commissioner or Commissioner.
 18. 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.
 19. 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.
 20. 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.
 21. Complies with all agency policies and procedures, including those pertaining to ethics and integrity.
 22. Performs related work as assigned.

SUPERVISION RECEIVED

Works under the supervision of the General Counsel 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.

MINIMUM QUALIFICATIONS

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. Graduation from a course of study for legal assistants or legal course training is preferred. Experience with consumer protection or financial institutions preferred.

Knowledge, Skills and Abilities:

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

HOW TO APPLY

Submit a State of Texas application via mail or in person to: Credit Union Department, 914 East Anderson Lane, Austin, Texas 78752; via fax to 512-832-0278; via email to CUDMail@tud.texas.gov; or via WorkinTexas.com. Application must include a complete work history. Resumes submitted without a State of Texas application will not be considered.

The State of Texas applications may be downloaded from the Texas Workforce Commission's web site: <http://www.twc.state.tx.us/jobseekers/state-texas-application-employment#applicationFormForDownload>.

Only those candidates selected for an interview will be contacted. Candidates selected will be required to sign a release authorizing the Department to obtain information regarding the candidate's credit history, police and criminal history information, and education information.

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

The Department is an Equal Employment Opportunity Employer and does not discriminate based on race, color, religion, sex, national origin, veteran status, age or disability in employment or the provision of services. In compliance with the Americans with Disabilities Act (ADA), the Department will provide reasonable accommodation during the hiring and selection process for individuals with a disability. If you need assistance completing the application, contact the Department at 512-837-9236. If you are contacted for an interview and need accommodation to participate in the interview process, please notify the person scheduling the interview.

The Department participates in E-Verify and will provide the Social Security Administration and, if necessary, the Department of Homeland Security, with information from each new employee's Form I-9 to confirm work authorization.