

JOB ANNOUNCEMENT

Job Posting Number: 24-10
Job Title: Administrative Assistant IV
Opening Date: May 1, 2024
Closing Date: When the position is filled
Annual Salary: \$35,976 - \$55,000¹
Work Location: 914 East Anderson Lane, Austin, Texas 78752
Work Hours: 8:00 a.m. – 5:00 p.m. Monday-Friday

GENERAL DESCRIPTION

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.

MILITARY OCCUPATIONAL SPECIALTY CODES

Veterans, Reservists or Guardsmen with a Military Occupational Specialty or additional duties that fall in the fields of 36B, 42A, 88N, YN, 360, 0111, 8A200 may meet the minimum qualifications for this position and are highly encouraged to apply.

Additional Military Crosswalk information can be accessed at:

http://www.hr.sao.state.tx.us/Compensation/MilitaryCrosswalk/MOSC_Administrative_Support.pdf

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Prepares, coordinates, reviews, and processes correspondence, memoranda, examination reports and other agency related documents.
- Receives incoming inquiries from consumers, internal staff, external agencies and other constituents of the Department.
- Assists with answering phones as assigned, either as primary or backup person.
- Backs up with processing of complaints as needed.
- Consults with complainants and information requestors to satisfactorily respond and ensures inquiries requiring elevation are appropriately complex in nature.
- Retrieves, logs and distributes electronic reports of examination, examination correspondence, information requests and complaint responses.

¹ Commensurate with qualifications and experience.

- May serve as Records Management Officer for the Department and administer the agencies records management program.
- Responsible for documentation and maintenance of credit union correspondence within the Department's document repository.
- Assist, when needed, with reports and correspondence originated by the Deputy Commissioner or Commissioner.
- 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.
- Assists with ongoing development, updating and implementation of Department policies and procedures and helps to ensure policies and procedures are reviewed and updated annually.
- Contributes to team effort by working on and accomplishing other duties as assigned.

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

The successful candidate will be capable of performing efficiently in a fast-paced environment with the ability to multi-task within tight time constraints; communicating effectively, both orally and in writing; answering a multi-line phone system; relating agency information in a clear and concise manner; establishing and maintaining courteous, effective working relationships; and assisting in the development and achievement of agency plans, goals and programs. The administrative assistant must also have a sound knowledge of generally accepted office procedures and practices, and business application skills (e.g. Microsoft Excel, Word, etc.). Experience with SharePoint is preferred. Prior experience within a state agency is a plus.

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.

Employment testing is required for candidates selected to be interviewed. If contacted for an interview, candidates will be notified regarding details of the testing procedures.

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

The Department is an Equal Employment Opportunity Employer and does not discriminate on the basis of 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.