

JOB DESCRIPTION

TITLE: Administrative Assistant II

AGENCY: Credit Union Department -- State of Texas

CLASS NUMBER: 0152

SALARY GROUP: A11

REVISED: October 31, 2024

REPORTS TO: General Counsel

OVERVIEW

Performs advanced, responsible clerical, receptionist and word processing duties. Provides a myriad of journey-level administrative type services for the Department staff that is headquartered in the Austin office. Work involves disseminating information, maintaining filing systems, entering data into a database and general administrative support work. Performs tasks for other job positions on a substitute basis.

MAJOR DUTIES AND RESPONSIBILITIES

Serves as the primary administrative technician and provides responsible administrative assistance to the General Counsel and Staff Services Officer, performing a variety of duties to include the following:

1. Receptionist. Receives incoming telephone calls and places outgoing telephone calls, furnishing information as may be requested from overall knowledge of the Texas Credit Union Act, Texas Rules for Credit Unions, Texas Standard Bylaws for State-Chartered Credit Unions and/or office policy and procedures; refers calls to the appropriate persons when required. Meets office visitors, determines the nature of their visit and directs them to the appropriate persons.
2. Mail Distribution and Deliveries. Processes mail and deliveries in accordance with Department procedures. Oversees the opening of incoming mail and prepares receipts and deposit voucher for incoming monies, cash or checks, forwards monies with the deposit voucher and the originals of the receipts to the Staff Services Officer.
3. Complaints. Assist with processing complaints received from the public. Logs receipt of complaints in database, prepares appropriate correspondence and follows up, as necessary, to ensure action is completed within established guidelines. Upon final disposition of the complaint updates database.
4. Clerical. Replies to routine correspondence and requests as appropriate.
5. General Office Assistance. Assists, when required, with overflow reports and correspondence originated by the Deputy Commissioner or Commissioner. Acts as back up to Executive Assistant on Morning in Process and Reading File Correspondence Report.
6. Data Entry. Administers the Department's database systems (ACT, SharePoint, etc.), consumer complaints, and open records requests.
7. Policies and Procedures. Assist in the daily implementation of the Department's policies and procedures. Provides oversight to ensure Department policies and procedures are reviewed and updated annually. Distributes policy and procedure updates/changes to staff. Maintains policy and procedure manuals in electronic format.
8. Other Duties. May assist with various staff service functions as needed and assigned by supervisor, including human resources, purchasing, records management and property management. May manage and maintain schedules and travel arrangements for Commission members, Commissioner, Deputy Commissioner and other staff as requested by supervisor. 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 general 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.

GENERAL QUALIFICATION REQUIREMENTS

Experience and Education:

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. Administrative Experience and education may be substituted for one another.

Knowledge, Skills and Abilities:

1. Proficiency in the operation of a computer, word processor, 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 maintain clerical records and prepare reports from varied sources and make arithmetic computations with speed and accuracy.
5. Ability to implement administrative procedures and to evaluate their effectiveness, and to interpret rules, policies, and procedures.
6. Ability to work independently on difficult clerical tasks.
7. Reliable.
8. Ability to meet visitors, answer questions on the Department or its functions and to maintain effective working relationships with other employees.
9. Experience in answering the phone and dealing with the public.
10. Spanish speaker a plus.