



Credit Union Department, State of Texas

JOB ANNOUNCEMENT

Job Title:	Administrative Assistant	Job Posting: 26-03
Agency:	Credit Union Department	Department: CUD - Austin
Location:	914 E. Anderson Lane, Austin, Texas	Salary Group: A15 or A17
Annual Salary:	\$48,511 to \$53,723¹	Class Code: 0156 or 0158
Posting:	Internal and External Audience	Occup. Category: Admin Support
Travel:	Up to 10%	Shift: Day
Opening Date:	December 19, 2025	Close Date: Open until filled

**** Immediate Hiring Opportunity:** *The agency offers some flexibility regarding the start date to accommodate the selected candidate's availability. ***

GENERAL JOB DESCRIPTION

The Administrative Assistant provides essential support to the Compliance Analyst and performs a wide range of advanced administrative functions. Responsibilities include processing complaints and examination reports, as well as reviewing departmental correspondence to ensure accuracy in grammar and punctuation. The role further extends to assisting the Agency Commissioner and Deputy Commissioner, when required, by disseminating incoming information, maintaining organized filing systems, and managing departmental data. In addition to these core duties, the Administrative Assistant may contribute to the training of new employees and, on occasion, assume responsibilities associated with other positions on a substitute or as-needed basis.

SUPERVISION RECEIVED

Works under the supervision of the Compliance Analyst, 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.

DESCRIPTION OF LEVELS

ADMINISTRATIVE ASSISTANT IV (A15): Performs highly complex (senior-level) administrative support work. Works under limited supervision, with moderate latitude for the use of initiative and independent judgment; may occasionally receive instruction or assistance as new, unusual, or unique situations arise and assist others in performing higher-level work.

ADMINISTRATIVE ASSISTANT V (A17): Performs advanced (senior-level) administrative support work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment.

¹ Salary is contingent upon experience of selected candidate

ESSENTIAL JOB FUNCTIONS

- Coordinates, assembles, and prepares documents; primary responsibility is processing complaints; serves as backup for processing examinations and information requests. Logs activities in the database, prepares correspondence (opening and closing letters), and ensures follow-up actions are completed within established guidelines and performance timeframes.
- Responds to incoming queries from consumers, internal staff, external agencies, and other constituents of the Department; may serve as primary or backup for answering phones, as assigned.
- Consults with complainants and information requestors to provide satisfactory responses and appropriately elevate complex matters requiring higher-level review.
- Maintains documentation and credit union correspondence within the Department's document repository.
- Assists in the development of policies and procedures to support Department goals and objectives; periodically reviews existing policies and recommends revisions as appropriate.
- Compiles and edits data for charts, graphs, and databases, and prepares summaries and reports.
- Replies to routine correspondence and requests in a timely and professional manner.
- Provides support for overflow reports and correspondence originating from the Deputy Commissioner or Commissioner, as required.
- Administers the Department's database systems for consumer complaints, ensuring proper organization of data and consistent naming conventions within the document repository.
- Supports the ongoing implementation of departmental policies and procedures, including assisting with annual reviews, updates, and distribution of changes to staff.
- Contributes to team efforts by performing other duties as assigned, including coverage during short-term absences such as sickness, vacancies, or vacations.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge:

- Knowledge of office practices and administrative procedures.
- Thorough knowledge of business English, to include grammar, spelling, punctuation, and arithmetic computations.

Skills:

- Proficiency in the operation of a computer, Microsoft Office products, calculator, reproduction equipment and other standard office equipment.

Abilities:

- Ability to communicate effectively and work collaboratively with coworkers.
- Ability to maintain clerical records and prepare reports from varied sources and make arithmetic computations with speed and accuracy.

- Ability to interpret rules, policies, and procedures, implement administrative procedures and evaluate their effectiveness.
- Ability to work independently on difficult clerical tasks.
- Ability to meet visitors, answer questions about the Department or its functions and to maintain effective working relationships with other employees.

ACADEMIC REQUIREMENTS

- 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.

PREFERRED QUALIFICATIONS

- Experience with office practices, administrative procedures, and general administrative support.
- Experience working in financial institutions, credit union, or accounting environments.
- Experience working with compliance and regulatory requirements
- Experience working in a legal or law-related environment.

SPECIAL REQUIREMENTS

- **Application Submission Requirements:**
 - Applicants must submit a signed and completed State of Texas Employment Application to be considered. Resumes may accompany an application but will not substitute for the State of Texas application.
 - Cover letter summarizing qualifications (optional)
 - An official copy of college transcript(s)
- **Background Checks:** Final applicants may undergo employment credit checks, driving record reviews, and criminal background screenings.
- **Employment Eligibility Verification:** Selected candidates will be subject to an E-Verify employment eligibility check.
- **Skills Assessment:** To verify qualifications skills assessment may be conducted to be considered for an interview.

MILITARY OCCUPATIONAL SPECIALTY CODES

Veterans: The following resources provide valuable information and additional job opportunities:

- **Military to Civilian Occupation Translator:**
<http://www.careerinfonet.org/moc/>
- **Texas Veterans Commission Employment Assistance:**
<https://www.tvc.texas.gov/employment/veterans/>

The State Auditor's Office has published updated state job descriptions and the Military Crosswalk, which are available on their website:

<http://www.hr.sao.texas.gov/CompensationSystem/JobDescriptions> . Additionally, the related Conversion Manual can also be accessed on their website at:
<http://www.hr.sao.texas.gov/CompensationSystem/ConversionManual> .

ADA ACCOMMODATIONS

In compliance with the Americans with Disabilities Act ([ADA](#)), CUD will provide reasonable accommodation during the hiring process for individuals with a qualifying disability. If reasonable accommodation is needed to participate in the interview process, please notify the person who contacts you to schedule the interview. If you need assistance completing the on-line application, contact the Staff Services Officer, Biancaja Sugars, at 512-837-9236 or via email at [CUD_HR@cud.texas.gov](mailto:CUD_HR@ cud.texas.gov).

PRE-EMPLOYMENT CHECKS AND WORK ELIGIBILITY

- **Citizenship:** Consistent with the Immigration Reform and Control of 1986 and other applicable laws, all offers of employment are contingent upon the candidate having legal authorization to work in the United States.
- **Driver's License:** Final applicants must possess or obtain within 90 days a valid Texas Driver's license. Satisfactory driving records are required for driving any vehicle to conduct agency business. Final applicants must certify that personally owned vehicles used for agency business have Texas minimum liability coverage and valid state inspection sticker.
- **Selective Service:** All males born on or after January 1, 1960, will be required to present proof of Selective Service registration on the first day of employment or proof of exemption from Selective Service registration requirement.
- **Records Check:** Final applicants will be subject to an employment credit check, driving record check, and criminal background check. This position requires that the incumbent demonstrate strong personal financial responsibility and integrity.
- **Non-Smoking Agency:** The Department is a non-smoking Agency. Smoking is not permitted in agency offices.
- **Benefits:** CUD offers insurance coverage and other benefits available through the [State of Texas Group Benefits Plan](#) administered by the Employee Retirement System of Texas (ERS).

SUBMIT APPLICATIONS TO

Please direct applications to **Biancaja E. Sugars**, Staff Services Officer, Credit Union Department, via email at [CUD_HR@cud.texas.gov](mailto:CUD_HR@ cud.texas.gov), mail to 914 East Anderson Lane, Austin, TX 78752-1699, or fax to (512) 832-0278. All applications must be received by 5:00 p.m. on the closing date. [State applications](#) can be obtained from the [Credit Union Department](#) website.

A successful submission includes:

- [State of Texas Application](#)
- Resume
- Coversheet (optional)
- Copy of Official Transcript(s)
- Copy of Certifications

The Credit Union Department is an Equal Employment Opportunity Employer and strictly prohibits discrimination based on race, color, religion, sex, national origin, veteran status, age, or disability in employment or the delivery of services.

Individuals with disabilities who require reasonable accommodation will not be excluded from consideration based on their disability. Applicants in need of reasonable accommodation during the application process should contact the Staff Services Officer at (512) 837-9236.

Nearest Major Market: Austin