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**Job title: Multi-Program Administrative Assistant
Administrative Assistant IV**

Posting: #0503-24

Opening Date: May 7, 2024 Closing Date: Until filled

Location: 1106 Clayton Lane; Austin, TX 78723
Yearly Salary: A15 \$44,004- \$47,000.04
Division: Compliance/ Building Safety
Remote Work: Hybrid

Job Description

The Multi-Program Administrative Assistant is selected by and responsible to the Compliance Section Manager with some activities assigned by the Section Manager, program specialists, and/or team leads. The Multi-Program Administrative Assistant provides highly complex administrative support and technical program assistance for the Industrialized Housing and Building (IHB) and Elevator (ELE) programs but may provide support for multiple programs within the Compliance Division. Duties include reviewing and entering data, monitoring/maintaining program spreadsheets and databases, processing requests for invoices, and researching and clearing fee payments. Work also involves coordinating registrations for agency-led workshops, processing open records requests and assists with developing and providing training. Work is performed under limited supervision with moderate latitude for the use of initiative and independent judgment. Some local travel may be required.

Essential Duties

- Provides administrative and technical assistance by preparing, interpreting, and disseminating information concerning agency programs, rules, policies and procedures. Coordinates work between organizational units of the agency.
- Compiles, reviews, research, and enters information for multiple programs in agency databases and spreadsheets.
- Review and route mail, program files, and related correspondence received daily. Prepares, edits, and coordinates mail-outs concerning agency programs and generates requests for invoices.
- Responds to inquiries from public, staff, industry representatives, and government officials regarding rules, policies, and procedures.
- Develops and maintains record keeping and filing systems and records management systems.
- Compiles documents for imaging and archiving, consistent with the agency's records retention policy and procedures. Research and compiles files and documents in response to Open Records Requests.
- Assists in researching technical issues.
- Assists in the development and preparation of program policy, procedures, and reports.
- Assists with developing and providing training.
- Assists in responding to requests for information.
- Provide administrative and technical assistance to other Compliance programs in other sections as needed.
- May research, compose, or edit forms, manuals, and reports.
- May assist in coordinating meetings, conferences, and seminars.
- Complies with division and/or agency training requirements.
- Keeps management appropriately informed of ongoing activity and critical matters affecting the operation and well-being of the agency, while upholding the Agency's core values.
- Demonstrates a spirit of teamwork, offering positive and constructive ideas, encouragement, and support other members of the staff and team.
- Adheres to all Texas Department of Licensing and Regulation Personnel Policies and performs related work as assigned.

Minimum Requirements

Four (4) years of progressively responsible administrative support experience involving standard office practices and procedures required, with one (1) year of experience in MS Office and associated software required. Experience requirements may run concurrently. Administrative experience in a regulatory or technical field is preferred. Graduation

from an accredited four-year college or university is generally preferred and may substitute for the experience requirement. Graduation from a standard high school or equivalent is required.

Military Occupation Specialty Code:

Army 15P, Navy SN Seaman, Marine 0111 Admin, Spec., Air Force 3F5X1 Admin.

Remarks

The successful candidate will have: Knowledge of policies, functions, and operations of regulatory programs. Knowledge of developing and implementing agency rules, regulations policies and procedures and ability to interpret and explain them in a clear and concise manner. Skilled in the use of standard office equipment; in the operation of personal computers and applicable software, including MS Office and associated software; and, in various research techniques, including Internet research. Ability to implement administrative procedures; and, to interpret and explain agency rules, regulations, policies, and procedures in a clear and concise manner. Ability to establish and maintain effective working relationships with supervising personnel, co-workers, industry representatives and general public; and, to provide friendly, caring service to customers. Ability to communicate effectively - verbally and in writing; to draft basic business correspondence using proper spelling, punctuation, sentence structure, and grammar.

How to Apply

Applications may be downloaded through TDLR's website <https://www.tdlr.texas.gov/employ.htm>. Only Email or fax applications accepted. Email human.resources@tdlr.texas.gov or fax 512.475.3377. Incomplete applications will not be considered. A resume in lieu of application will be rejected. Additionally, an application with "see resume" within the summary of experience is considered incomplete and will be rejected. Submit copy of degree if in lieu of experience/skills requirement. To receive Military Employment Preference for any position, submit a copy of the DD214 or DD1300 with application.

Only interviewed applicants will receive notice of the final disposition of the selection process.

This job is covered by the Fair Labor Standards Act (FLSA).

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

TDLR provides a total compensation package that enables us to attract, motivate, and retain highly skilled and talented employees, including a merit system, full use of salary ranges, performance awards, retention and recruitment bonuses. TDLR participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each new employee's Form I-9 to confirm work authorization.

In compliance with the Americans with Disabilities Act (ADA), TDLR will provide reasonable accommodation during the hiring and selection process for individuals with a disability. If you need assistance completing the application, contact TDLR Human Resources at 512-463-7184. If you are contacted for an interview and need accommodation