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**Job title: Intake Legal Assistant II**

**Posting: 0508-24**

**Opening Date: May 8, 2024**

**Closing Date: Until Filled**

Location: 1106 Clayton Ln., Austin, TX 78723

Yearly Salary: B18 \$47,000.04- \$48,000

Division: Enforcement

Remote Work: Hybrid

**Job Description**

The Legal Assistant - Intake is selected by and responsible to the Intake Manager. The Legal Assistant - Intake performs complex legal support duties in the Intake Section, involving initial investigations of cases, drafting legal documents and correspondence, and disseminating information regarding agency laws and procedures. Work is performed under general supervision with moderate latitude for the use of initiative and independent judgment.

**Essential Duties**

- Conducts preliminary review of incoming complaints to determine whether the Department has jurisdiction, whether the complaint alleges a possible violation, and whether sufficient information has been provided on which to base an investigation.
- Manages a high-volume caseload, ensuring the expeditious movement of new cases to the investigators.
- Drafts and issues correspondence related to complaints and investigations on a daily basis. Correspondence includes letters seeking more information regarding complaints, letters announcing that a complaint has been opened for investigation, and letters announcing that a complaint will not be opened for investigation and explaining the reasons why.
- Researches and interprets statutes, rules, regulations, codes, and administrative records, and analyzes their applicability and significance in specific fact situations presented in complaints.
- Conducts Internet research as needed to secure identity, location, ownership, and other background information about individuals, business entities, properties, and events.
- Opens complaints in the case management system and updates the case management system with appropriate actions reflecting case events and status. Also updates all case assignment spreadsheets when opening or assigning complaints for investigation.
- Prepares a case file for each complaint opened for investigation and organizes the case file in accordance with established procedures. Provides detailed documentation in case file of all steps taken in reviewing and opening a complaint for investigation.
- Maintains record keeping and filing systems for incoming complaints, complaints under review or awaiting further information from the complainant, and complaints that are not opened for investigation.
- Generates and prints daily and monthly reports of statistics from the case management system and other databases maintained in the Intake section.
- Responds to inquiries from both internal and external customers regarding complaints filed with the agency, the agency's multiple statutes and rules, and the agency's enforcement procedures and policies. Responds to such inquiries both orally and in writing on a daily basis.
- Serves as phone back-up for the division's receptionist, answering Enforcement's main phone line when necessary, screening calls for routing purposes, and handling or forwarding calls as appropriate.
- Performs duties in accordance with the Complaint Resolution Procedures Manual, the Enforcement Plan and the Criminal Conviction Guidelines.
- Assists in responding to public information requests.
- Consistently provides friendly, caring and professional customer service.
- Complies with division and/or agency training requirements.

- Demonstrates a spirit of teamwork, offering positive and constructive ideas, encouragement and support to other members of the staff and team, while upholding the agency's core values.
- Keeps management appropriately informed of ongoing activity and critical matters affecting the operation and well-being of the agency.
- Adheres to all TDLR Personnel Policies and performs additional duties as assigned.

### **Minimum Requirements**

Three years of administrative experience required, including one-year experience performing legal assistant work, such as: background checks; drafting, preparing, and interpreting legal documents; and/or the preliminary review of cases according to statute and rule requirements. Graduation from a standard senior high school or equivalent is required. Graduation from an accredited four-year college or university is generally preferred and may substitute for the experience requirement. Bilingual candidates preferred.

### **Military Occupation Specialty Code:**

Army 27D, Navy LN and YN, Marine 4400 and 4421, Air Force 5J0X1

### **Remarks**

**The successful candidate will have:** Knowledge of legal practices and terminology, and understanding of basic legal concepts such as jurisdiction, notice, due process, etc.; knowledge of basic investigative methods, rules of evidence, and agency policies and procedures relevant to investigations and enforcement; working knowledge of administrative law proceedings and the associated legal documents; proficiency in drafting basic business correspondence using proper spelling, punctuation, sentence structure, and grammar; knowledge and experience with using computers and other office equipment and software such as Microsoft Word, Excel, Access and e-mail; ability to use a computer to conduct Internet research and produce correspondence, statistical reports, and other complex documents; general understanding of the use of electronic databases; ability to interpret, apply, and explain, both orally and in writing, statutes, rules, codes, procedures, and policies; ability to establish and maintain effective working relationships and provide professional, friendly, caring customer service to all customers; effective communication skills in the contexts of telephone contacts, in-person contacts, testifying in court, and written communication; ability to demonstrate independent thinking and decision making; ability to plan and manage multiple tasks or courses of action simultaneously, and respond to rapidly changing situations and priorities; and excellent writing skills.

### **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](mailto: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 a 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.*