



**JOB VACANCY ANNOUNCEMENT
(ADMINISTRATIVE ASSISTANT)
Education & Licensing Services Division**

Job Posting Number:	1602-05-ELS	Monthly Salary:	\$2,750 – 3,000.00
State Classification:	Administrative Assistant IV	Class No., Group:	0156, A15
Location:	Austin	FLSA Status:	Nonexempt
Work Week:	Monday-Friday, 40 hours/week (flex schedule may be possible after first evaluation)	Travel:	None
Posting Date:	February 8, 2016	Closing Date:	Until Filled

Job Summary: Provide administrative support to the Education & Licensing Services (ELS) Division

Minimum Education: Bachelor’s degree from an accredited four year college or university. Experience can substitute for education on a year for year basis.

Experience: Minimum four years work experience in office practices and administrative procedures
Work experience preparing technical program reports and performing analyses

- Job Duties:**
- Prepare documents and obtain information in response to public information requests. Includes researching and providing hard or soft copies of documents/information relevant to requests and pursuant to the Public Information Act of the Government Code. Must accurately redact documents as required by agency policy and rules and prepare for review by the ELS Division Public Information Liaison; accurately update ORR Tracker for the division open records request; and ensure that requests are completed and responses provided within the required timeframe.
 - Prepare a response to license history requests for TREC and TALCB. Includes accurately researching license holder histories; preparing error-free license history letters for signature; and completing and providing a response to license history requests within the required timeframe.
 - Prepare and distribute reports, studies, and correspondence. Includes preparing and distributing accurate division reports as requested by director or managers; performing research and studies relative to division matters upon request; and composing/preparing grammatically correct and error-free correspondence as requested by director or managers.
 - Update division related information on the TREC and TALCB website. Includes coordinating with director and managers when website changes are needed; and providing and completing error-free revisions or updates to the websites as requested or required in a timely manner.
 - Prepare and assist in creating or editing division related forms. Includes suggesting and implementing corrections or revisions to forms. Must accurately create or revise existing forms according to instructions given by director or managers; maintain forms electronically in a manner that is easy to locate and retrieve; ensure that forms are error-free, prepared in advance of agenda and materials meetings, ready for Commission and Board meetings; and ensure that forms are posted timely to the website after adoption by the Commission or Board.
 - Assist in the development and preparation of forms and schedules for education provider and course audits. Includes working closely with director and education manager in developing and preparing forms and checklists for education related audits; scheduling audits for education or other agency staff as directed; gathering data from auditors and preparing data for review; preparing audit reports, summaries or correspondence to education providers as needed; and maintaining audit files (electronic or paper) for easy retrieval.
 - Provide excellent customer service via written communication, by telephone or in person. Includes assisting education providers, agency stakeholders and agency staff in a professional and courteous manner; answering or responding to telephone, correspondence or email inquiries in a timely manner; and composing all correspondence accurately and in a clear and concise manner, free of grammatical and typographical errors.
 - Perform other duties as assigned.

- Knowledge, Skills and Abilities:**
- Knowledge of general business procedures and use of standard office equipment
 - Skill in operating a personal computer with word processing, database, and spreadsheet software
 - Skill in providing excellent customer service to both internal and external customers

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Knowledge, Skills and Abilities (cont):

- Effective verbal and written communication, human relations and organizational skills
- Ability to quickly learn and apply agency statutes and rules
- Ability to communicate professionally via telephone and email
- Ability to perform specialized data entry and data retrieval on the computer database
- Ability to work successfully in a dynamic, multi-tasking environment
- Ability to successfully function as a team member and work effectively with team leaders, managers and co-workers
- Ability to consistently present a professional image to license holders, the public and co-workers
- Ability to create grammatically correct and error-free correspondence in a timely and efficient manner

Preferred Qualifications:

- Bachelor's degree in Business Administration or related field
- Work experience responding to requests under the Public Information Act (Government Code, Section 552)
- Work experience creating/revising forms

Additional Requirements:

- Cover letter detailing how your education and experience meets the requirements of the position
- Resume

Environmental & Physical Conditions:

Normal office work environment, mostly sedentary in nature. May involve walking; standing; remaining stationary for long periods of time; pulling and pushing; kneeling, stooping and bending; and safely lifting and carrying items weighing up to 30 pounds. Work involves extensive telephone usage and repetitive hand/wrist/finger motions while using the computer.

Military Crosswalk information:

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

To Apply:

Submit a complete (no blanks) State of Texas Employment Application, cover letter and resume to: human.resources@trec.texas.gov or 512-936-3547 (fax) or via WorkinTexas

Skills test will be conducted at the time of interview.

Contact:

Human Resources at 512-936-3604

Texas Real Estate Commission:



Texas Appraiser Licensing and Certification Board:



TREC/TALCB is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, national origin, age or disability in employment or in the provision of services. Applicants should communicate requests for disability-related accommodations during the application process to Human Resources. 1-800-RELAY TX (for hearing impaired).

TREC 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.

Section 651.005 of the Government Code requires males, ages 18 through 25, to provide proof of their Selective Service registration or of their exemption from the requirement as a condition of state employment.

Applicants who possess a valid Texas Real Estate License will be required to place their license in an "Inactive" status.

Only applicants interviewed will be notified of their selection or non-selection. Resumes will not be accepted in place of a completed application.