

DEPARTMENT OF SAVINGS AND MORTGAGE LENDING

JOB VACANCY NOTICE

Opening Date: Immediately	Posting Number: SML- 365	Military Specialty Codes (excerpt):
Number of Openings: 1	Duration of Job: Regular Full Time	Army- 15P, 68G, Navy- LS, MC, RP
Classification: Non-Exempt	Group/Class #: A11/0152 or A13/0154	Coast Guard- YN
Closing Date: Until Filled	Salary*: \$2,194 min - \$3,865 max	Marine- 0100, 0111, 4430 Air Force- F5X1
Location: Austin		

*Commensurate with qualifications and experience

Additional information on the SAO Military Crosswalk is available here:

http://www.hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_AdministrativeSupport.pdf

JOB TITLE: Administrative Assistant II/III-Complaints Investigations

JOB DESCRIPTION: Performs routine to complex administrative support and technical program assistance work for the consumer protection program. Handles correspondence and documents, answers telephones, disseminates information regarding agency programs, maintains filing systems, manages records, and performs general administrative support duties. May train others. Works under moderate to general supervision with limited to moderate latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED:

- ◆ Performs technical support work for the consumer protection program.
- ◆ Maintains established records, filing and record-keeping systems within state agency.
- ◆ Reviews, prepares, and disposes of records according to the agency's record retention schedule.
- ◆ Assigns consumer complaints and recovery fund applications to the complaints investigators.
- ◆ Facilitates and follows up on customer satisfaction surveys and communicates with General Counsel on results and necessary actions in order to improve response rates and consumer/customer satisfaction.
- ◆ Communicates with consumers/complainants about the general status of their case.
- ◆ Prepares, edits, and distributes correspondence, reports, studies, forms, and documents.
- ◆ Performs general office duties such as handing correspondence and documents, document imaging and assisting with general administrative support work.
- ◆ Provides assistance answering and routing phone calls, including front desk, taking messages, and greeting and directing visitors to the appropriate staff.
- ◆ Performs related work as assigned.

GENERAL REQUIREMENTS:

- ◆ Experience in office practices, administrative support, or the technical program area. Graduation from a standard senior high school or equivalent is required. Any additional education is a plus.
- ◆ Education and experience may be substituted for one another.

KNOWLEDGE, SKILLS AND ABILITIES:

- ◆ Knowledge of, and ability to implement, office practices and administrative procedures especially records retention and disposition.
- ◆ Skill in the use of standard office equipment and software.
- ◆ Ability to handle multiple tasks.
- ◆ Ability to maintain attention to detail.
- ◆ Ability to communicate effectively.

NOTE:

- ◆ The position may require additional work hours including evenings, weekends, and/or holidays to meet critical deadlines.

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- ◆ The job posting in no way states or implies that the duties listed above are all inclusive. Employees are required to perform other duties as assigned.

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. All offers of employment are contingent upon the candidate having legal authorization to work in the United States. Failure to present such authorization within the time specified by the U.S. Department of Labor will result in the offer being rescinded. All offers of employment are also contingent upon satisfactory credit check.

HOW TO APPLY:

Submit a completely filled out state of Texas application using one of the methods below:

- ◆ Online at <http://www.workintexas.com>, or
- ◆ Email to jobs@sml.texas.gov, or
- ◆ Mail to 2601 N. Lamar Blvd., Ste. 201, Austin, TX 78705, or
- ◆ Fax to 512-475-1505.

Applications are available at: <https://www.twc.texas.gov/files/jobseekers/texas-application-employment-twc.pdf>

E-Verify – This organization participates in E-Verify. This employer 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.

Department of Savings and Mortgage Lending is an equal opportunity employer.