

TEXAS BOARD OF VETERINARY MEDICAL EXAMINERS

333 Guadalupe 3-810

Austin, Texas 78701

Phone: 512/305-7555

<b>Posting #</b> TBVME07-01	<b>Title</b> Administrative Assistant II	<b>Open Date</b> 11/27/2006
<b>Classification/Group</b> 0152/A11	<b>Salary Range</b> \$2083	<b>Close Date</b> Until Filled

**GENERAL DESCRIPTION:**

Provides agency reception services and performs routine administrative support and/or technical program assistance work. Work involves answering the agency phones, disseminating information, maintaining filing systems, and general administrative support work. Work is performed under close supervision with moderate latitude for the use of initiative and independent judgment.

**EXAMPLES OF JOB FUNCTIONS:**

Serves As Agency Receptionist

- Manages incoming calls
- Provides general information and assistance to callers and refers callers to services and resources at other agencies and organizations when appropriate;
- Ensures that agency phones are consistently answered during business hours; and
- Receives visitors and notifies appropriate staff person of their arrival.

Responsible For General Administrative Support Of The Agency

- Manages agency mail functions – receives, opens, date stamps and distributes agency mail, maintains and updates agency mailing lists, ensuring accuracy, coordinates and prepares mass mailings;
- Maintains the agency’s files;
- Works with agency staff and Texas Building and Procurement Commission staff for maintenance of the agency’s phones;
- Monitors and maintains the agency 1-800 phone number;
- Coordination of Agency Recycling Efforts; and
- Meeting Space Coordinator.

Performs General Administrative Support Duties For The Enforcement Division And The Executive Assistant

- Prepares and/or distributes routine and special correspondence, reports, forms and documents;
- Opens all new complaint cases within 1 day of receipt;
- Closes completed complaint case files within 1 day of receipt from enforcement staff;
- Responds to requests for complaint forms;
- Makes travel arrangements;
- Administers the Jurisprudence Examination to licensees disciplined by the Board. Responsible for grading the completed exam and discussing any missed questions with the licensee;
- Responds to license verification requests;
- Accurately enters data into the Veterinary Tracking System (VTS);
- Completes Open Records Requests; and
- Assists in routine clerical related tasks such as faxing, copying, filing, etc.

Performs Other Duties As Assigned, Negotiating Timeframes With Staff As Necessary.

**MINIMUM QUALIFICATIONS:**

Graduation from a standard senior high school or equivalent, including courses in typing and business practice, PLUS one year full-time administrative support, general office, clerical, secretarial experience. Thirty semester hours from an accredited college or university may be substituted on a year for year basis for the required experience.

**PREFERRED QUALIFICATIONS:**

Experience in a regulatory entity.

**KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge of office practices and administrative procedures. Ability to effectively use word processing software at a beginning level. Skills and knowledge of grammar, punctuation and spelling. Ability to move in and around personal workplace and to and from other areas of the office or building. Ability to learn, retain and act according to basic rules guiding the performance of an activity. Ability to operate a multi line telephone system, and take and relay accurate messages. Ability to routinely record information using handwritten or mechanical means. Ability to read with attention to detail. Ability to hear and understand speech and to interact with co-workers/customers on a routine or frequent basis. Ability to competently operate standard office machines. Ability to understand and carry out complex oral and written instructions. Ability to meet and deal effectively with the public and to make decisions in accordance with agency rules regulations and procedures. Bilingual (Spanish/English) individual is desirable but not required. Minimum score of 70% on Texas Workforce Commission (TWC) spelling test and a minimum net typing speed of 45 wpm on TWC typing test.

**Equipment/Software Used in Performing Essential Functions:**

Equipment: Personal computer, printer, fax, copier. Software: Word, WordPerfect, Excel, Access, and Outlook.

**Working Conditions:**

Climate controlled office environment.

**Contact With Others:**

Communicates with a wide range of people by phone and in person as well as in writing on a daily basis.

**To Apply: Complete a State of Texas Application form and submit it to:**

Texas Board of Veterinary Medical Examiners  
333 Guadalupe 3-810  
Austin, Texas 78701

**The Texas Board of Veterinary Medical Examiners is an Equal Opportunity Employer.**

**Proof of Identity and Eligibility to Work in the United States:** The Immigration Reform and Control Act of 1986 requires all new employees to present proof of identity and eligibility to work in the United States.

**Selective Service Requirement:** If selected for employment, male applicants 18 through 25 must present proof of registration or exemption with the federal Selective Service.