Working title: Prosecution Administrative Assistant
Class title: Administrative Assistant III
Posting No.: 1011-27
Opening Date: 10/15/2026
Closing Date: Open Until Filled
Location: North Campus, 1106 Clayton Ln., Austin, TX 78723
Class Code: 0154
FLSA: Non-Exempt
Salary Group/Salary: A13, $35,439.00 - $44,500.08/yr.
Division: Enforcement
Number of positions: 1

General Description

Performs complex (journey-level) administrative support work. Work involves extensive file management, including archiving closed files; forwarding files; extensive processing of certified and regular mail; processing incoming and outgoing mail for the Prosecution Section; compiling and entering data for databases and reports; answering phone calls; and supporting the Prosecution Section of the Enforcement Division with other administrative duties as needed. Work requires some contact with the public, government officials, and department staff. Works under general supervision, with moderate latitude for exercising initiative and independent judgment. This position reports to the Legal Assistant Supervisor.

Essential Job Functions

- Develops, coordinates, and maintains record-keeping and filing systems for closed case files.
- Files closed case files, retrieves closed files upon request, and keeps track of the movements of all closed files or documents removed from those files.
- Processes, logs and organizes closed files for archiving to off-site storage.
- Processes regular and certified mail for all legal assistants in the Prosecution Section, including the prosecutors' legal assistants and those on the Legal Support team.
- Provides back-up support for the division's main phone lines and co-workers' individual phone lines, screens calls, takes messages, and handles or forwards calls as appropriate. Assists prosecutors and legal assistants in researching and responding to phone calls concerning contested cases, including calls concerning settlement negotiations.
- Enters data in the electronic case management system for opening, updating, and closing case records. Researches case information in the case management system as needed.
- Enters Enforcement data in licensing databases as appropriate. Researches licensee information in licensing databases and imaging as needed.
- Processes open records requests by locating files for review and forwarding to General Counsel. Returns open records files to their proper places when the files are returned from General Counsel.
- Prepares and distributes correspondence, reports, and legal documents.
- Researches and responds to telephone and email inquiries concerning agency statutes and rules, the Enforcement Division's policies and procedures, and the status of enforcement cases.
- Maintains schedules and calendars for the Prosecution Section.
- Prepares and processes purchase requisitions, time sheets, and travel vouchers for the Prosecution Section.
- Performs research, completes special projects, and provides other administrative support for the Prosecution Section as needed.
- Processes money mail for payment of administrative penalties and fees for the Enforcement Division and General Counsel's Office. Researches names and case numbers for payments being made, enters the penalties and fees in agency databases as needed, and distributes money mail documents as appropriate.
- Performs duties in accordance with the Complaint Resolution Procedures Manual, Enforcement Plan, Criminal Conviction Guidelines, Prioritization Schedules and Indicators of Human Trafficking.
- Consistently provides friendly, caring, and professional customer service.
- Complies with division and/or agency training requirements.
- Demonstrates a spirit of teamwork, fosters camaraderie, 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 procedures and performs related work as assigned by the Director of Enforcement, Prosecution Legal Assistant Manager, or Legal Assistant Supervisor.

Required and Preferred Qualifications

- Graduation from a standard high school or GED equivalent is required.
- One (1) year of experience in administrative support work is required, including experience with filing and handling a large volume of files on a daily basis. (Sixty (60) semester hours of college coursework from an accredited college or university may be substituted for the experience requirement.)
- Graduation from an accredited four-year college or university is preferred.
- Experience with Microsoft Word, Excel, Outlook or other email system, Access, TEAMS, and internet research is preferred.
- Experience with an electronic case management system, such as Legal Files is preferred.
- Experience with processing regular or certified mail is preferred.
- Experience with processing monetary payments is preferred.
- Experience with data entry is preferred.
- Experience with record keeping and filing is preferred.
- Experience interpreting laws and rules and explaining them to others is preferred.
- Experience in writing business correspondence is preferred.
- Experience answering, screening, transferring, and/or handling phone calls or working in a customer service position is preferred.
- Experience working in a division at TDLR is preferred.
- Bilingual in Spanish, Vietnamese, or Mandarin is preferred.

Knowledge, Skills, and Abilities

- Knowledge of general office practices and administrative procedures.
- Skill in conflict resolution strategies.
- Skill in the use of standard office equipment, including computers, copiers, and printers.
- Skill in the use of computer software, including Microsoft Word, Excel, Access, Outlook, and TEAMS.
- Skill in researching techniques, including Internet and database research.
- Ability to organize multiple tasks to perform work efficiently, reviewing work with an attention to detail.
- Ability to maintain a case file system.
- Ability to process certified and regular mail.
- Ability to draft basic business correspondence using proper spelling, punctuation, sentence structure, and grammar.
- Ability to interpret and explain agency laws, rules, policies, and procedures in a clear and concise manner.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain courteous, effective working relationships.
- Ability to answer a multi-line phone system and provide friendly, respectful, and caring service to customers.
- Ability to establish, maintain, and foster courteous, effective, and professional relationships with employees of the Department.

Physical and Mental Requirements

- Must be able to sit or stand for extended periods of time, work well in stressful situations under strict deadlines, and operate standard office equipment and computer software.
- Must be able to lift file boxes weighing up to 25 lbs.

Military Occupational Specialty Codes:

Veterans, Reservists, or Guardsmen with a MOS or additional duties or other related fields pertaining to the minimum experience requirements may meet the minimum qualifications for this position and are encouraged to apply.

Additional Military Crosswalk information can be accessed at:
https://hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_AdministrativeSupport.pdf

HOW TO APPLY

To apply for a position, you must submit your application, resumé, and TDLR agency required application questions either online through the Texas Workforce Commission's WORKinTEXAS.com website at https://www.workintexas.com ***or*** to TDLR via email at: jobs@tdlr.texas.gov by the closing date stated on the job posting. For applications submitted via email, please list the job posting title and job posting number in the subject line. Applications submitted must be received the

posting's closing date. When a job posting is listed as "Open Until Filled", it is best to apply as quickly as possible, as the posting may close or be placed on hold at any time with or without prior notification. Applications will NOT be accepted via mail, fax, or hand delivery. Incomplete applications may not be considered. If you desire an acknowledgment of the receipt of your application, you should apply via WorkInTexas and one should be auto generated by TWC. Only applicants interviewed will be notified of their selection or non-selection. All candidates recommended for IT, Lottery, and Bingo positions will be subject to an extensive criminal background investigation, including fingerprinting.

SELECTIVE SERVICE REGISTRATION
In accordance with legislation effective September 1, 1999, male candidates aged 18 to 25 are required to show proof of selective service registration (or exemption) prior to an offer of employment. Such proof is not required to be filed with an application but must be provided upon request by the Human Resources office.

E-VERIFY
This employer 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.

TDLR is not considering applications from individuals who require sponsorship for an employment visa, including those currently on student or post-graduate visas. All candidates must be approved to work in the United States by E-Verify and must present the needed documentation upon request.

TDLR IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

In compliance with the Americans with Disabilities Act (ADA), TDLR will provide reasonable accommodation. If you are scheduled for an interview and require reasonable accommodation in the interview process, please inform the hiring representative who calls you to schedule your interview. Whenever possible, please give the hiring representative sufficient time to consider and respond to your request.