TEXAS DEPARTMENT OF LICENSING & REGULATION

Working title: Legal Assistant - Intake

Class title: Legal Assistant II
Posting No.: 1019-27
Opening Date: October 21, 2026
Closing Date: Open Until Filled
Location: North Campus, 1106 Clayton Ln., Austin, TX 78723
Class Code: 3574
FLSA: Non-Exempt
Salary Group/Salary: B18, $57,990.00 - $59,319.60/yr.
Division: Enforcement
Number of positions: 2

General Description

Performs moderately complex (journey-level) legal support duties in the Intake Section of the Enforcement Division, involving initial review and analysis of cases under all program statutes, identifying potential signs of human trafficking and/or labor trafficking, drafting legal documents and correspondence, and disseminating information regarding agency laws and procedures. Works under general supervision with limited latitude for the use of initiative and independent judgment concerning priorities, methods, and procedures to accomplish assigned duties. This position reports to the Intake Manager.

Essential Job Functions

- Conducts preliminary review of incoming complaints to determine whether the Department has jurisdiction, the complaint alleges a possible violation, the complaint includes any indicators of trafficked persons, and sufficient information has been provided on which to base an investigation.
- Manages a high-volume caseload that may include complaints under any statutes administered by TDLR, ensuring the expeditious movement of new cases to the investigation or prosecution teams.
- Confirms the priority level for complaints assigned to the legal assistant and adds the priority level detail in case files according to the division's Complaint Prioritization Procedure.
- Assigns the initial priority level for complaints entered in the case management system.
- 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 the 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 cases for investigation or prosecution.
- Prepares a case file for each case opened for investigation or prosecution and organizes the case file in accordance with established procedures. Provides detailed documentation in the case file of all steps taken in reviewing and opening a case for investigation or prosecution.
- 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 under the agency's multiple program 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 back-up, answering Enforcement's primary 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 information requests. 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 performs related duties as assigned.

Required and Preferred Qualifications

- Graduation from a standard senior high school or equivalent is required.
- Three (3) years of administrative support work experience is required, including one (1) year of 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 an accredited four-year college or university may substitute 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 in handling a high-volume caseload is preferred.
- Experience analyzing complaints and performing research for applicability to laws and rules is preferred.
- Experience in writing business correspondence, email replies, and/or reports, etc. is preferred.
- Experience with electronic case management systems such as Legal Files is preferred.
- Bilingual in Spanish, Vietnamese, or Mandarin is preferred.
- Paralegal or Legal Assistant Certification is preferred.

Knowledge, Skills, and Abilities

- 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
- Knowledge of the agency's policies, procedures, and efforts for Human Trafficking prevention.
- Working knowledge of administrative law proceedings and the associated legal documents; and of state and federal laws, rules, and regulations relevant to agency programs and processes.
- Skilled in the use of personal computer and standard office equipment; computer software, including Microsoft Office applications such as Word, Excel, Access, PowerPoint, Outlook, and TEAMS; and in conducting Internet research.
- Skilled in the use of electronic databases including Legal Files.
- Skill in drafting basic business and legal correspondence using proper spelling, punctuation, sentence structure, and grammar; in organization and attention to detail.
- Effective communication skills in the contexts of telephone contacts, in-person contacts, testifying in court, and written communication.
- Excellent writing skills.
- Ability to draft, prepare, and interpret legal documents.
- Ability to produce correspondence, statistical reports, and other complex documents.
- 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 perform successfully in a team environment.
- Ability to provide professional, friendly, caring customer service to all customers.
- 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.

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_Legal.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 acknowledgement 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.