

Texas State Board of Dental Examiners
333 Guadalupe, Suite 3-800
Austin, Texas 78701
512-463-6400
<http://www.tsbde.texas.gov>

ADMINISTRATIVE ASSISTANT II

Position: Administrative Assistant II	Salary: \$2,194 - \$2,820 per month (\$26,328 - \$33,840 annually)
Classification Number: 0152 Group: A11	Posting Date: July 25, 2019
Listing Number: 504-19-019 FLSA Status: Non-Exempt	Closing Date: Until Filled
Contact: Human Resources at HR@tsbde.texas.gov	

GENERAL DESCRIPTION OF DUTIES:

This job description is not an employment agreement or a contract. Management has the exclusive right to alter this job posting or job description at any time without notice.

The Texas State Board of Dental Examiners (TSBDE) is the state agency that regulates the practice of dentistry in Texas. The agency currently is authorized to employ 59 FTEs and has 11 board members. Because the TSBDE is a small agency, all employees must exhibit a spirit of teamwork and cooperation and be willing to assist in any agency work activities as necessary.

The Administrative Assistant performs routine (journey-level) administrative support and technical program assistance work for the Licensing Division. Work involves answering, and transferring calls division phone calls, emails, and written correspondences. Must be a dependable, reliable, team oriented, self-motivated individual who has the ability to adapt to change.

Works under moderate supervision with limited latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED:

1. Responds to customer inquiries by telephone, by email, or by mail according to agency rules, laws, policies, and procedures.
2. Maintain division logs, files, and reports.
3. Will be responsible for responding to division email.
4. Must be able to prepare, interpret, and disseminate information concerning agency programs and procedures.
5. Assists with agency walk ins with agency questions.
6. Provides forms and general information to visitors and forwards completed forms to proper staff.
7. Data Entry
8. Assists in maintaining division policies and procedures.
9. Performs related work as assigned.

MINIMUM QUALIFICATION REQUIREMENTS:

Graduation from a standard senior high school or equivalent is required. At least two years of customer service, clerical, administrative support experience is required. Experience working in an office environment is preferred.

40 WPM TWC Typing test is required

ADDITIONAL REQUIRED KNOWLEDGE, SKILLS, & ABILITIES:

Knowledge of office practices and terminology and of spelling, punctuation, sentence structure, and grammar.

Skilled in the use of office equipment, computer programs, preferably Microsoft Office, i.e. Word and Excel, and email.

Must be able to provide clear, concise written responses.

Ability to multi-task, prioritize and manage time effectively.

Ability to work well with others and to maintain a positive attitude.

Ability to communicate clearly with callers.

OTHER: Normal office environment in downtown Austin office location. Tobacco-free work environment. Work hours are 8:00 AM – 5:00 PM, Monday through Friday.

In compliance with House Bill 2559 agencies that hire a person who is retired from the Employees Retirement System (ERS) on or after September 1, 2009 are required to remit a surcharge of 9.5% each month the return-to-work retiree is employed. Selected candidates meeting this requirement will be offered a base salary 9.5% lower to cover this surcharge.

Military Crosswalk Information can be accessed at

<http://www.hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MilitaryCrosswalkGuide.pdf>

To Apply: Applicants must submit official State of Texas Employment Application (see <http://www.twc.state.tx.us> for download). Applicants may submit a resume in addition to the official State of Texas Employment Application but the resume may NOT be substituted for the official State of Texas Employment Application. Applications may be emailed to hr@tsbde.texas.gov, mailed to 333 Guadalupe Street, Suite 3-800, Austin, TX 78701, or faxed to (512) 463-7452. Selected applicants will be notified regarding interviews. If an accommodation is needed, please call Anthony Solis at (512) 475-0975.

The Texas State Board of Dental Examiners (TSBDE) is an Equal Opportunity/Affirmative Action/ADA employer. The Board's employment positions are covered by the Fair Labor Standards Act (FLSA). TSBDE does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, or veteran status. Non-exempt employees in jobs covered by FLSA who actually work in excess of 40 hours per week in a workweek receive time off at a time-and-one half rate as the primary method of compensation in lieu of cash payment.