



Working title: Administrative Assistant III #0702-26

Class title: Administrative Assistant III

Posting No.: 0702-26

Opening Date: 07/07/2026

Closing Date: Open Until Filled

Location: EOT Bldg., 920 Colorado St., Austin, TX 78701

Class Code: 0154

FLSA: Administrative Support/Non-Exempt

Salary Group/Salary: A13, \$43,000.08 - \$44,500.08/yr.

Division: Licensing

Number of positions: 1

General Description

Performs complex (journey-level) administrative support tasks. Work involves mail management, coordinating the conversion of paper records to electronic imaging and storage, processing requests for Parent Taught Driver Education packets, data entry, processing requests for information, reviewing and processing license applications and renewals, coordinating supply requests, completing daily reports of incoming work, and providing other administrative services as needed. May train others on administrative tasks. Work requires frequent contact with department staff and vendors and contact with the public. Works under general supervision with moderate latitude for the use of initiative and independent judgment.

Essential Job Functions

- Prints license certificates, letters, notices, and licensing reports daily; reviews outgoing correspondence to ensure compliance with mail standards; prepares output for mailing. Completes mass mailings of agency materials. Work requires use of folding machines to prepare mailings.
- Delivers outgoing mail to agency mailroom; retrieves mail; and sorts and distributes incoming correspondence. Documents incoming batches, returned mail, and non-money mail by performing accurate data entry of required information into spreadsheets and databases.
- Retrieves completed paper applications, renewals, and other licensing documents and reviews to ensure the items have been correctly prepared for electronic imaging in the agency's Electronic Document Imaging System (EDIS). Returns non-compliant records to the appropriate licensing team for corrections. Creates and reviews audit records to ensure that the vendor has properly imaged and uploaded the records to the EDIS. Documents inaccuracies and works with the vendor to correct. Coordinates weekly paper file transfer and retrieval with the vendor.
- Reviews and processes incoming requests for Motor Fuel Metering and Quality Pump and Electric Vehicle Charging Station stickers. Reviews documentation to ensure completeness, accuracy, and compliance with applicable statutes, rules, and policies. Data enters information and fee payments. Assists with reviewing and processing license applications and license renewals. Generates letters of incomplete application. Issues licenses when all requirements are met. Updates data in licensing systems as needed and prepares documents for imaging.
- Maintains basic inventory of office supplies; ensures adequate printing and mail supplies are always available; and requests supplies as needed. Coordinates requests for supplies and distributes requested items to staff. Maintains copiers and folding machines and submits repair requests when needed.
- Provides guidance regarding policies and procedures to licensees and the public through email and in-person interactions.
- Accurately prepares record disposition logs and ensures documents are disposed of in accordance with agency records retention policy and procedures.
- May locate and produce documents responsive to Open Records Requests and subpoenas.
- Complies with division and/or agency training requirements.
- Keeps management appropriately informed of ongoing activity and critical matters affecting the operational well-being of the agency.
- Demonstrates a spirit of teamwork offering positive and constructive ideas, encouragement, and support of other members of the team and division staff.
- Adheres to all TDLR Personnel Policies, participates in special projects, and performs other duties as assigned or required to maintain agency and division operations.

Required and Preferred Qualifications

- Graduation from a standard high school or GED equivalent is required.
- Six (6) months of experience in clerical or administrative support work is required. (Thirty (30) hours of college credit may substitute for the experience requirement.)
- Experience with Microsoft Office and applicable software such as Outlook, Excel, Word, and TEAMS is preferred.
- Experience with imaging documents is preferred.
- Experience interpreting or applying state law, department policies, rules, and procedures is preferred.
- Experience with records administration and maintenance techniques and procedures is preferred.
- Experience maintaining office equipment such as printers and copiers and monitoring supply inventories is preferred.
- Experience providing customer service or assisting customers is preferred.
- Experience working in a mailroom setting or with processing incoming and outgoing mail is preferred.
- Experience with data entry or using spreadsheets is preferred.
- Experience with open records requests is preferred.
- Experience printing reports, letters, certificates, or other documents is preferred.
- Experience reviewing or analyzing documents or reports is preferred.

Knowledge, Skills, and Abilities

- Knowledge of administrative rules, policies, and procedures. Knowledge of records administration and maintenance techniques and procedures.
- Skill in the use of the internet; in Microsoft Office and applicable software such as Outlook, Excel, Word and TEAMS; and in standard office equipment
- Skill in organization and attention to detail.
- Ability to implement administrative policies and procedures.
- Ability to multi-task within tight time constraints.
- Ability to communicate effectively.
- Ability to perform successfully in a team environment and coordinate workflow.
- Ability to establish and maintain effective working relationships.
- Ability to provide guidance to others.
- Ability to understand and interpret state law, department policies, rules, and procedures.
- Ability to compare, review, and/or analyze documents.
- Ability to provide excellent service to customers.

Physical and Mental Requirements

- Must be able to walk, sit, or stand for extended periods of time.
- Must be able to bend, squat, or twist upper body.
- Must be able to perform data entry, type, and operate standard office equipment and computer software.
- Must be able to lift file boxes weighing up to 25 lbs.
- Specific vision abilities required by this job include close vision and distance vision, with or without glasses or contacts.
- Ability to hear a forced whisper in the better ear at 5 ft., with or without a hearing aid.

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 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.