State Title: Administrative Assistant IV

Job Posting: L20362
Monthly Salary: $2805.00
Salary Group: A15
Posting Date: 06/19/2020
Close Date: 07/03/2020
Section/Division: Learning & Development Section/Human Resources & Staff Services Div
Work Location: 12100 Park 35 Circle, Austin, TX 78753
Openings: One
Position #(s): 1578

Job Description:
Provides administrative and training support for the Learning and Development Section within the Human Resources and Staff Services Division (HRSS) of the Texas Commission on Environmental Quality (TCEQ). Responds to employees' inquiries by phone, email, and in person. Serves as the primary call recipient for enrollment questions. Monitors the training team email inbox; ensures responses to questions, problems and/or issues posed by agency staff are resolved and/or referred in an appropriate, timely manner. Drafts email responses for routine inquiries and questions related to training procedures. Audits training enrollments to ensure participants meet the target audience requirements; contacts ineligible participants to give notice of dropped enrollment. Monitors enrollments and fills classroom/VTC seats from waitlists. Provides support to agency staff regarding navigating training user interfaces. Utilizes the Learning Management System (LMS) Pathlore/CAPPS for data entry, to include adding classes and assigning course codes, updating employee transcripts upon receipt of training rosters, as well as certificates of completion. Files certificates, rosters and other training materials; and maintains the organization of training records systems relating to hard-copy and electronic documents. Completes data entry of training courses evaluations into team's tracking system. Contacts agency training coordinators to remediate training records and communicate training policy. Executes records retention rules relating to team training documents, contracts, invoices and materials on an annual basis. Reserves training rooms and VTC conference rooms; creates and distributes class rosters. Maintains the training room calendars, to include updates regarding cancellations, additions, or rescheduling for vendor and team provided trainings and events. Prepares, submits
requests and maintains inventory of supplies, handouts and printed materials for classroom-based and virtual courses. Gathers, prints, and assembles handouts and other materials for class participant packets and event attendees. Mails special class materials to regional participants as needed. Provides training event and registration support for Learning and Development section events and virtual offerings. Assists with providing support to reception/front desk related functions to include greeting visitors and directing them to appropriate areas within the division; answering division phones and directing telephone requests to the appropriate areas in the division; maintaining effective communication with internal and external customers, providing employment, job vacancy, and other human resources and staff development information.

**Military Occupational Specialty (MOS) Codes:**

**Minimum Qualifications:**
Graduation from a standard senior high school or its equivalent, plus five years of full-time experience providing administrative support in an office setting.
Fifteen semester hours from an accredited college or university (COPY OF OFFICIAL TRANSCRIPT REQUIRED WITH APPLICATION) may be substituted for each six months of the required experience with a maximum substitution of four years.
OR Two years as an Administrative Assistant III at TCEQ.

**Preferred Requirements:**
Experience providing customer service via email, in person, and/or by phone.
Experience entering data into forms, databases, spreadsheets or systems.
Experience scheduling or registering staff for training or events.

**Special Requirements:**
Moving up to 35 pounds of papers, files, boxes; tables.
Traveling up to 5% of the time.

**Condition of Employment:**
TCEQ will verify Selective Service registration for males born on or after January 1, 1960. If exempt from Selective Service registration selected candidate must provide proof of exemption on first day of employment. Offers of employment are contingent on the candidate having legal authorization to work for the TCEQ. TCEQ will conduct a criminal history records search on candidates selected for posted vacancies. Only applicants who are interviewed will receive written non-selection notification.

**To Apply:**
Email a State of Texas application to jobs@tceq.texas.gov; or mail to TCEQ Human Resources & Staff Services, P.O. Box 13087, MC-116 Austin, TX 78711-3087; or submit in person, at 12100 Park 35 Circle, Bldg. A, Austin, Texas 78753 by the close date. An electronically signed copy is acceptable.

In compliance with ADA, if you need any special accommodations during the employment process, please contact HRSS for assistance at (512) 239-0102.

Texas Commission on Environmental Quality is an Equal Opportunity Employer.