

PUBLIC UTILITY COMMISSION OF TEXAS

JOB DESCRIPTION

Classified Title: Administrative Assistant III – IV	Working Title: Administrative Assistant
Class Code: 0154, 0156 Salary Group: A13, A15	Position #: 00056189
FLSA Status: Non-Exempt	EEO Category: Clerical
Division: Agency Operations	Supervisor: Chief Operating Officer

GENERAL DESCRIPTION

Perform complex to highly complex administrative support work for Agency Operations. Work involves providing administrative support to division programs and staff, including the dissemination of information, coordinating employee training registrations, developing and maintaining files, scheduling, and performing other administrative work. This position also provides daily backup support to the agency's front desk reception office. Work under general to limited supervision with moderate latitude for initiative and independent judgment.

ESSENTIAL FUNCTIONS

- Serve as daily backup to the agency's front desk receptionist, including answering and routing phone calls, greeting and directing visitors, monitoring sign-ins, and providing general information.
- Assist Human Resources (HR) by creating and maintaining personnel files; process verifications of employment and verify prior state service of new hires with other Texas state agencies; complete driver record checks; and process and submit access card and parking applications.
- Assist HR with the coordination of candidate interviews and administering skills assessment testing.
- Assist Learning and Development (L&D) through the coordination of training registrations and required training; may assist L&D with data entry in the Learning Management System (LMS).
- Provide administrative support to the Chief Operating Officer as needed, including scheduling, correspondence, and meeting logistics.
- May process purchase requisitions and travel in accordance with agency procedures.
- Provide administrative support to other departments within Agency Operations as needed.
- Attend work regularly and observe approved work hours in accordance with agency leave and attendance policies.
- Demonstrate a spirit of teamwork, offering positive and constructive ideas, encouragement, support to other members of the staff and team, and respond professionally to constructive feedback from others, while upholding the PUC's mission and core values.
- Adhere to all PUC personnel policies and division procedures and perform other work as assigned.

MINIMUM QUALIFICATIONS

- Administrative Assistant III – HS Diploma or GED equivalent **and** a minimum of three (3) years of full-time work experience performing administrative support work in an office environment.
- Administrative Assistant IV - HS Diploma or GED equivalent **and** a minimum of four (4) years of full-time work experience performing administrative support work in an office environment.

PREFERRED QUALIFICATIONS

- Experience performing administrative support work with a Texas state agency or other government organization.
- Experience providing administrative support in an administrative office.
- Experience assisting with Learning & Development activities, such as training registrations.

KNOWLEDGE, SKILLS AND ABILITIES

Must possess required knowledge, skills, abilities, and experience and be able to explain and demonstrate, with or without accommodations, that the essential functions of the job can be performed.

- Knowledge of office procedures and administrative procedures.
- Skill in the use of standard office equipment, personal computers, and Microsoft Office applications (Outlook, Word, Excel, Teams, SharePoint).
- Skill in organizing and maintaining records, files, and documents.
- Skill in preparing clear and accurate correspondence, reports, and forms.
- Ability to communicate effectively both orally and in writing.
- Ability to work with confidential information and maintain discretion.
- Ability to provide courteous and professional customer service to internal and external stakeholders.
- Ability to manage multiple priorities, meet deadlines, and adapt to changing work assignments.
- Ability to establish and maintain effective working relationships with supervisors, co-workers, and the public.
- Ability to maintain regular attendance and adhere to the approved work schedule.

WORK SCHEDULE

The PUCT operates on a standard work schedule of Monday through Friday, 8:00 a.m. to 5:00 p.m. Employees may request an alternative work schedule in accordance with the PUCT's Alternative Work Schedule Policy. Approval of such requests, including any form of telecommuting, is at management's discretion and based on the business needs of the agency and the requirements of the position.

This position is not eligible for telecommuting and requires in-office attendance, Monday through Friday.

PHYSICAL AND COGNITIVE REQUIREMENTS AND WORKING CONDITIONS

This position primarily involves sedentary office work and requires extensive use of computers, copiers, printers, and telephones. It also requires regular communication and collaboration with staff and the public. The position requires cognitive abilities to learn, recall, and apply practices and policies and the stamina to maintain attention to detail despite interruptions.

Work is performed in a standard office environment or, if approved by management under the PUCT's Alternative Work Schedule Policy, from a secure remote work location. Approval of remote work is at management's discretion based on business needs and position requirements.

The physical and cognitive demands described are representative of those that must be met by an employee to successfully perform the essential function of this position. Reasonable accommodations will be made in accordance with applicable laws.

This position requires:

- Regular and punctual attendance.
- Frequent use of personal computers, copiers, printers, and telephones.
- Prolonged periods of sitting.
- Frequent work under deadlines, as a team member, and in direct contact with others.
- Frequent moving and lifting objects up to ten (10) pounds.