

**PUBLIC UTILITY COMMISSION OF TEXAS
JOB DESCRIPTION**

Classified Title: Administrative Assistant III - IV	Working Title: Front Desk Administrative Assistant
Class Code: 0154, 0156	Salary Group: A13, A15
FLSA Status: Non-Exempt	EEO Category: Clerical
Division: Executive Director	Supervisor: Legal Administrative Coordinator

GENERAL DESCRIPTION

Perform complex to highly complex administrative duties as the main receptionist for the agency. Work includes answering a multiline phone system, routing calls, greeting and monitoring access of visitors, respond to inquiries from the public and provide information about the organization. Provide general administrative support to Commissioners' staff and the Executive Director's Executive Assistant as necessary. Work under limited supervision with considerable latitude for initiative and independent judgment.

ESSENTIAL FUNCTIONS

- Answer the agency's main phone line, route calls appropriately and relay messages in an efficient and professional manner.
- Greet visitors in a pleasant, friendly, and professional manner; informs PUC staff and Commissioners of visitor(s) arrival and provide temporary identification cards and arrange for escorts to take visitors to the appropriate office. Ensure that all visitors "sign in".
- Observe, monitor, and enforce security procedures related to the reception area.
- Ensure main reception is always covered during normal business hours.
- Work with the Executive Directors' Executive Assistant to arrange routine substitutes for main reception coverage.
- Ensure main reception area is kept organized, clean and presentable to visitors.
- Maintain the centralized calendar for the agency's conference room reservations.
- Contact court reporter or AdminMonitor as necessary and inform Information Technology of public meetings for publication on the agency website.
- Assist with mass mail-outs, including envelope sorting and stuffing.
- Receive correspondence or related materials and route to appropriate division.
- Set-up and cleanup of Commissioners' Hearing Room before and after open meetings which includes setting up water pitchers.
- Maintain reference notebook with up-to-date information on agency, telephone numbers, and reference materials.
- Update the agency roster each month and post to PUC Intranet.
- Update the Subject Matter Expert (SME) internal document monthly.
- Provide general administrative support to Commissioners' staff as needed.
- Perform special projects and tasks for agency divisions as requested.
- 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.

REQUIRED MINIMUM QUALIFICATIONS

- Administrative Assistant III: Graduation from high school or GED equivalent and three (3) years full-time experience performing administrative support work in an office or call-center environment.
- Administrative Assistant IV: Graduation from high school or GED equivalent and four (4) years full-time experience performing administrative support work in an office or call-center environment.

PREFERRED QUALIFICATIONS

- Prior experience performing administrative support work with a Texas state government agency.
- Previous experience as a receptionist.

KNOWLEDGE, SKILLS AND ABILITIES

Must possess the 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.

- Working knowledge of office practices and administrative procedures.
- Must have knowledge of personal computer and office software applications.
- Possess professional telephone etiquette and excellent, diplomatic inter-personal skills.
- Must be punctual and dependable.
- Ability to remain seated for long periods.
- Ability to work in a professional manner with Commission management, other Commission staff members, and the public.
- Ability to work overtime occasionally.
- Ability to attend work regularly and adhere to approved work schedule.

TELECOMMUTING ELIGIBILITY

This position is not eligible for telecommuting and must be present in the office Monday – Friday.

PHYSICAL AND COGNITIVE REQUIREMENTS AND WORKING CONDITIONS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position primarily performs sedentary office work. It requires extensive use of computer, copiers, printers, telephone and requires communication with staff and the public. This position also requires cognitive abilities consistent with the essential functions and with the knowledge, skills and abilities; requiring the ability to learn, recall, and apply practices and policies. It requires the stamina to maintain attention to detail despite interruptions.

Work is performed in a standard office environment and requires:

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

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JOB DESCRIPTION ACKNOWLEDGMENT**

FRONT DESK ADMINISTRATIVE ASSISTANT is an at-will employment position. It is, therefore, employment for no specified term of months or years, not under contract, and able to be terminated by the employee or the Public Utility Commission of Texas (PUCT) at any time for any reason other than those prohibited by state and federal law. The PUCT may use a system of progressive discipline prior to or instead of termination, but it is not required to do so.

The information provided below is not to be considered a contract. Its primary purpose is to provide an inclusive job description for the position of **FRONT DESK ADMINISTRATIVE ASSISTANT** of the PUCT. It is also intended to provide background information to any member of the general public regarding the duties of **FRONT DESK ADMINISTRATIVE ASSISTANT**.

An employee, by signing below, acknowledges that he or she has read the entire job description and understands the nature of at-will employment and the duties of the position.

SIGNATURES: *(Please sign and return the signed job description and the electronic file to Human Resources.)*

Employee Name (Print)

Date

Employee Signature