

TEXAS STATE BOARD OF PHARMACY

333 GUADALUPE ST, STE 3-600-21

AUSTIN, TEXAS 78701

512.305.8001

<http://www.tsbp.state.tx.us>

JOB VACANCY NOTICE

Administrative Assistant III (0154)

Salary Group A13

Listing No. TBP14-0026 Opening Date March 31, 2014
Functional Title: Enforcement Technician Closing Date: April 30, 2014
Type: Full-Time
Beginning Salary: \$2,616.00/month **Austin Headquarters**
Refer To: Robert Rivera

JOB DESCRIPTION:

The Texas State Board of Pharmacy (TSBP) is seeking a highly motivated individual to perform complex administrative support & technical program assistance work. Maintains Enforcement Division's filing systems, including the coordination and implementation of the program to image enforcement records. Posts information regarding disciplinary orders to the agency's website. Processes complaints according to established policies and procedures, including data entry duties. May communicate with agency customers verbally and in writing.

MINIMUM QUALIFICATIONS (License, Education, Experience):

Graduation from a standard senior high school or equivalent. One year of job-related experience is required. Job-related experience includes work as a data entry technician, administrative assistant, secretary, imaging technician or file clerk, or work involving duties relating to investigative, regulatory, or legal support. Previous experience at the Texas State Board of Pharmacy (TSBP) or in a pharmacy licensed by TSBP is desirable. Must have demonstrated ability in the use of office equipment and personal computer, including word processing and data entry. Must have knowledge of Microsoft Word and Excel. Must be able to demonstrate knowledge of business English, including terminology, spelling, and grammar.

Conditions of employment are: (1) must be able to complete and pass required online class regarding security of criminal records; and (2) must pass state and national fingerprint identification checks.

ENVIRONMENT/PHYSICAL CONDITIONS:

Normal office environment. Tobacco free workplace. Work involves sitting and operating a personal computer for long periods of time. Physical conditions will require a person with sufficient stamina to maintain a constant high level of concentration for long periods of time. Work involves reading and reviewing large numbers of documents. Work involves processing information quickly and accurately. Work involves frequent retrieval and replacement of files into 4- and 5-drawer vertical filing cabinets, and transporting of files between offices and filing cabinets. Must be able to lift 35 pounds. Work involves verbal communications with others.

REMARKS

Applicant should submit cover letter focusing on unique qualifications for the position. Must complete State of Texas Application for Employment. Resumes will not be accepted in lieu of State Application. Application must be completed with all requested information. Incomplete & unsigned applications will not be considered.

Applicants who are selected for interviews will be required to complete basic skills tests in the Austin office. Application must be received by 5:00 pm on the closing date.

Job description & state of Texas application may be downloaded from the TSBP web site shown above. Mail applications to: *TSBP, Human Resources Office, 333 Guadalupe St, Ste 3-600, Austin Texas 78701.* Applications may also be faxed to @ 512-305-8009.

This job is covered by the Fair Labor Standards Act (FLSA). Employees in jobs covered by FLSA who actually work in excess of 40 hours in a workweek receive time off at a time-and-one-half rate as the primary method of compensation in lieu of cash payment.

An Equal Employment Opportunity Employer

TSBP does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, or veteran status.

TEXAS STATE BOARD OF PHARMACY

POSITION TITLE:	Enforcement Technician
DIVISION:	Enforcement
SUPERVISOR:	Director of Enforcement
TEAM LEADER:	Enforcement Program Administrator
STATE CLASSIFICATION TITLE:	Administrative Assistant III
STATE CLASSIFICATION NUMBER:	0154
STATE PAY GROUP:	A13
FLSA STATUS:	Non-Exempt

GENERAL POSITION DESCRIPTION:

Performs complex (journey-level) administrative support and technical program assistance work relating to the agency's enforcement program, including the complaint process. Maintains Enforcement Division's filing systems, including the coordination and implementation of the program to image enforcement records. Posts information regarding disciplinary orders to the agency's website. Processes complaints according to established policies and procedures, including data entry duties. May communicate with agency customers verbally and in writing.

REPORTING RELATIONSHIPS:

Works under the general supervision of Division Director and Enforcement Program Administrator, with moderate latitude for using initiative and judgment within the limits of the agency's and Enforcement Division's policies and procedures. Work is subject to review by Division Director, Enforcement Program Administrator, and other Enforcement staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Maintains Division files, to include prompt retrieval of files, accurate filing of documents into files, and accurate refiling of files.

Implements the procedures relating to record retention of complaint files. Work includes:

- imaging of complaint files; and
- assisting in purging files in accordance with the agency's record retention schedule.

Processes complaints according to established policies and procedures. Work includes data entry of complaint information into the agency's computer system. Work may include drafting, preparing, and mailing letters to complainants and subjects of complaints.

Performs data entry of information relating to compliance inspections.

Provides administrative support to the Compliance Specialist. Includes preparing correspondence regarding agency's compliance program, such as letters acknowledging voluntary compliance with Warning Notices issued during compliance inspections.

Sorts, reviews, and distributes Division mail to the appropriate individual.

ESSENTIAL DUTIES AND RESPONSIBILITIES (continued):

Assists with the administrative processing of enforcement documents, including making copies of documents, preparing file jackets, and mailing documents.

Posts information regarding disciplinary orders to the agency's website.

Monitors complaint hotlines to obtain names and addresses of complainants who are requesting a TSBP Complaint Form and mails TSBP Complaint Forms to complainants. May communicate with complainants verbally and in writing regarding the receipt, status, and disposition of complaints.

Serves as a back-up to receptionist.

May perform duties of other Division administrative support staff in their absence.

Maintains sufficient supplies on hand.

Determines work priorities and schedules time accordingly.

Maintains confidentiality of complaint information and associated documents.

Complies with all agency personnel policies, including regular attendance.

OTHER DUTIES AND RESPONSIBILITIES:

Performs related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

Working knowledge and demonstrated ability of office practices and administrative procedures, including use of standard office equipment and personal computer

Thorough knowledge of agency policies and procedures

Ability to communicate clearly and effectively, both verbally and in writing

Speed and accuracy in data entry and word processing, including skill at reviewing documents for accuracy

Ability to work independently, manage time efficiently, and ability to manage multiple priorities concurrently

Ability to meet rigid deadlines.

Ability to maintain confidentiality

KNOWLEDGE, SKILLS, AND ABILITIES (continued):

Memory Skills

Ability to maintain files accurately

Interpersonal skills to interact with the public courteously and professionally

Ability to maintain effective working relationships with other employees

Ability to interpret and apply agency policies and guidelines

EDUCATION AND EXPERIENCE REQUIREMENTS:

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The specific statements shown in each section of this position description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.