

ADMINISTRATIVE ASSISTANT, THP

DIVISION: Texas Highway Patrol
 STATE CLASS/GROUP: Administrative Assistant III (0154/A13)
 FLSA CLASSIFICATION: Non-exempt Exempt
 SECURITY-SENSITIVE: Yes SAFETY-SENSITIVE: Yes No CJIS access: Yes No
 CRITICAL INFRASTRUCTURE ACCESS (15 C.F.R. §791.4.): Yes No
 REPORTS TO: Highway Patrol Supervisor
 DATE OF DESCRIPTION: January 2017 (updated 10/2025)

GENERAL DESCRIPTION: Perform complex (journey-level) administrative support work for the Texas Highway Patrol. Work involves disseminating information, maintaining filing systems, and performing internal administrative support work. Work under general supervision, with moderate latitude for the use of initiative and independent judgment.

ESSENTIAL DUTIES / RESPONSIBILITIES:

1. Answer and route phone calls, take messages, greet and direct visitors to the appropriate staff.
2. Maintain records on crash reports, firearms qualifications and list of district personnel.
3. Assist staff with correspondence, reports, logs, records, and other related documents.
4. Prepare and edit various reports, letters, memos and vouchers.
5. Process crash report sales, including collection of fees and bank deposits.
6. Arrange the purchasing of new uniforms and turning in of old uniforms.
7. Order and maintain inventory of office supplies.
8. Maintain case reports for staff, including jail receipts and property inventory.
9. Receive, sort and distribute incoming mail and packages.
10. Schedule meetings, events and activities.
11. May process open records requests and/or obtain statistical data.
12. May reconcile gasoline receipts; order and receive fuel; and submit reports.
13. May act as a Notary.
14. May be required to take deposits to bank.
15. Attend work regularly and observe approved work hours in accordance with agency leave and attendance policies.
16. Perform other duties as assigned.

GENERAL QUALIFICATIONS and REQUIREMENTS:

1. **Education** – High School Diploma/equivalent.
2. **Experience** – Minimum of one (1) year experience performing general clerical work.
Substitution Note: 1 year education may be substituted for each year of experience required.
3. **Licensure and/or Certification** – If driving is required, must possess a valid driver license from state of residence.
4. **Regulatory Knowledge** – Working knowledge of, or the ability to rapidly assimilate information related to TXDPS, State and Federal regulations, legislation, guidelines, policies and procedures.
5. **Interpersonal Skills** – Must demonstrate an ability to exercise poise, tact, diplomacy and an ability to establish and maintain positive, working/professional relationships with internal/external customers. Must demonstrate DPS' core values: Integrity, Excellence, Accountability, and Teamwork.

6. **Organizational and Prioritization Skills** – Must be organized, flexible, and able to effectively prioritize in a multi-demand and constantly changing environment; able to meet multiple and sometimes conflicting deadlines without sacrificing accuracy, timeliness or professionalism.
7. **Presentation/Communication Skills** – Must be able to construct and deliver clear, concise, and professional presentations to a variety of audiences and/or individuals.
8. **Research and Comprehension** – Must demonstrate ability to quickly and efficiently access relevant information, and be able to utilize and/or present research and conclusions in a clear and concise manner.
9. **Analytical Reasoning/Attention to Detail** – Must demonstrate an ability to examine data/information, discern variations/similarities, and be able identify trends, relationships and causal factors, as well as grasp issues, draw accurate conclusions, and solve problems.
10. **Technology** (computers/hardware/software/operating systems) – Demonstrated proficiency with Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook), and appropriate levels of proficiency with utilized software and systems and be able to learn new software/systems.
11. **Confidentiality and Protected Information** – Must demonstrate an ability to responsibly handle sensitive and confidential information and situations, and adhere to applicable laws/statutes/policies related to access, maintenance and dissemination of information.
12. **Safety** – Must be able to work in safe manner at all times, avoiding shortcuts that have potential adverse results/risks, and must be able to comply with safety standards and best practices.

PHYSICAL and/or ENVIRONMENTAL DEMANDS:

The physical and environmental demands described here are representative of those encountered and/or necessary for the 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.

- Environment: Office;
- Ambulatory skills, e.g. stand, walk, sit;
- Hand-eye coordination and arm/hand/finger dexterity;
- Ability to speak, hear, and exercise visual acuity;
- Ability to transfer weights of thirty (30) pounds anticipated for this position;
- Driving requirements: Occasional (5%).