

Administrative Support Assistant

The Comptroller of the Treasury is currently hiring for a Full-Time, Administrative Support Assistant, which starts at \$2,191 per month. This position is with the State Board of Equalization and is responsible for organizational support duties for the State Board of Equalization, including processing appeals and exemptions for property taxes, customer service and administrative support. This position also performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the competency, knowledge, skill, and/or ability required with or without reasonable accommodation.

Education and Experience

Graduation from an accredited college or university with an associate's degree and possess one (1) year of full-time work experience. Other combinations of education and experience, if evaluated as equivalent, may qualify an applicant for consideration.

MAJOR RESPONSIBILITIES:

- Process appeals, including data entry at multiple points in the file's life cycle; scanning and uploading; file management; coordinating collection of applicable fees and supporting documents; posting results following final decision; sending notifications and closing the file.
- Process requests for exemptions, including data entry at multiple points in the file's life cycle; scanning and uploading; file management; coordinating collection of applicable fees and supporting documents; posting final results following staff attorney decision; sending notifications and closing the file.
- Answer the main telephone lines to answer general questions, provide status updates, send forms or other requested documents and perform research on files to determine history and coordinate customer resolution.
- May log and respond to open records requests. Request attorney involvement where necessary.
- Process, log and distribute mail, faxes and checks.
- Purge files as appropriate and report data to Records Management Officer.
- Post Initial Decisions and Orders to the website.
- May serve as division timekeeper.
- May maintain and update the bulletin board.
- Serve as back up for responding to web inquiries.
- Perform special projects as assigned.
- Seize process improvement opportunities to streamline workflows and improve accuracy.
- Maintain and continually improve individual contribution to a service-oriented culture that supports customers and leadership.
- Communicate clearly and frequently with leadership, team members and customers.
- Utilize a high degree of tact and diplomacy in all interactions.
- Continually assess and communicate risk. Take action as assigned to document, control and mitigate identified risks.
- Use a variety of reporting methods to ensure compliance with relevant laws, rules, regulations, standards, best practices and policy.
- Perform other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

A successful employee in this role possesses the competencies to be detail-oriented, organized, able to manage change, customer service focused, technologically savvy, self-motivated, trustworthy and have a can-do attitude.

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by incumbents within this role. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties or responsibilities associated with the position. Employees may be assigned job related tasks other than those specifically presented in this description.

Please submit resume with unofficial college transcript(s) and contact information for three (3) references to HR.Comptroller@cot.tn.gov.

The Comptroller of the Treasury is an Equal Opportunity Employer. We consider applicants for all positions without regard to race, color, religion, gender, national origin, age, disability, veteran status or any other legally protected class. As required by law, we must record certain information. Applicants are invited to participate in the Affirmative Action Program by reporting their status as minority, disabled veteran or other veteran status, or other disabled. In extending this invitation you are advised that: 1) you are under no obligation to respond, but may do so in the future if you choose; 2) responses will remain confidential within the Human Resources Department; and 3) responses will be used only for the necessary reporting.

To comply with legal record keeping requirements regarding Affirmative Action, we ask that you complete the information requested in the link below. Please be advised that your completion of this form is NOT part of your official application for employment. It is considered confidential information that will not be used in any hiring decision. Refusal to provide this information will have no bearing on your application and will not subject you to any adverse treatment. If you choose to participate by completing this form, we thank you for your cooperation.

To complete this form, please go to: <http://www.comptroller.tn.gov/oms/careeropp.asp> and click Voluntary Affirmative Action Form.