

Who we are:

The Department of Environment and Conservation exists to enhance the quality of life for citizens of Tennessee and to be stewards of our natural environment.

Our Department is committed to providing a cleaner, safer environment that goes hand-in-hand with economic prosperity and increased quality of life in Tennessee. We deliver on our mission through managing regulatory programs that maintain standards for air, water and soil quality while providing assistance to businesses and communities in areas ranging from recreation to waste management. We manage the state park system and programs to inventory, interpret and protect Tennessee's rich natural, historical and archaeological heritage.

About the Johnson City Environmental Field Office Administrative Services Division:

The Johnson City Environmental Field Office services an eight-county region in Northeast Tennessee – Carter, Greene, Hancock, Hawkins, Johnson, Sullivan, Unicoi, and Washington counties. Administrative Services staff support office-wide functions for environmental divisions and coordinate facilities management, human resources, Information Technology (IT), fleet management, record management, customer service support, and public information requests.



Administrative Service Assistant 2 Johnson City Environmental Field Office Annual Salary Range: \$44,004 - \$65,856

Looking for an opportunity to work with a collaborative team at the Tennessee Department of Environment and Conservation (TDEC)? The Administrative Services Division is seeking a motivated and customer-focused professional to join their team in the Johnson City Environmental Field Office (JCEFO). The Administrative Services Assistant 2 serves as the first point of contact for visitors of the JCEFO and plays a key role in supporting positive customer experiences.

This position provides front-line customer service by greeting guests, responding to inquiries, and directing the public to the appropriate technical staff. The role also performs a variety of administrative support functions that require strong organizational skills and proficiency in Microsoft Word, Excel, and Outlook. The ideal candidate will demonstrate a strong work ethic, excel in a team-oriented environment, manage multiple tasks and assignments in a fast-paced setting, is comfortable working with diverse groups, and possesses effective verbal and written communication skills.

Candidates must possess a bachelor's degree from an accredited college/university and one year of full-time professional administrative and/or analytic experience. Qualifying full-time increasingly responsible professional experience may be substituted for the required education. Candidates must meet the minimum qualifications (MQs) for this position. For MQs and how to apply, please visit: <http://www.tn.gov/careers>.

Highlighted Responsibilities:

- Greet and assist customers in person and by phone; provide information and connect them with the appropriate staff member.
- Process customer payments accurately and record all payment information in the appropriate systems and daily deposit log.
- Sort and distribute incoming mail and deliveries to the correct division or staff member.
- Prepare documents, letters, and maintain spreadsheets as needed.

Highlighted Responsibilities (continued):

- Monitor and maintain inventory of office equipment and technology.
- Assist with transporting fleet vehicles for maintenance or service appointments.
- Scan and upload paper files to support office digitization goals.
- Enter information into the appropriate divisional databases.
- Perform additional duties and special projects as assigned.

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.