

## 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 Knoxville Environmental Field Office, Administrative Services Division:

The Knoxville Environmental Field Office services a 16-county region – Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Knox, Loudon, Monroe, Morgan, Roane, Scott, Sevier, and Union Counties. Administrative Services staff support office-wide functions for 12 environmental divisions and coordinate facilities management, human resources, Information Technology (IT), fleet management, and public information requests.



## Administrative Services Assistant 2 Knoxville Environmental Field Office Annual Salary: \$43,572

Are you looking for an opportunity to work with a collaborative team at the Tennessee Department of Environment and Conservation (TDEC)? If you enjoy working with the public in a customer service capacity and have effective communication skills, this position serves as a first point of contact for guests of the Knoxville Environmental Field Office (KEFO). This position assists customers with inquiries and directs them to the appropriate technical KEFO staff, as well as provide administrative support directly to a division, as needed. Upon completing an initial probationary period, the employee will have the opportunity to work a hybrid work schedule, working from home occasionally with scheduled time in their assigned office, based upon business needs.

Preferred candidates will be team-oriented, dependable, and flexible; have excellent time management skills; and can effectively handle multiple tasks and assignments that change daily. The position requires knowledge and experience using Adobe and Microsoft Office 365. Candidates will have graduated from an accredited college/university with a bachelor's degree and experience equivalent to 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. Preference may be given to candidates with at least three years' experience in customer service or administrative work. 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:

- Accept, record, and process customer payments. Update all payment information and record in the daily deposit log.
- Handle a high volume of in-person and phone inquiries, greeting customers and directing them to the appropriate staff member.
- Research and provide requested materials or information to ensure accurate, timely customer support.
- Disperse incoming mail and deliveries to appropriate Division.
- Perform routine data entry using Divisional databases. Resolve any data inconsistencies or missing information.
- Schedule and coordinate meetings using Microsoft Outlook and Teams.
- Prepare and scan paper document files to assist the field office staff to meet strategic digitization goals.
- Support Divisions with administrative tasks as requested.

*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.*