

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 Division of Water Resources (DWR):

The Division of Water Resources is responsible for managing, protecting and enhancing the quality of the state's water resources for all Tennesseans through voluntary, regulatory and educational programs. Division activities include establishment of water quality criteria; issuance of permits and certifications; evaluation of monitoring data; conducting inspections; management of financial assistance for infrastructure; and oversight activities related to stream channel modification, wetland alterations, dredging, groundwater protection, wellhead protection, safe dams, septic systems, pretreatment, bio solids application, and storm water.



TDEC Administrative Services Assistant 2 Division of Water Resources Knoxville Environmental Field Office Annual Salary Range: \$43,572 - \$54,396

Looking for an opportunity to work with a collaborative team at the Tennessee Department of Environment and Conservation (TDEC)? The Division of Water Resources (DWR) has a position in our Knoxville Environmental Field Office (EFO) directly supporting the regulated community by responding to customer service inquiries related to fee transactions, permit applications, and complaints. This position has the flexibility to work from home on scheduled days after a probationary period.

We are seeking a candidate who practices excellent customer service and can effectively communicate with a diverse internal and external customer base. The ideal candidate will be self-motivated and demonstrate strong time management, critical thinking, and organizational skills. Candidates must possess experience in databases, Microsoft Office, Adobe and have a general administrative skill set. Candidates must possess a bachelor's degree from an accredited college/university and experience equivalent to one year of full-time professional administrative and/or analytic experience. Qualifying full-time 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:

- Review and respond to all customer requests via phone or email in a timely manner.
- Maintain digital customer files, records and reports
- Accurately complete all customer notification letters monthly.
- Upload customer termination request for processing.
- Create new electronic customer accounts.
- Assist Division wide programs, as requested by management to support the mission of the agency and division.
- Acquire and maintain a working knowledge of the Division Fee rules.

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.