



**Tennessee Department of Veterans Services**  
**Administrative Assistant 2**  
**Intergovernmental and External Relations**  
**Monthly Salary: \$2,600**

**About the Tennessee Department of Veterans Services (TDVS):**

The department is committed to serve Veterans and their families with compassion and dignity as an entrusted advocate. TDVS manages and maintains four State Veterans Cemeteries, 10 field offices and the Appeals Division. The department serves as a conduit for several federal, state and local partners to connect more than 503,000 Veterans and more than 1.5 million dependents with resources and services in 95 counties across the state.

**About Intergovernmental and External Relations:**

TDVS Intergovernmental and External Relations was established in 2012 to raise awareness and increase outreach to Veterans and their families. This division includes constituent services, training, legislative relations, policy, information technology business solutions, communications, strategic planning, talent management and intergovernmental relations as it pertains to veteran jobs, education and business resources. Cultivating legislative relationships, drafting legislation, interpreting legislation and advising legislators regarding amendments to code as it impacts Veterans is a high priority for TDVS Intergovernmental and External Relations.

**Summary of Position**

The TDVS Intergovernmental and External Relations Administrative Assistant will assist with scheduling, constituent services, logistics, event planning and other administrative support. This position reports directly to the Assistant Commissioner of Intergovernmental and External Relations.

**Principal Duties and Responsibilities:**

- Assist the Assistant Commissioner of Intergovernmental and External Relations with scheduling, setting up meetings, preparation for meeting, follow-up action items and timekeeping responsibilities.
- Gauges daily, weekly, monthly, etc. workload of the executive and plans accordingly.
- Responds and relates well to the team and the executive.

- Assist the division with logistics, catering needs and travel/expense reports.
- Assist with constituent services by answering calls, letters, emails while tracking the timeliness of responses.
- Assist with event planning.
- Assist with casualty response support to include requesting state memorial items and ensuring coordination details are confirmed.
- Monitors inventory of supplies to ensure adequate materials are available.
- Communicates status of assigned tasks or other relevant information as requested.
- May operate state vehicles for state business.
- Acts as a liaison between other state, federal and local organizations as well as non-profit and community partners.

**MINIMUM QUALIFICATIONS:**

**Education and Experience:** Graduation from an accredited college or university with a bachelor's degree and experience equivalent to two years of professional full-time staff work.

**Substitution of Education for Experience:** Additional graduate coursework from an accredited college or university in public or business administration or other acceptable field may be substituted for the required experience, on a year-for-year basis, to a maximum of two years.

**Substitution of Experience for Education:** Qualifying full-time increasingly responsible sub-professional experience, paraprofessional, or professional experience may be substituted for the required education, on a year-for-year basis, to a maximum of four years.

**Knowledge, Skills and Abilities:**

- Must possess exceptional writing and verbal communications skills.
- This position requires effective interpersonal skills dealing with people at various levels within the organization as well as external customers.
- Self-motivation, high energy, commitment to excellence in product and service, adaptability and initiative are required.
- Effective problem solving
- Proficient computer and customer service skills are required.
- Must possess exceptional organizational skills.
- Efficient clerical skills.



All interested candidates should submit a resume and cover letter to Yvette Martinez at the email address below, TDVS Assistant Commissioner of Intergovernmental and External Relations. The position will remain posted until it is filled.

**Yvette Martinez**

**Assistant Commissioner of Intergovernmental and External Relations**

Tennessee Department of Veterans Services

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