



Administrative Services Assistant 5

Working Title: ASA5 – Child Care Services

Job Location: 505 Deaderick Street, Nashville, Tennessee 37243

This position is currently designated AWS - Alternative Workspace Solution (remote), but incumbent will need to report (i.e., travel) to the office once per week to check mail and potentially manage other projects. Any position could ultimately be designated as work from home, work or free address at a later date.

ABOUT POSITION

The Administrative Services Assistant 5 (ASA5) will provide administrative support for the Child Care Services Director. The ASA5 will assist with internal and external communication and will develop policies and procedures that streamline efficiencies for Child Care business management operations including reviewing, monitoring, and routing HR actions per HR policies and file retention activities per RDA policies. The ASA5 will coordinate meetings and training events in collaboration with TMLD and Child Care Program Directors. The ASA5 must be very organized and willing to work in a fast paced and exciting program that is growing and going through transformational change. The ASA5 will interact with other program directors and administrative assistants to ensure continuity of service within the division.

The ASA5 reports directly to the Director of Child Care Services.

DHS MISSION:

To build strong families by connecting Tennesseans to employment, education and support services

DHS VISION:

To revolutionize the customer experience through innovation and a seamless network of services

DHS VALUES:

- High Performance
- Collaboration
- Continuous Improvement
- A Shared Vision
- Customer-Centered Solutions

Unique Benefits

- Pension
- 401K Match
- Family Tuition
- Paid Holidays
- Career Mentoring
- Emotional Health/Wellness Programs



RESPONSIBILITIES

- Serves as liaison between Child Care Services and other DHS programs, state officials, and federal partners such as the Administration for Children & Families, community and private partners, and the public. Interactions will include providing information on policies, procedures, and gathering information for media and legislative inquiries.
- Supervises the HR processes in the Child Care division of over 250 employees. Duties include ensuring proper hiring procedures are followed across the program, serving as the 'go-to' HR contact for questions, keeping records of hires, separations, and disciplinary actions. Performs human resources administration in one or more of the following areas: recruitment, employee development, and training.
- Independently develops policies and procedures for implementing new or modifying existing administrative services programs and activities. Assists top executives in developing, implementing, and enforcing major policies and procedures affecting an agency as a whole or a significant segment of the public.
- Serves as a liaison between the agency and persons of substantially high rank in order to explain, interpret, and enforce pertinent laws, regulations, policies, and procedures. Supports presentations to representative groups and the general public. Prepares and edits organizational publications for a variety of audiences.
- Inventory – maintains records as outlined by retention procedures, monitors purchasing of the division of Child Care Services to ensure purchases are within budget and necessary to the program.
- Serves as the head administrative officer for the Child Care division – responsible for sending directives to other ASAs, Admins, and Secretaries.
- Performs general administrative tasks for the Director of Child Care Services and other program directors.
- Engages with department leadership staff to continue planning professional development and team building opportunities for managerial and front-line staff.
- Reviews, prepares and maintains records, reports, and research to ensure accuracy, completeness, and adherence to standards.
- Conducts research in one or more of the following areas to obtain relevant information: fiscal, economic, non-technical legal, legislative, and federal publications.

QUALIFICATIONS

- Bachelor's degree in Social Services, Early Childhood Education, Human Services, Public Administration or other directly-related field.
- Demonstrated experience and ability to support a team.
- Proven ability and experience to foster teamwork and support a team and large workforce toward the identified goals and vision.
- 1 year of staff and program experience with a major program, or equivalent experience through a combination of work and educational experience.

Competencies

- Mission-Driven
- Customer-Focused
- Independent Thinker/Decision-Quality
- Communicates Effectively
- Upholds Accountability
- Team Building
- Ability to Work in Fast-Paced, Multi-Tasking Environment
- Relationship Focused

For Information regarding State of Tennessee benefits please [click here](#).

How to apply:

- To be considered for the Administrative Services Assistant 5 position with the Tennessee Department of Human Services external applicants must also apply online at <http://www.tn.gov/Careers> by May 25, 2022 at 11:59pm Central Standard Time.
- Active state employees apply for career opportunities directly through **Edison self-service**.
- Target Range: \$42,408 – \$55,128. The directly related experience, knowledge, skills and abilities of the selected candidate will determine the actual salary offer.

Applicants may be subject to background check. Any position could ultimately be designated as work from home, mobile work or free address (i.e. Employees work in office and can choose from various space options based on need for a given day such as private meeting rooms, conference rooms, collaborative spaces and enclaves for individual work assignments.)

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.