



## Job Posting

### Position Title:

Administrative Assistant 2

### Reports To:

Deputy Commissioner, Policy & External Affairs

### Location:

Tennessee Department of Education  
710 James Robertson Parkway  
Nashville, TN 37243

### Position Description:

This position works with the Policy & External Affairs Division, will be an integral part of the daily operation of Individualized Education Accounts for students with disabilities. This position will serve as direct support to the IEA Program Director.

### Specific Position Responsibilities:

- Review student applications to determine eligibility for the IEA program.
- Monitor parent/ student completion of forms and responsibilities required for students to participate in IEA program and receive quarterly IEA payments.
- Review school/ provider applications to determine whether they will be approved to participate in the IEA program, accept IEA funds and serve IEA students.
- Create and compile forms, reports, letters, and program guidance documents.
- Review and vet applications of, onboard, and co-supervise IEA program interns/ fellows.
- Develop content for the IEA website and ongoing maintenance the site content including development of new content.
- Plan and organize in-person and online informational sessions for parents, schools or providers, districts, and other stakeholders.
- Work with the Fiscal Account Technician to prepare program reports.
- Draft communications to provide parents, schools or providers, districts, and other stakeholders information about the program.
- Provide direct support to the IEA Program Director by answering incoming calls as needed and routing to the appropriate personnel.
- Provide excellent customer service to parents, schools or providers, districts, and other stakeholders calling with questions about IEAs.
- Prepare and distribute outgoing correspondence appropriately.
- Create and maintain up-to-date online directories for various communication groups.
- Schedule meetings and make logistical arrangements as needed including locating appropriately-sized meeting space, making arrangements for anticipated needs such as snacks, meals, or drinks, special parking, and ensuring that all required state forms and been completed in order to obtain the appropriate approvals prior to the meeting date.



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- Create and submit Travel Authorities (TAs) for the IEA team for out-of-state travel, obtain airfare quotes, and make flight/hotel reservations.
- Other duties as assigned.

#### Qualifications:

- Bachelor's degree in education, public policy, or related field.
- Three years of relevant experience.
- Strong written and verbal communication skills and a demonstrated customer service orientation.
- Detail oriented and comfort with a variety of computer programs (Excel, Word).
- Integrity, a proactive approach, excellent judgment, a results-oriented and problem-solving mentality.
- Project management and planning skills, with a track record of supervising projects to meet deadlines and achieve milestones over time.
- Ability to handle confidential information with discretion.
- Experience working with diverse teams successfully, as well as working independently with minimal supervision.
- Flexible and resilient, organized, a fast learner, and one who takes initiative in their work.
- A commitment to the mission of the organization and dedication to successful program implementation and communications.

Successful candidate will exhibit the following:

- Excellence
- Optimism
- Sound Judgment
- Courage
- Teamwork

#### Salary and Benefits:

Salary is competitive and commensurate with qualifications. In addition, a [comprehensive benefits package](#) is included.

#### To Apply:

Please e-mail a cover letter, and resume to [Rebecca.E.Wright@tn.gov](mailto:Rebecca.E.Wright@tn.gov).

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