

Tennessee Department of Veterans Services

Class Title: Administrative Services Assistant 2

Salary: \$2369

Location: TDVS Appeals Division
Estes Kefauver Federal Building
110 9th Avenue South, Room C-166
Nashville, Tennessee

MINIMUM QUALIFICATIONS:

Education and Experience: Graduation from an accredited college or university with a bachelor's degree AND experience equivalent to one year of full-time professional staff administrative and/or analytic experience.

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

Substitution of Education for Experience: Additional graduate coursework in public administration, business administration, or other acceptable field may be substituted for the required experience, on a year-for-year basis.

OR

One year of professional administrative services experience with the State of Tennessee.

Preferred Special Qualifications:

Applicants for this class ideally have:

1. Prior administrative support experience with a Veterans Service Organization or State/Federal Veterans service agency.

Examination Method: Education and Experience 100%, for Preferred Service positions. For Executive Service positions, Minimum Qualifications, Necessary Special Qualifications, and Examination Method are determined by the appointing authority.

JOB OVERVIEW:

Summary: Under general supervision, is responsible for staff administrative work of average difficulty in support of line operations; and performs related work as required.

Distinguishing Features: An incumbent in this class performs general staff work in the area of administrative services and support of line operations. Work includes a variety of assignments such as: budget development and maintenance; contract negotiation, development and monitoring; personnel administration; research; planning; information compilation and dissemination; procurement and property administration; grant proposal review and monitoring; forms design; and report and correspondence preparation. This class differs from that of Admin Services Assistant 1 in that incumbents of the latter function in an entry level capacity under immediate supervision. This class differs from that of Admin Services Assistant 3 in that incumbents of the latter perform work of greater scope and complexity and have more responsibilities for developing, implementing, and enforcing policies and procedures and often supervise incumbents in this class. This class differs from that of more specialized classes that perform administrative services related and analytic duties in that incumbents of the latter perform these duties within a specific, limited field and function as analytic specialists rather than generalists.

WORK ACTIVITIES:

Staffing Organizational Units:

1. May make recommendations on staff employment, retention, promotion, demotion, and other human resources actions.

Monitoring and Controlling Resources:

1. Reviews operating budgets to determine the agency's budgetary needs.
2. Prepares budgets for the agency.
3. Conducts grant administration and monitoring to ensure compliance with grant requirements.
4. Monitors the agency's purchase orders to ensure accuracy, completeness, and compliance.
5. Maintains appropriate records of agency inventory and property.

Communicating with Persons outside Organization:

1. Serves as a liaison between the agency and the general public, persons in other state departments and divisions, officials, and entities outside the organization in order to explain matters of procedure and regulation.
2. Prepares and edits organizational publications for a variety of audiences.

Interacting with Computers:

1. Utilizes appropriate computer programs to accomplish administrative activities.

Coordinating the Work and Activities of Others:

1. Coordinates the preparation of routine records and reports to ensure compliance with agency standards.

Training and Teaching Others:

1. May train less experienced staff.

Guiding, Directing, and Motivating Subordinates:

1. May write job plans to ensure performance objectives are established.
2. May conduct performance evaluations to provide feedback on employee performance.
3. May supervise sub-professional staff.

Performing Administrative Activities:

1. Performs human resources administration in one or more of the following areas: employee relations, affirmative action, recruitment, employee development, and training.
2. May act as the Administrative Services Officer for a small agency, division, or comparable unit.
3. Plans programs to meet agency objectives.
4. Performs a variety of general staff administrative duties to support program operations.
5. Conducts space planning and facility management to ensure environment, health, and safety standards are met.
6. Coordinates printing services for the agency.

Analyzing Data or Information:

1. Interprets and enforces existing policies and methods.
2. Analyzes pertinent policies and procedures to make recommendations for improvements.
3. Analyzes the organization, economy, efficiency, and quality of agency operations and services to make recommendations for improvements.

Documenting/Recording Information:

1. Prepares records and reports to meet agency needs.
2. Reviews records and reports in order to ensure accuracy, completeness, and adherence to standards.
3. Maintains agency records based on established guidelines.

Communicating with Supervisors, Peers, or Subordinates:

1. Communicates project status or other relevant information to supervisors on a regular basis.

Getting Information:

1. Conducts research in one or more of the following areas to obtain relevant information: fiscal, economic, non-technical legal, legislative, and publications.

Scheduling Work and Activities:

1. May make work assignments to staff in order to achieve agency objectives.

TOOLS AND EQUIPMENT USED

1. Personal Computer
2. Telephone
3. Microfiche
4. Microfilm
5. Fax Machine
6. Printer
7. Scanner
8. Copy Machine
9. Calculator

Other Office Related Equipment as Required

COMPETENCIES (KSACs)**Competencies:**

1. Written Communications
2. Learning on the Fly
3. Time Management
4. Action Oriented
5. Business Acumen
6. Creativity
7. Customer Focus
8. Decision Quality
9. Technical Learning
10. Self-Knowledge

Knowledge:

1. Administrative and Management
2. Computers and Electronics
3. Economics and Accounting
4. Mathematics
5. Principles and Methods for Education and Training
6. Principles and Procedures of Human Resources
7. Providing Customer Service

Skills:

1. Active Learning and Listening
2. Coordination of Administrative Activities
3. Critical Thinking
4. Equipment Maintenance

5. Instructing
6. Judgment and Decision Making
7. Management of Financial Resources
8. Management of Personnel Resources
9. Mathematic
10. Monitoring
11. Negotiation
12. Reading Comprehension
13. Service Orientation
14. Social Perceptiveness
15. Speaking
16. Time Management
17. Troubleshooting
18. Writing

Abilities:

1. Deductive and Inductive Reasoning
2. Oral Expression and Comprehension
3. Problem Sensitivity
4. Selective Attention
5. Time Sharing
6. Written Expression and Comprehension

Submit Resumes to:

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