

**STATE OF TENNESSEE
DEPARTMENT OF HUMAN RESOURCES
NOVEMBER 2008
CLASSIFICATION ANNOUNCEMENT**



PLEASE NOTE: “This document does **NOT** represent a vacancy announcement. The intention of this information is to give notice of changes recently made to each of the job classifications listed below”.

CLASS TITLE	CLASS CODE	ANNUAL RANGE
Licensed Practical Nurse 1 (P)	44591	\$21,480 - \$34,356
Licensed Practical Nurse 2 (P)	44592	\$22,356 - \$35,772
Registered Nurse 1 (P)	72771	SPECIAL
Registered Nurse 2 (P)	72772	SPECIAL
Taxpayer Services Representative 1 (A)	75819	\$24,288 - \$38,868
Taxpayer Services Representative 2 (A)	75837	\$26,376 - \$42,192
Taxpayer Services Representative 3 (A)	75838	\$28,692 - \$45,888
Taxpayer Services Supervisor 1 (A)	75822	\$31,128 - \$49,800
Taxpayer Services Supervisor 2 (A)	75823	\$33,888 - \$54,228

LEGEND

- A Job classification will have a change in MINIMUM QUALIFICATIONS November 28, 2008.**
- B A REGISTER will be ESTABLISHED effective.
- C Register will be ABOLISHED and REESTABLISHED effective.
- D Job classification will be ABOLISHED.
- E Job classification will have a TITLE CHANGE effective.
- F Job classification will have a change in SALARY.
- G Job classification will be converting from CAREER SERVICE to both CAREER SERVICE and EXECUTIVE SERVICE effective.
- H Job classification will have a change of Probationary Period from 6 months to 1 year.
- I Applicants submitting an application for this job classification must take and pass a job related written test and/or performance test to receive an examination score. Tests are administered on a daily basis at the Department of Human Resources office in Nashville and on one day every month in Kingsport, Knoxville, Memphis Jackson, Livingston, Cleveland and every other month in Pulaski.
- J Job classification will have a change in NECESSARY SPECIAL QUALIFICATIONS effective .
- K Job classification will be converting from “daily” status (i.e., continuous basis only) to “program” status (i.e., announced examination) effective.
- L Job classification will be converting from EXECUTIVE SERVICE to CAREER SERVICE and a register will be established effective.
- M Job classification is converting from Competitive to Non-Competitive status effective. The existing register will be abolished. Applicants who wish to be considered for future position vacancies should apply directly with the department or agency in which the vacancies exist.
- N Job classification will change from compensatory to cash overtime.
- O Job classification is converting from “program” status (i.e., announced examination) to “daily” status (i.e., continuous basis only) effective.
- P Job classification will have a change in scoring process.**
- Q Job classification require Written Test, 50%, and Oral Interview, 50%, for Career Service positions. Tests are administered on an announced basis at the Department of Human Resources office in Nashville.



Tennessee Department of Human Resources, Authorization #319177, November , 2008. This public document was promulgated at a cost of \$.07 per copy 15 copies.

THE STATE OF TENNESSEE IS AN EQUAL OPPORTUNITY, EQUAL ACCESS, AFFIRMATIVE ACTION EMPLOYER.

POLICY OF NON-DISCRIMINATION !!

Pursuant to the State of Tennessee's policy of non-discrimination, the Department of Human Resources does not discriminate on the basis of race, sex, religion, color, national or ethnic origin, age, disability, or military service in its policies, or in the admission or access to, or treatment or employment in, its programs, services or activities.

Equal Employment Opportunity/Affirmative Action/Americans with Disabilities Act inquiries or complaints should be directed to the Department of Human Resources EEO/AA/ADA Coordinator Danielle Barnes, 2nd Floor, James K. Polk Building, 505 Deaderick Street, Nashville, Tennessee 37243-0635 TDD(Telecommunications Device For The Deaf) Number (615) 741-0441 - Fax Number (615) 401-7626.

!! SPECIAL NOTICE !!

This announcement of Civil Service Examinations is being issued in conformity with Civil Service Rules and Regulations to inform the public of the classes of positions, salary ranges, examples of duties, minimum qualifications and relative weights of examination parts. In order for applicants to secure regular appointments in Civil Service positions, they must first successfully compete in the appropriate examination and be certified from the Civil Service Register which is compiled as a result of such examination. **ANNOUNCEMENTS DO NOT NECESSARILY IMPLY THAT VACANCIES EXIST IN ANY PARTICULAR CLASS OR POSITIONS LISTED.** Interested applicants must submit a completed application form to the Tennessee Department of Human Resources. Application forms are available at most State offices. The application and information about State jobs are available at the Department of Human Resources Internet website (www.state.tn.us/dohr). Telephone inquiries can be made to (615) 741-4841.

Applications should not be re-filed for the same class of positions, unless an applicant has completed at least an additional year of accredited college, or acquired at least 6 months of additional related work experience.

This announcement is subject to change from time to time should minimum qualifications and/or salary change.

!! VETERANS PREFERENCE !!

Veteran preference points will be awarded to applicants who receive a passing career service score and who served on active duty in the armed forces of the United States during any of the service eligibility dates listed below.

Five (5) points will be awarded to: (1) a veteran who served during a period of war; (2) the spouse or unremarried surviving spouse of a permanently and totally disabled veteran whose disability was service-connected and who served in a period other than war; and (3) the unremarried surviving spouse of a veteran who died in the line of duty during a period other than war. Ten (10) points will be awarded to: (1) a veteran with a ten percent (10%) service-connected disability who served during a period of war; (2) the spouse or unremarried surviving spouse of a veteran with a one hundred percent (100%) service-connected disability and who served during a period of war; and (3) the unremarried surviving spouse of a veteran who died in the line of duty during a period of war.

Before preference can be granted, it is necessary that all veterans submit a copy of their discharge or separation papers showing both enlistment and discharge dates. Disabled veterans and spouses of disabled veterans must submit a copy of discharge or separation papers plus a statement from the Veteran's Administration, dated within the last six months, showing the percent of service-connected disability (or death if in service), and proof of death (death certificate).

Veterans must have received an **honorable discharge** and be a legal resident of the State of Tennessee. Legal resident status is established by having resided in the State of Tennessee for the past two years or by possession of a Tennessee voter registration card. **IF YOU HAVE NOT LIVED IN TENNESSEE FOR THE ENTIRE PAST TWO YEARS, YOU MUST SUBMIT A COPY OF YOUR TENNESSEE VOTER'S REGISTRATION CARD.**

SERVICE ELIGIBILITY DATES: WWII (12-7-41 to 12/31/46); Korean Campaign (6-27-50 to 1-31-55); Vietnam Conflict (2-28-61 to 5-7-75); Lebanon, Grenada, or Panama Expeditions (Only if awarded Forces Expeditionary Medal); and Operation Desert Shield/Storm (8-2-90 to end date unestablished).

LICENSED PRACTICAL NURSE 1

SUMMARY: Under direct supervision, is responsible for licensed practical nursing duties of routine difficulty; and performs related work as required.

DISTINGUISHING FEATURES: This is the entry level class in the Licensed Practical Nurse Job series. An employee in this class is responsible for providing licensed practical nursing health care support as directed by an immediate supervisor in a hospital, clinic, institution, or in the home. An employee in this class may be assigned to work days, evenings, nights, and/or weekends. This class differs from Licensed Practical Nurse 2 in that the latter performs licensed practical nursing duties independent of constant supervision.

* An applicant appointed to this flexibly staffed class will be reclassified to the next higher class in the series after successful completion of a mandatory one-year training period; inadequate or marginal performance during the training period will result in automatic demotion or termination.

MINIMUM QUALIFICATIONS

Education and Experience: Currently licensed as a practical nurse.

Necessary Special Qualifications: Currently licensed as a practical nurse with the State of Tennessee or possession of a temporary permit to practice practical nursing in the State of Tennessee. A valid motor vehicle operator license may be required.

EXAMINATION METHOD: Education and Experience, 100%, for Career Service positions.

LICENSED PRACTICAL NURSE 2

SUMMARY: Under general supervision, is responsible for licensed practical nursing duties of average difficulty; and performs related work as required.

DISTINGUISHING FEATURES: *This is the working level class in the Licensed Practical Nurse Job series. An employee in this class is responsible for providing licensed practical nursing health care support in a hospital, clinic, institution, or in the home. An employee in this class may be assigned to work days, evenings, nights, and/or weekends. This class differs from Licensed Practical Nurse 1 in that the latter performs licensed practical nursing duties as directed by the immediate supervisor. This class differs from Licensed Practical Nurse 3 in that the latter is responsible for leading the work of technical nursing staff.

MINIMUM QUALIFICATIONS

Education and Experience: Currently licensed as a practical nurse and experience equivalent to one year of licensed practical nursing.

Necessary Special Qualifications: Currently licensed as a practical nurse with the State of Tennessee or possession of a temporary permit to practice practical nursing in the State of Tennessee. A valid motor vehicle operator license may be required.

EXAMINATION METHOD: Education and Experience, 100%, for Career Service positions.

REGISTERED NURSE 1

SUMMARY: Under general supervision, is responsible for registered nursing duties of routine difficulty based on easily identified normal ranges and performs related work as required.

DISTINGUISHING FEATURES: This is the entry level class in the Registered Nurse sub series. An employee in this class may be assigned to work days, evenings, nights, and/or weekends in an institution, clinic, hospital, home care, or other health care setting. The RN 1 provides registered nursing care which involves nursing assessment and diagnosis, planning, implementation/intervention, and evaluation. This class differs from that of Registered Nurse 2 and Public Health Nurse 2 in that incumbents of the latter perform at the working level.

*An applicant appointed to this flexibly staffed class will be reclassified to the next higher class in the series after successful completion of a mandatory one year training period. Inadequate or marginal performance during the training period will result in termination.

MINIMUM QUALIFICATIONS

Education and Experience: Currently licensed as a Registered Nurse.

Necessary Special Qualifications: Currently licensed as a Registered Nurse in the State of Tennessee or possession of a temporary permit to practice professional nursing in the State of Tennessee. A valid motor vehicle operator license may be required.

EXAMINATION METHOD: Education and experience, 100%, for Career Service positions.

REGISTERED NURSE 2

SUMMARY: Under general supervision, is responsible for registered nursing duties of average difficulty based on a wide range of circumstances and performs related work as required.

DISTINGUISHING FEATURES: *This is the working level class in the Registered Nurse sub series. An employee in this class may be assigned to work days, evenings, nights, and/or weekends in an institution, clinic, hospital, home care, or other health care setting. The RN 2 provides registered nursing care which involves nursing assessment and diagnosis, nursing care planning, nursing care implementation/intervention, and nursing care evaluation. This class differs from that of Registered Nurse 1 in that an incumbent of the latter functions at the entry level. This class differs from Registered Nurse 3 in that an incumbent of the latter is responsible for supervision of staff.

MINIMUM QUALIFICATIONS

Education and Experience: Currently licensed as a Registered Nurse and experience equivalent to one year of registered nursing.

OR

Currently licensed as a Registered Nurse and education equivalent to a bachelor's or graduate degree in nursing from an accredited college or university or a diploma in registered nursing from an accredited school of nursing.

Necessary Special Qualifications: Currently licensed as a Registered Nurse with the State of Tennessee or possession of a temporary permit to practice professional nursing in the State of Tennessee. A valid motor vehicle operator license may be required.

EXAMINATION METHOD: Education and experience, 100%, for Career Service positions.

TAXPAYER SERVICES REPRESENTATIVE 1

SUMMARY: Under general supervision, is responsible for taxpayer assistance work of average difficulty; and performs related work as required.

DISTINGUISHING FEATURES: An employee in this class provides direct taxpayer assistance and information regarding complex tax issues such as the application of multiple tax laws and regulations to an individual business or corporation, including quality control of information placed on the Revenue Integrated Tax System (RITS). This class differs from Taxpayer Services Technician in that an incumbent of the latter provides information and assistance regarding technical tax issues such as filing requirements, exemption qualifications, and registration requirements. This class differs from the Taxpayer Services Representative 2 in that incumbents of the latter are responsible for the education of taxpayers regarding efficient registration of electronic funds transfers (EFT), electronic data interchange (EDI) transactions, and Internet filing of tax returns.

MINIMUM QUALIFICATIONS:

Education and Experience: Graduation from an accredited college or university with a bachelor's degree.

Substitution of Experience for Education: Qualifying experience in tax preparation, tax law interpretation, tax auditing, tax enforcement, or related taxpayer services work; accounting, auditing, or related fiscal services work; or clerical work may substitute for the required education to a maximum of four years.

OR

Experience equivalent to one year as a Taxpayer Services Technician with the State of Tennessee.

OR

Experience equivalent to three years as a Tax Information Assistant with the State of Tennessee.

OR

Experience equivalent to one year as a Title and Registration Examining Clerk 2 with the State of Tennessee.

OR

Experience equivalent to three years as a Title and Registration Information Assistant with the State of Tennessee.

OR

Three years of clerical experience of which one year must be equivalent to Title and Registration Examining Clerk 1 with the State of Tennessee.

Necessary Special Qualifications: None.

EXAMINATION METHOD: Education and experience, 100%, for Career Service positions.

TAXPAYER SERVICES REPRESENTATIVE 2

SUMMARY: Under direction, is responsible for professional taxpayer services electronic commerce work of moderate difficulty; and performs related work as required.

DISTINGUISHING FEATURES: An employee in this class is responsible for the education of taxpayers regarding efficient registration of electronic funds transfer (EFT), electronic data interchange (EDI) transactions, and Internet filing of tax returns. This class differs from Taxpayer Services Representative 1 in that an incumbent of the latter is responsible for providing direct taxpayer assistance and information regarding application of tax laws for a business or corporation. This class differs from the Taxpayer Services Representative 3 in that an incumbent of the latter is responsible for running the tax practitioner hotline.

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 work in one or a combination of the following: tax preparation, tax law interpretation, tax auditing, tax enforcement, or related taxpayer services work; or accounting, auditing, or related fiscal services work.

Substitution of Experience for Education: Qualifying experience in related taxpayer services work, related fiscal services work, or clerical work may substitute for the required education to a maximum of four years.

OR

Experience equivalent to one year as a Taxpayer Services Representative 1 with the State of Tennessee.

OR

Experience equivalent to two years as a Title and Registration Examining Clerk 2 with the State of Tennessee.

OR

Experience equivalent to two years as a Taxpayer Services Technician with the State of Tennessee.

Necessary Special Qualifications: None.

EXAMINATION METHOD: Education and experience, 100%, for Career Service positions.

TAXPAYER SERVICES REPRESENTATIVE 3

SUMMARY: Under direction, is responsible for professional taxpayer services tax practitioner hotline work of considerable difficulty; and performs related work as required.

DISTINGUISHING FEATURES: An employee in this class is responsible for operating the tax practitioner hotline. This class differs from Taxpayer Services Representative 2 in that an incumbent of the latter is responsible for the education of taxpayers regarding efficient registration of electronic funds transfer (EFT) and electronic data interchange (EDI) transactions and Internet filing of returns. This class differs from the Taxpayer Services Supervisor 1 in that an incumbent of the latter is responsible for direct supervision of subordinate taxpayer services personnel.

MINIMUM QUALIFICATIONS:

Education and Experience: Graduation from an accredited college or university with a bachelor's degree and experience equivalent to two years of full-time professional work in one or a combination of the following: tax preparation, tax law interpretation, tax auditing, tax enforcement, or related taxpayer services work; or accounting, auditing, or related fiscal services work.

Substitution of Experience for Education: Qualifying experience in related taxpayer services work, related fiscal services work, or clerical work may substitute for the required education to a maximum of four years.

OR

Experience equivalent to two years as a Taxpayer Services Representative with the State of Tennessee

OR

Experience equivalent to three years as a Title and Registration Examining Clerk 2 with the State of Tennessee.

OR

Experience equivalent to three years as a Taxpayer Services Technician with the State of Tennessee.

Necessary Special Qualifications: None.

EXAMINATION METHOD: Education and experience, 100%, for Career Service positions.

TAXPAYER SERVICES SUPERVISOR 1

SUMMARY: Under general management, is responsible for taxpayer services supervisory work of average difficulty, and performs related work as required.

DISTINGUISHING FEATURES: An employee in this class supervises (1) technical staff who provide direct taxpayer assistance and information regarding tax registration and filing, (2) professional staff responsible for advanced back-up of the Revenue Integrated Tax System (RITS), and (3) professional staff responsible for the education of taxpayers regarding electronic funds transfer (EFT), electronic data interchange (EDI), and Internet filing. This class differs from Taxpayer Services Representative 3 in that an incumbent of the latter does not supervise subordinate staff. This class differs from Taxpayer Services Supervisor 2 in that an incumbent of the latter is responsible for direct supervision of professional taxpayer services supervisory personnel and personnel who operate the tax practitioner hotline.

MINIMUM QUALIFICATIONS:

Education and Experience: Graduation from an accredited college or university with a bachelor's degree and professional experience equivalent to two years of full-time work in one or a combination of the following; tax preparation, tax law interpretation, tax auditing, tax enforcement, or related taxpayer services work; or accounting, auditing, or related fiscal services work.

Substitution of Experience for Education: Qualifying experience in related taxpayer services work, related fiscal services, or clerical work may substitute for the required education to a maximum of four years.

Substitution of Education for Experience: Graduate coursework credit received from an accredited college or university in accounting, business management or public administration may substitute for required experience, on a year-for-year basis, to a maximum of two years (e.g., 36 graduate quarter hours in one or a combination of the above listed fields may be substituted for one year of the required experience).

OR

Experience equivalent to two years as a Taxpayer Services Representative with the State of Tennessee.

OR

Experience equivalent to four years as a Title and Registration Examining Clerk 2 with the State of Tennessee.

OR

Experience equivalent to one year as a Title and Registration Examining Clerk Supervisor with the State of Tennessee.

Necessary Special Qualifications: None.

EXAMINATION METHOD: Education and experience, 100%, for Career Service positions.

TAXPAYER SERVICES SUPERVISOR 2

SUMMARY: Under general management, is responsible for taxpayer services supervisory work of moderate difficulty; and performs related work as required.

DISTINGUISHING FEATURES: An employee in this class supervises one of the following types of personnel: (1) professional staff operate the tax practitioner hotline or (2) staff responsible for direct supervision of technical and professional taxpayer services. This class differs from Taxpayer Services Supervisor 1 in that an incumbent of the latter is responsible for direct supervision of technical staff, professional staff responsible for advanced back-up of the Revenue Integrated Tax System (RITS), and professional staff responsible for electronic funds transfer (EFT), electronic data interchange (EDI) and Internet filing. This class differs from Taxpayer Services Supervisor 3 in that an incumbent of the latter supervises personnel in this job class.

MINIMUM QUALIFICATIONS:

Education and Experience: A bachelor's degree from an accredited college or university and experience equivalent to (1) one year of full-time experience supervising staff engaged full-time in providing taxpayer services and information or (2) four years of full time experience providing tax education and interpretation to taxpayers, their representatives and departmental staff (professional taxpayer services work), auditing businesses and individuals for compliance with local, state, and/or federal tax laws (professional tax auditing), or ensuring that taxes are paid in accordance with local, state, and/or federal tax laws (professional tax enforcement).

Substitution of Experience for Education: Qualifying experience in tax preparation, tax law interpretation, tax auditing, tax enforcement, or related taxpayer services work; accounting, auditing, or related fiscal services work; or clerical work may substitute for the required college education on a year-for-year basis, to a maximum of four years.

Substitution of Education for Experience: Graduate coursework credit received from any accredited college or university in accounting, business management, or public administration may substitute for the required experience, on a year for year basis, to a maximum of two years (e.g., 36 graduate quarter hours in one or a combination of the above listed fields may be substituted for one year of the required experience).

OR

Experience equivalent to four years as a Taxpayer Services Representative with the State of Tennessee.

OR

One year as a Taxpayer Services Supervisor 1 with the State of Tennessee.

OR

Experience equivalent to five years of Title and Registration Examining work, of which one year must be equivalent to Title and Registration Examining Clerk Supervisor 1 or 2 with the State of Tennessee.

OR

Experience equivalent to two years as a Title and Registration Examining Clerk Supervisor with the State of Tennessee.

Necessary Special Qualifications: None.

EXAMINATION METHOD: Education and Experience, 100% for Career Service positions.