

## Who we are:

The Department of Environment and Conservation exists to enhance the quality of life for citizens of Tennessee and to be stewards of our natural environment.

We foster a work environment that's inclusive as well as diverse, where our people can be themselves. Every idea and perspective are valued so that our culture reflects the people we serve.

Our Department is committed to providing a cleaner, safer environment that goes hand-in-hand with economic prosperity and increased quality of life in Tennessee. We deliver on our mission through managing regulatory programs that maintain standards for air, water and soil quality while providing assistance to businesses and communities in areas ranging from recreation to waste management. We manage the state park system and programs to inventory, interpret and protect Tennessee's rich natural, historical, and archaeological heritage.

## About the Knoxville Environmental Field Office Administrative Services:

The Knoxville Field Office services a sixteen-county region – Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Knox, Loudon, Monroe, Morgan, Roane, Scott, Sevier, and Union Counties. Administrative Services staff support office-wide functions for thirteen environmental divisions and coordinate facilities management, human resources, IT, fleet management, and public information requests.



## Administrative Services Assistant 2 Knoxville Environmental Field Office Annual Salary Range: \$42,504 - \$63,600

### Overview:

Are you looking for an opportunity to work with a collaborative team in Tennessee State government? Interested in protecting our environment, public health, and water quality? If you enjoy working with the public in a customer service capacity and have effective communication skills, this position serves as a first point of contact for guests of the Knoxville Environmental Field Office (KEFO). This position assists customers with inquiries and directs them to the appropriate technical KEFO staff. This position also may provide administrative support directly to a division within KEFO, as needed. Upon completing an initial probationary period, employees can work a hybrid work schedule, working in alternative workspaces from their home with scheduled time in their assigned office, based upon business needs.

Preferred candidates will have at least two years of experience in customer service and in an office setting. The position requires knowledge and experience using Adobe and Microsoft 365. Preferred candidates will be dependable, flexible, and able to effectively handle multiple tasks and assignments that change daily. We are seeking a team-oriented candidate with excellent time management skills. Candidates must meet the minimum qualifications (MQs) for this position. For MQs and how to apply, please visit: <http://www.tn.gov/careers>.

### Responsibilities:

- Greet customers in person and over the phone and connect them with the appropriate staff member; research and provide requested materials or information.
- Accept, record, and process customer payments. Update all payment information and record in the daily deposit log.
- Disperse incoming mail and deliveries to appropriate Division.
- Perform routine data entry using Divisional databases. Resolve any data inconsistencies or missing information.
- Schedule and coordinate meetings using Microsoft Outlook and Teams.
- Prepare and scan paper document files to assist the field office staff to meet strategic digitization goals.
- Support Divisions with administrative tasks as requested.
- Complete other special projects or tasks as needed.

*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.*