

THE CITY OF KNOXVILLE  
**CIVIL SERVICE**  
**JOB ANNOUNCEMENT**

Civil Service Department, Suite 569, City County Bldg, 400 Main Street, Knoxville, TN 37902 (865) 215-2106. Web:www.knoxvilletn.gov

**1022**

**Office Assistant II**

**10/05/2016**

(Entry-Level and Promotional)

Drug testing may be required

**ENTRY-LEVEL SALARY:** \$ 25,733 annually

**PAY GRADE RANGE:** \$ 25,733 - \$ 36,824 annually (Pay Grade 3)

*The City of Knoxville requires as a condition of employment that all newly employed individuals, former employees that have been re-hired, or employees promoted to a new classification will receive their paychecks by way of automatic direct deposit.*

Starting and promotional salaries will be determined based upon applicant qualifications and in accordance with Civil Service Merit Board Rules and Regulations.

The City of Knoxville only accepts online applications. To apply, go to <http://www.knoxvilletn.gov/jobs>. **You must complete ALL APPLICABLE SECTIONS of the application. DO NOT LEAVE SECTIONS BLANK SIMPLY BECAUSE THAT INFORMATION APPEARS ON YOUR RESUME. Doing so could result in your application being deemed incomplete.** If you need assistance submitting an application, you may visit the Civil Service office at the address listed above.

The following documents **MUST** be submitted online by **4:30 p.m. on: Monday, October 17, 2016.**

- Completed City of Knoxville Online Application
- Detailed Resume (upload and attach to your online application)
- If you have questions regarding your application or need help applying, please email [hbroyles@knoxvilletn.gov](mailto:hbroyles@knoxvilletn.gov) before the posting deadline.

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**JOB DESCRIPTION: Please See Attached Position Description**

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**MINIMUM REQUIREMENTS**

**Unless stated otherwise, applicants must possess and/or meet the following minimum requirements prior to the application deadline.**

- Current City Employees may apply, but must have completed initial Civil Service probationary period and must have received a satisfactory performance rating on their last evaluation to receive promotional preference.
- Graduation from a standard high school or equivalent.
- One year of experience in secretarial, clerical, and general office duties of routine difficulty
- Demonstrated ability to type a minimum of 35 words per minute.

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**EXAMINATION**

Applicants meeting the minimum qualifications will be scheduled for the written test (100% of final score). Sections on the written exam will include: Office Procedures, Computer Equipment & Procedures, Business Grammar & Spelling, Filing, Mathematical Applications, Public Relations, Effective Oral & Written Communication, Proofreading, Business Knowledge & Understanding, Working Relationships.

*Note: Background checks will be conducted.*

**AN EQUAL OPPORTUNITY EMPLOYER/DRUG FREE WORKPLACE**

**The City of Knoxville does not discriminate on the basis of race, color, creed, national origin, sex, religion, age, veteran status, disability, gender identity, genetic information, or sexual orientation in employment opportunities.**

**POSITION DESCRIPTION**  
**City of Knoxville**

<b>Class Title:</b> Office Assistant II	<b>Working Title:</b> same	<b>PCN:</b> 01191
	<b>Incumbent:</b> vacant	<b>Created:</b> 01/08/2008

**GENERAL DESCRIPTION**

Under general direction, performs work of considerable difficulty in accomplishing secretarial duties. Work at this level usually requires the use of independent judgment and initiative. Typically relieves an administrative official of a variety of clerical/general office tasks; usually assigned sole responsibility for a program/project requiring skills of a professional secretary. This position performs work related to the Building Inspections Division.

**ESSENTIAL FUNCTIONS**

Processes applications for construction permits (building, gas, mechanical, plumbing and electrical).

Processes licenses and bonds for subcontractors performing work within City limits.

Answers complaint calls, problems and/or questions from the public, contractor, etc, regarding inspections, code requirements, zoning ordinance, and other code related issues.

Processes permitting reports for customers as needed.

Maintains good public relations in dealing with the public either by phone or in person.

Requests accurate payment for permitting and plans review fees.

Balances daily cash reports from various fees collected.

Orders supplies for the department and follows up as necessary.

Keeps track of all equipment that has been issued to the department.

Performs basic mathematical calculations for the purpose of processing permit applications.

Develops and maintains filing systems using appropriate methods (i.e., numerical, chronological, and alphabetical).

Performs related work as required.

**MARGINAL FUNCTIONS**

Performs related duties as required.

**KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of modern office practices and procedures.

Knowledge of computer operations and software applications.

Knowledge of proper English usage, grammar, spelling, punctuation, etc.

Knowledge of filing systems and methods of data cross-reference.

Knowledge of basic arithmetic computations.

Knowledge of format and content of technical reports

Knowledge of research techniques.

Ability to deal courteously with people.

Ability to transcribe from dictation.

Ability to communicate effectively--both orally and in writing.

Ability to isolate deficiencies and clerical errors in office correspondence and documents.

Ability to obtain an understanding of the organization, programs, and procedures related to the work of the supervisor or office unit.

Ability to establish and maintain effective working relationships with the public and coworkers.

**PHYSICAL REQUIREMENTS**

This position is primarily sedentary in nature, although it may require the incumbent to exert up to 25 pounds of force occasionally as necessary to lift and move objects such as plans, maps, etc. A description of the specific physical requirements associated with this position is maintained on file in the Civil Service office for review upon request.

**MENTAL REQUIREMENTS**

Uses relevant principles and procedures to solve practical problems and to deal with a variety of concrete variables where only limited standardization exists. A description of the specific mental requirements associated with this position is maintained on file in the Civil Service office for review upon request.

**MINIMUM REQUIREMENTS**

Graduation from a standard high school or equivalent, including or supplemented by courses in typing.

One year of experience in secretarial, clerical, and general office duties of routine difficulty.

Demonstrated ability to type 35 words per minute.

**PREFERRED QUALIFICATIONS**

The hiring authority may give preference to applicants possessing some college-level course work in office administration, business, secretarial science, or related fields.