



GREAT BENEFITS!

- Health Plan
- Pension Plan
- Health, Education, & Wellness Center
- Dental Plan
- Vision Plan
- Deferred Comp
- Spending Accounts
- Life Insurance
- Longevity Payments
- Tuition Reimbursement
- Employee Assistance Program
- Paid Leave
- Paid Holidays
- Sick Leave Bank
- Paid 30 min Break
- Vacation Sell
- Flex Schedules
- Training Opportunities

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 3/25/24
(Entry-Level and Promotional)
Police Department
Drug testing may be required

ENTRY-LEVEL SALARY: \$ 33,506 annually
PAY GRADE RANGE: \$ 33,506 - \$53,611 annually (Pay Grade 304)

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: Thursday, April 4, 2024.

- 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 mbfoster@knoxvilletn.gov before the posting deadline.

JOB DESCRIPTION: Please See Attached Position Description

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
- May require a demonstrated ability to type a minimum of 35 words per minute.

PREFERRED QUALIFICATIONS

Experience in an office setting or direct grant experience preferred.
The hiring authority may give preference to applicants possessing some college-level course work in office administration, business, secretarial science, or related fields.

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.

GENERAL DESCRIPTION

Under general supervision, primarily responsible for providing skilled secretarial/clerical support to the Operations Division of the Knoxville Police Department, including telephone duties, preparing correspondence and reports, entering data, creating and maintaining records and reports, transcribing tapes, etc. Performs related work as required.

ESSENTIAL FUNCTIONS

Uses a computer and/or typewriter to prepare correspondence, reports, and other documents from handwritten rough draft or corrected copy; recommends or provides appropriate changes or corrections in spelling, grammar, and punctuation; types file labels, addresses on envelopes, information on forms, or other types of straight typing as required.

Transcribes statements and/or interviews from tape recordings or field notes taken by investigating officers.

Answers office telephones, routes call to appropriate individuals and takes messages as required; telephones various individuals to request information, relay messages, confirm appointments, etc.; answers questions and provides information by telephone or in person to the public, department officials, employees, etc. regarding a variety of business-related topics.

Operates common office machines such as calculator, copier, fax machine, Dictaphone, TTY/TDD, etc.; collates and distributes various documents to departmental personnel; opens, stamps-in and routes incoming mail; prepares outgoing mail and arranges for express or overnight delivery as needed.

Maintains records of unit/office expenditures and prepares reports as required; monitors assignment/usage of equipment assigned to the unit; takes inventory of office supplies and materials and orders supplies as needed.

Files a variety of correspondence, records and other business documents alphabetically, numerically or chronologically according to established filing systems; retrieves files or information from files as necessary to conduct daily business; disposes of obsolete files as appropriate; otherwise maintains files kept by the department.

Completes a variety of standardized forms, records, and reports; performs basic mathematical calculations in order to compute totals and/or verify information contained in forms, records, reports or other documents; proofreads narrative and numerical information on records, forms and reports in order to ensure accuracy; establishes and maintains a variety of computer (data base) records regarding departmental activities.

Schedules appointments and maintains the business calendar of immediate supervisor; notifies appropriate parties of meeting agenda, time changes, etc.

MARGINAL FUNCTIONS

Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of appropriate grammar, punctuation, and usage as applied to business applications; ability to correctly spell commonly used words and to recognize misspellings.

Ability to sort and file information alphabetically, numerically or chronologically; knowledge of filing systems and methods of data cross-reference; ability to compare both narrative and numerical information to determine accuracy.

Knowledge of effective telephone procedures; ability to verbally communicate ideas and information in a clear and concise manner; ability to use tact, courtesy, and other principles and practices of effective interpersonal relations when answering questions, providing information and assistance, and otherwise dealing with others.

Ability to accurately type correspondence, reports and other documents at a moderate rate of speed from straight copy, rough draft, dictation notes, etc.; ability to type labels, addresses, form entries, and other types of non-narrative items or documents.

Knowledge of the terminology, procedures and requirements for the proper completion of departmental forms, records and reports; knowledge of the appropriate location, maintenance and distribution of a variety of documents; knowledge of document control principles and practices.

KNOWLEDGE, SKILLS AND ABILITIES (Continued)

Ability to operate personal computers sufficiently to use a variety of word-processing, database, and/or spreadsheet software packages; ability to understand basic word-processing, data-entry and other computer-related terminology; ability to enter data quickly and accurately using a computer keyboard.

Ability to read and follow written instructions in a precise manner; ability to proofread correspondence, reports, forms and other documents for accuracy and completeness.

Ability to perform a variety of basic mathematical calculations (e.g., add, subtract, multiply, divide) quickly and accurately.

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

Ability to exercise good judgment and make appropriate decisions about a variety of situations; ability to act in accordance with established policies, rules, and procedures when performing assigned duties.

PHYSICAL REQUIREMENTS

This position consists of primarily sedentary work, requiring the incumbent to exert up to 10 pounds of force occasionally, or a lower amount of force frequently, in order to lift/carry, push/pull or otherwise move objects. The job involves sitting most of the time, but may involve walking or standing for brief periods of time. A description of the specific physical requirements associated with this position is maintained on file in the Human Resources office for review upon request.

MENTAL REQUIREMENTS

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

MINIMUM REQUIREMENTS

High school diploma or GED equivalent, including or supplemented by courses in typing.

Progressively responsible experience performing secretarial, clerical, and/or general office duties of routine difficulty.

Demonstrated ability to type a minimum of 35 words per minute.

PREFERRED QUALIFICATIONS

None indicated.