

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

2000

Administrative Specialist

10/15/2020

Fire Department
(Entry Level and Promotional)
Drug testing may be required

ENTRY-LEVEL SALARY: \$ 38,738 annually

PAY GRADE RANGE: \$ 38,738 - \$ 57,216 annually (Pay Grade 6)

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 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 26, 2020:**

- 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 before the posting deadline.

JOB DESCRIPTION: See Attached 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.
- Progressively responsible experience in clerical work or other field related to the area of assignment.

The hiring authority may give preference to applicants who possess progressively responsible experience managing work orders and tracking the progress of work from service request to completion.

EXAMINATION

The selection procedure for this position will consist of a Written Examination (100% of score). The written test will include sections on Administrative Problem Solving, Working Relationships, Computer Usage, General Clerical Practices and Procedures, Reading Comprehension, and Communication Skills.

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

Class Title: Administrative Specialist	Working Title: same	PCN :
	Incumbent: vacant	Created: July 1, 2014 Updated: October 9, 2020

GENERAL DESCRIPTION

Under general direction, performs complex work requiring the exercise of independent judgment and initiative to a department or a recognized subunit of a department involving the application of specialized software or databases (e.g., KGIS, PeopleSoft, FleetWave, Firehouse); by providing general administrative support; and by providing oversight and/or coordination of special projects.

ESSENTIAL FUNCTIONS

Provides support with the use of specialized software or software needs of the department or subunit of the department to include end user responsibilities, training and support of other employees, and coordination with IS on matters pertaining to the use of the software.

Resolves problems administratively by monitoring activity, noting trends, and formulating projections and recommendations based on research and familiarity with the technical aspects of the program(s) or project(s) to which assigned.

Performs duties in specialized areas as necessary for the efficient and effective operation of the unit to which assigned.

Attends meetings as required by department/division supervisors.

Prepares written and/or oral reports for presentation to supervisor and/or other interested parties.

Acts as a liaison between the area to which assigned and other offices.

May have supervisory control over clerical employees.

Performs related work as required.

MARGINAL FUNCTIONS

None indicated.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of modern office practices and procedures.

Knowledge of basic computer operations principles and software.

Knowledge of the various forms and reports used in various areas of assignment.

Knowledge of basic mathematics.

Knowledge of proper record keeping practices and procedures.

Skill in handling complaints and dealing with problems.

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

Ability to relieve superiors of significant administrative details.

Ability to use independent judgment and discretion to analyze and resolve work problems.

Ability to spell, punctuate and use grammar and business English correctly.

Ability to communicate clearly, concisely, and convincingly--both orally and in writing.

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 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 in situations 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.

Progressively responsible experience in clerical work or other field related to the area of assignment.

PREFERRED QUALIFICATIONS

None indicated.
