

Tennessee Department of Veterans Services
Class Title: Administrative Assistant 2
Monthly Salary: \$2,486.00

Location: TN Dept of Veterans Service Office
225 Dr. Martin Luther King Jr. Drive
Jackson, TN 38301

MINIMUM QUALIFICATIONS:

Education and Experience: Graduation from an accredited college or university with a bachelor's degree and experience equivalent to two years of professional full-time staff work.

Substitution of Education for Experience: Additional graduate coursework from an accredited college or university in public or business administration or other acceptable field may be substituted for the required experience, on a year-for-year basis, to a maximum of two years.

Substitution of Experience for Education: Qualifying full-time increasingly responsible sub-professional experience, paraprofessional, or professional experience may be substituted for the required education, on a year-for-year basis, to a maximum of four years.

OTHER REQUIREMENTS:

Necessary Special Qualifications: None.

Examination Method: For Executive Service positions, Minimum Qualifications, Necessary Special Qualifications, and Examination Method are determined by the appointing authority.

JOB OVERVIEW:

Summary: Under general supervision, is responsible for professional staff work of average difficulty in relieving an executive of administrative detail; and performs related work as required.

Distinguishing Features: An employee in this class performs a variety of general and special assignments in relieving an executive of administrative detail. This class differs from that of Admin Assistant 1 in that an incumbent of the latter usually performs work of lesser scope and variety. This class differs from that of Admin Assistant 3 in that an incumbent of the latter performs work of greater difficulty and impact. Classes in the Admin Assistant subseries differ from those in the Admin Services Assistant subseries in that incumbents of the latter are members of the classified service and perform duties in direct support of line operations rather than duties which emphasize relieving an executive of administrative detail.

WORK ACTIVITIES:

Interpreting the Meaning of Information for Others:

1. Analyzes proposed and existing legislation/policy/standards/mandates/operating instructions and drafts revision recommendations in order to provide clarity.
2. Edits annual and other reports to provide updated information.

Scheduling Work and Activities:

1. Schedules executive's travel arrangements, processes approvals, and reconciles costs upon completion of travel.
2. Maintains calendar of the executive's scheduled meetings.
3. Helps coordinate special events such as executive dinners, banquets, speeches/presentations, and recognitions.
4. Schedules executive's appearances.
5. Coordinates departmental charity drives, tours of facilities/operations, and similar activities to foster community relations.

Performing Administrative Activities:

1. Prepares draft correspondence for executive.
2. Maintains a variety of standard records and reports.
3. Performs a variety of general staff administrative duties to support program operations.

Documenting/Recording Information:

1. Reviews documents in order to ensure accuracy, completeness, and adherence to standards.
2. Prepares documents to meet agency's needs.

Establishing and Maintaining Interpersonal Relationships:

1. As required, attends receptions, luncheons, dinners, and other gatherings in performing personal contact duties on behalf of the executive.
2. Maintains working relationships with general public, persons in other state departments and divisions, officials, and entities in the day to day operations of the agency.

Estimating the Quantifiable Characteristics of Products, Events, or Information:

1. Consults with executive to determine costs, time, resources, and/or materials needed to complete an initiative.

Evaluating Information to Determine Compliance with Standards:

1. Verifies eligibility information to ensure federal and state standards are met.

Interacting With Computers:

1. Utilizes appropriate computer programs to accomplish administrative activities.

Judging the Qualities of Things, Services, or People:

1. Provides synopses of given environment to executive as requested.

Monitoring and Controlling Resources:

1. Monitors supplies and reconciles invoices to purchase orders.

Organizing, Planning, and Prioritizing Work:

1. Gauges daily, weekly, monthly, etc. workload of executive's and personal duties and plans accordingly.

Training and Teaching Others:

1. Provides external and internal training of procedures/guidelines as needed.

Monitor Processes, Materials, or Surroundings:

1. Monitors orders to verify that correct item is ordered, processed, and received.
2. Monitors time in Edison to ensure employees have entered time correctly and supervisors have approved all exceptions.
3. Ensures facilities are adequately maintained according to environmental, health, and safety standards.
4. Monitors inventory of supplies to ensure adequate materials are available.

Communicating with Supervisors, Peers, or Subordinates:

1. Communicates status of assigned tasks or other relevant information as requested.
2. Responds and relates well to executive.

Communicating with Persons outside the Organization:

1. Acts as a liaison between executives' offices such as Governor's Office, departmental staff, local/state/federal agencies, community organizations and groups, courts, and other entities in gaining and giving information.

Operating Vehicles, Mechanized Devices, or Equipment:

1. May operate state licensed vehicles.

Getting Information:

1. Represents executive when designated at board, commission, and other meetings to gain information.

2. Attends legislative and/or executive functions and meetings as required to gain information.
3. Gathers information on inquires by email, phone, or in person.
4. Obtains contact information from state websites to provide direction to the general public as needed.
5. Uses internet search engines (i.e. Google) to identify items or products to assist in the creation of requisitions.

Updating and Using Relevant Knowledge:

1. Participates in training to keep current with job requirements.

COMPETENCIES (KSA'S):

Competencies:

1. Decision Quality
2. Organizing
3. Sizing Up People
4. Action Oriented
5. Comfort Around Higher Management
6. Written Communications
7. Customer Focus
8. Ethics and Values
9. Integrity and Trust

Knowledge:

1. Clerical
2. Communications and Media
3. Computers and Electronics
4. Customer and Personal Service
5. Mathematics
6. Basic Knowledge of Law and Government

Skills:

1. Active Learning
2. Active Listening
3. Learning Strategies
4. Mathematics
5. Monitoring
6. Reading Comprehension
7. Speaking
8. Writing
9. Negotiation
10. Judgment and Decision Making
11. Time Management

Abilities:

1. Mathematical Reasoning
2. Oral Comprehension
3. Oral Expression
4. Time Sharing
5. Written Comprehension
6. Speech Clarity
7. Speech Recognition

TOOLS AND EQUIPMENT USED:

1. Personal Computer
2. Telephone
3. Cell Phone
4. Fax Machine
5. Printer
6. Scanner
7. Digital Camera
8. Copy Machine
9. Calculator
10. Retail Sales Equipment

Other Office Related Equipment as required

Submit Resumes to:**Deanna Day, Executive Assistant**

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