

Administrative Generalist

Please submit resume with official or unofficial college transcript(s) and contact information for three (3) references to HR.Comptroller@cot.tn.gov.

The Comptroller of the Treasury is currently hiring for a Full-Time, Executive Service Administrative Generalist in Nashville, TN, which starts at \$2,742 per month. This position is responsible for a variety of administrative and logistic work of average difficulty for the Division of Property Assessments (DPA). This position also performs other related duties and projects as assigned.

MINIMUM QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the competency, knowledge, skill, and/or ability required with or without reasonable accommodation.

Education and Experience

Education equivalent to graduation from a standard high school and three (3) years of full time work experience. Other combinations of education and experience, if evaluated as equivalent, may qualify an applicant for consideration.

MAJOR RESPONSIBILITIES:

- Provide administrative support to the division including accepting deliveries, distributing mail, duplication, meeting preparation, and special projects.
- Maintain supplies for the division including inventory, ordering, filling and shipping supplies to regional offices.
- Serve as the primary point of contact for reservation and usage of division equipment
- Maintain equipment inventory list.
- Prepare and send mailings, including tax relief packets and large maps, to division, city and county offices.
- Pick-up and deliver tax billing, schedule and assessment notice documents for printing and mailings.
- Assist division with preparing large mailings as needed.
- Assist division with preparing training materials for classes as needed.
- Assist with division printing needs, including operating plotters for large scale map requests.
- Maintain confidentiality in all activities.
- Conduct appropriate quality assurance processes to ensure accountability.
- Seize process improvement opportunities to streamline workflows and improve accuracy.
- Maintain and continually improve individual contribution to a service-oriented culture that supports customers and leadership.
- Communicate clearly and frequently with leadership, team members and customers.
- Utilize a high degree of tact and diplomacy within all interactions.
- Continually assess and communicate risk. Take action as assigned to document, control and mitigate identified risks.
- Use a variety of reporting methods to ensure compliance with relevant laws, rules, regulations, standards, best practices and policy.
- Performs other related duties and projects as assigned.

Certifications and Licenses

Valid TN Driver's License

Knowledge, Skills, Abilities and Competencies

The candidate should possess excellent verbal and written communication skills, outstanding organizational skills, and work well in a team environment. Candidates should possess the ability to work collaboratively with multiple levels of

the organization. The candidate must be customer service oriented and demonstrate the character of a team member wanting to assist. Customer service skills must include friendliness, patience and compassion. A successful employee in this position will consistently demonstrate poise and a professional demeanor. Candidates should be detail oriented, should thrive in a fast-paced environment and should welcome and/or lead change while placing accuracy, consistency, confidentiality, and integrity at a very high priority.

Candidates should possess the following problem solving skills and results orientation:

- Successfully identify, analyze and solve problems
- Approach problems in a positive manner
- View impediments as solvable challenges
- Show patience in dealing with complex and time-consuming issues
- Identify practical solutions
- Resolve issues in a timely manner
- Analyze possible obstacles in order to identify solutions
- Keep supervisors apprised of status changes
- Process information in a disciplined and structured manner to ensure consistency

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by incumbents within this role. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties or responsibilities associated with the position. Employees may be assigned job related tasks other than those specifically presented in this description.

The Comptroller of the Treasury is an Equal Opportunity Employer. We consider applicants for all positions without regard to race, color, religion, gender, national origin, age, disability, veteran status or any other legally protected class. As required by law, we must record certain information. Applicants are invited to participate in the Affirmative Action Program by reporting their status as minority, disabled veteran or other veteran status, or other disabled. In extending this invitation you are advised that: 1) you are under no obligation to respond, but may do so in the future if you choose; 2) responses will remain confidential within the Human Resources Department; and 3) responses will be used only for the necessary reporting.

To comply with legal record keeping requirements regarding Affirmative Action, we ask that you complete the information requested in the link below. Please be advised that your completion of this form is NOT part of your official application for employment. It is considered confidential information that will not be used in any hiring decision. Refusal to provide this information will have no bearing on your application and will not subject you to any adverse treatment. If you choose to participate by completing this form, we thank you for your cooperation.

To complete this form, please go to: <http://www.comptroller.tn.gov/oms/careeropp.asp> and click Voluntary Affirmative Action Form.