CIVIL SERVICE JOB ANNOUNCEMENT

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

Web: www.knoxvillete.gov

6025 Development Services Technician

(Entry-Level and Promotional)

Drug testing may be required

ENTRY-LEVEL SALARY: $31,591 annually
PAY GRADE RANGE: $31,591 - $45,681 annually (Pay Grade 4)

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 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.

The City of Knoxville only accepts online applications. To apply, go to http://www.knoxvillete.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, November 22nd, 2021.

- 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 Lpeck@knoxvillete.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.
- High School diploma or GED
- Must obtain International Code Congress (ICC) Permit Technician Certification within probationary period.

PREFERRED QUALIFICATIONS

- Bachelor’s Degree in Public Administration, Engineering, Business Administration, Communications, Computer Science, etc.

EXAMINATION:

The selection process will consist of a written test (100% of final score). Test components include Customer Service; Computer Operations; Grammar; Ensuring Accuracy; Oral & Written Communication; and Maintaining 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 direction, performs work of considerable difficulty in accomplishing permitting duties. Work at this level usually requires the use of independent judgment and initiative. Typically relieves an administrative official of a variety of technical/general office tasks; usually assigned sole responsibility for a program/project requiring skills of a technical assistant.

ESSENTIAL FUNCTIONS
Processes applications for permits and associated plans for review. Uses KGIS Maps to verify data.
Processes applications for trades licensing. Uses State of Tennessee database to verify data.
Processes payments made over the phone, online, or in person.
Balances daily cash reports from money received through permit, plans review, and licensing fees.
Performs basic mathematical calculations for the purpose of completing forms and reports and verifying data.

MARGINAL FUNCTIONS
Maintains good public relations in dealing with the public either by phone, online, or in person.
Develops and maintains filing systems using appropriate methods (i.e., numerical, chronological, and alphabetical).
Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES
Knowledge of modern office practices and procedures, which include customer service & courtesy.
Knowledge of computer operations and software applications in order to ensure proper permits are issued.
Knowledge of proper English usage, grammar, spelling, punctuation, etc. to engage with customers, co-workers, and City staff.
Knowledge of filing systems and methods of data cross-reference to ensure files are stored accurately.
Knowledge of basic arithmetic computations to ensure accurate billing.
Knowledge of format and content of technical reports to ensure the accuracy of reports.
Knowledge of Municipal Permit writing to ensure applicants receive appropriate permits.
Knowledge of research techniques to ensure accuracy of applicant addresses to prevent duplicate permits.
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 to prevent duplicate permits.
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 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 Resource 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 Human Resources office for review upon request.

MINIMUM REQUIREMENTS
High School diploma or GED
Must obtain International Code Congress (ICC) Permit Technician Certification within probationary period.

PREFERRED QUALIFICATIONS
Bachelor's Degree in Public Administration, Engineering, Business Administration, Communications, Computer Science, etc.