CIVIL SERVICE JOB ANNOUNCEMENT

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

1076 Records Specialist 7/8/22
Repost

ENTRY-LEVEL SALARY: $ 33,011 annually
PAY GRADE RANGE: $ 33,011-$ 52,818 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.knoxvilleetn.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, July 18, 2022.

- 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@knoxvilleetn.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.
- May require demonstrated ability to type a minimum of 25 words per minute.

The hiring authority may give preference to applicants with experience in computer keyboard operation or typing related work OR a minimum of one (1) year of work experience in an office setting which involved the use of computers and/or the maintenance of files and records.

EXAMINATION:
The selection procedure for this position will consist of a WRITTEN EXAM and MAY REQUIRE A KEYBOARDING SKILLS TEST. The subject areas for the written test are: Record Keeping, Computer Skills, Filing, Decision Making & Judgment, Reading Comprehension, Working Relationships, Business Grammar, Spelling, Punctuation, and Basic Mathematics. Applicants must successfully type at least 25 wpm to pass the keyboarding portion of the selection procedure if administered. The keyboarding test (if applicable) is scored on a pass/fail basis. The Written Exam will constitute 100% of the final score.

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, performs various record-keeping functions such as filing and retrieving documents, assisting others in obtaining needed information, compiling reports, coding data, tracking disposition of cases, typng records, researching files for information, compiling statistical information, etc. in the Records Division of the Knoxville Police Department.

ESSENTIAL FUNCTIONS

Computer Operations - Uses a computer terminal to enter and retrieve various data regarding KPD activities, programs, and projects; verifies accuracy and completeness of data by comparing physical documents with computer printouts and resolves discrepancies as necessary; uses available computer software (e.g., data bases, spreadsheets, word-processing packages, etc.) as necessary to maintain records, summarize information, create reports, prepare correspondence, etc.

Record Keeping - Files police records, reports, correspondence and other documents such as accident reports, event reports, etc. 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 according to established retirement schedules or legal requirements; otherwise maintains KPD files; 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.

Interpersonal Communication - Answers office telephones or operates switchboard and routes calls to appropriate individuals or takes messages as required; answers questions and provides information by telephone, or in person to KPD officials, employees, and/or the public regarding various work-related topics, KPD activities, office procedures, etc; contacts various individuals by telephone to request information, relay messages, confirm appointments, etc; may greet office visitors, ascertain the nature of their visit, and direct them to appropriate individuals or locations; may receive complaints or inquiries and attempt to resolve them, or direct the individual to the appropriate authority; otherwise establishes and maintains effective working relationships with co-workers, superiors, the public, etc.

Written Communication - Completes various standardized forms, records, and reports; reviews such documents for proper format, spelling, grammatical construction, clerical errors, etc. and recommends or provides appropriate changes or corrections; may select appropriate form letters to send to correspondents; may draft non-routine letters for review and signature of Records Division supervisor; may arrange correspondence in order of priority for supervisor's personal reply.

General Office - Operates common office machines such as calculator, copier, fax machine, microfilm reader, TTY/TDD, etc; collates and distributes various documents to departmental personnel; may process and route incoming mail to appropriate authorities; may prepare outgoing mail and arrange for express or overnight delivery as needed; may take inventory of office supplies and materials and orders supplies as needed; may collect fees and prepare cash reports.

MARGINAL FUNCTIONS

None indicated.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of record-keeping procedures - Knowledge of the terminology, procedures, and requirements for the proper completion of forms, records, and reports; knowledge of the appropriate location, maintenance and distribution of various documents; knowledge of document control principles and practices.

Computer skills - Knowledge of personal computers sufficient to use various database, spreadsheet, and/or word-processing software packages for Windows; ability to understand basic computer-related terminology; ability to enter data quickly and accurately using a computer keyboard.

Clerical skills - Knowledge of filing systems and methods of data cross-reference; ability to sort and file information alphabetically, numerically or chronologically; ability to understand and use codes in a variety of business applications; ability to rapidly compare both narrative and numerical information to determine accuracy.

Administrative ability - Ability to obtain an understanding of the organization and programs related to the work of the office unit; ability to exercise good judgment and make appropriate decisions about various work-related situations; ability to act in accordance with established policies, rules, procedures and protocols when performing assigned duties.

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

Interpersonal skills - 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 establish and maintain effective working relationships with others.

Knowledge of business English - Knowledge of appropriate grammar, punctuation, and usage as applied to common business applications; ability to correctly spell commonly used words and to recognize misspellings; ability to understand and define common business terms and their synonyms.

Mathematical skills - Basic knowledge of arithmetic used in common business applications (e.g., add, subtract, multiply, and divide); ability to perform simple mathematical calculations quickly and accurately.

Typing ability - Ability to accurately type forms, reports, correspondence, and other documents at a moderate rate of speed from straight copy, rough draft, dictation notes, etc; ability to type file labels, addresses, form entries, and other types of non-narrative items or documents.
PHYSICAL REQUIREMENTS
This position consists of primarily light work, requiring the incumbent to exert up to 20 pounds of force occasionally, or 10 pounds (or less) or force frequently, in order to lift/carry, push/pull or otherwise move objects. The job usually requires walking or standing to a significant degree. 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 some training and/or experience to select from a limited number of solutions the most appropriate actions or procedures in performing the duties of the job. A description of the specific mental and cognitive requirements associated with this position is maintained on file in the Human Resources office for review upon request.

MINIMUM REQUIREMENTS
Graduation from a standard high school or GED equivalent.
Demonstrated ability to type a minimum of 25 words per minute.

PREFERRED QUALIFICATIONS
The hiring authority may give preference to applicants with experience in computer keyboard operation or typing related work OR a minimum of one (1) year of work experience in an office setting which involved the use of computers and/or the maintenance of files and records.