JOB ANNOUNCEMENT

Business Services Officer 1
Tennessee Department of State
Division of Business Services

Mission
The mission of the Office of the Secretary of State is to exceed the expectations of our customers, the taxpayers, by operating at the highest levels of accuracy, cost-effectiveness, and accountability in a customer-centered environment.

Supervisor: Business Services Supervisor

Summary: An employee in this class performs routine office/clerical duties which include data entry, payment processing, document filing, document scanning, copying, emailing, faxing, answering telephones, and general computer work.

Duties/Responsibilities

- Provide exceptional customer service to our customers in-person, on the telephone, via mail, and email.

- Accurately and timely open, batch, scan, receipt, process, and mail documents which are submitted to the division in compliance with applicable statutes, rules, policies and procedures.

- Participate in cross training with other units in the division and provide staff coverage and production assistance in other units as needed.

- Perform other duties as assigned.

Minimum Qualifications

Education and Experience:

- Education equivalent to graduation from a standard high school.

- An associate’s degree from an accredited community college or technical school in business, office management, business technology, accounting, management or computer information systems is preferred.

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The Department of State is an equal opportunity, equal access employer.
• Experience equivalent to two (2) years of increasingly responsible full-time administrative work.

• A degree or course work from an accredited college, university or technical school may be substituted for the required experience on a year-for-year basis in the following fields: business, office management, business technology, accounting, management information systems, economics, actuarial science, statistics or related field.

Knowledge and Abilities:

• Knowledge of clerical office methods and procedures, standard business English, spelling and arithmetic.

• Ability to communicate information to the public in a professional manner both orally and in writing.

• Ability to operate a personal computer as well as other standard office equipment.

• Working knowledge of Microsoft Word, Microsoft Excel, and Microsoft Outlook.

Physical Requirements, Health and Safety:

• Ability to handle boxes and equipment weighing a minimum of forty (40) pounds (dependent on assigned section).

• Assist the organization in creating a safe and healthy working environment by working safely with the equipment provided.

• Follow instructions given for health and safety purposes and immediately report any unsafe working practices or hazardous working conditions.

Schedule: Monday – Friday 8 a.m. – 4:30 p.m.
Location: Downtown Nashville
Salary: $2,500 per month plus benefits.

To apply, please email your letter of interest and resume to June Moore, Director of HR, sos.hr@tn.gov.