



POSITION OPEN

PROGRAM ASSISTANT INTERN
18 Hrs. per week
ENGINEERING AND PUBLIC WORKS

1299-00

PURPOSE OF CLASSIFICATION: The purpose of this classification is to perform administrative tasks in support of the Knox County Solid Waste Department, perform public outreach at County recycling facilities, and plan and support waste reduction and zero waste community events. Duties include, but are not limited to: answering telephones, data entry, interacting with the public, administering department programs, manual recycling, event planning and support, and performing additional duties as assigned by the supervisor.

ESSENTIAL FUNCTIONS: The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned. Performs waste reduction duties and provides logistical support during all stages of events, including but not limited to planning, setup, event support, and take down. Maintains knowledge of applicable policies regarding recycling and waste disposal within Knox County, local institutions, and surrounding areas. Addresses questions and concerns from the public via phone, email, or face to face interaction. Enters data and maintains Microsoft Excel databases used for measuring county waste totals and departmental data. Assists with coordination and support of departmental programs such as Adopt-A-Road, Bicycle Recycling, and Mercury Light Bulb Collection. Assists department with promoting programs and events on social media, websites, and media releases. Assists with planning, development, and the coordination of several environmentally focused events which involve collaboration among multiple agencies and organizations. Visits waste and recycling facilities out in the field to interact with facility users to answer questions, provide recycling education, and report incidents as noticed. Recruits and coordinates volunteers for public events. Assists Solid Waste department in improving operational efficiency and delivery of services. Answers telephones to provide information and answer general questions, makes referrals to other individuals, departments, or agencies, or forwards call to appropriate persons.

ADDITIONAL JOB FUNCTIONS: Picks up and delivers supplies for events and department programs. Performs other related duties as required.

MINIMUM TRAINING AND QUALIFICATIONS: High School Diploma, or GED required; Bachelors students, Postgraduate students, or recent graduates in Environmental Science, Public Administration, Economics, Business, Marketing, Public Relations, or related field preferred. Experience or interest in environmental issues desired. Ability to provide detailed explanations over the phone and explain policy to sometimes angry callers while remaining courteous is a must. Interns will represent County government to the public and must maintain a professional standard of communication at all times. Must 18 years or older and able to obtain a TN driver's license. Proficiency in Microsoft Office is required.

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of office machines, such as a computer, printer, telephone, copier, scanner, etc. Must be able to use body members to work, move or carry objects or materials. Must be able to lift 30lb objects from the ground to heights above the waste unassisted. Physical demand requirements are at levels of those for active work.

Schedule: 18 hours per week during office hours, (Monday – Friday 8:00 a.m. – 4:30 p.m.) must be able to work some Saturdays

SALARY: \$10.00 per hour (postgraduate or masters level students may be eligible for higher pay)

If you need reasonable accommodations to complete an application or for an interview, please contact the Department of Human Resources. Some accommodations take several days to arrange. Please notify us early to make the arrangements.

Non-discrimination: Knox County prohibits discrimination in employment on the bases of race, color, sex, age, religion, national origin, and disability status.

Knox County is an Equal Opportunity Employer.

We provide veteran's preference for all valid DD-214's