

# Planning Services Technician

As a Planning Services Technician with Knoxville-Knox County Planning, you will work in a fast-paced environment with considerable opportunity to showcase your technical and customer service skills. You will be part of a team focused on creating and maintaining property addresses using GIS applications, coordinating information with E-911 and US Postal Service partners, managing data, and serving customers.

This is a responsible and complex position that will challenge your organizational, communication, and data entry skills. This position will require the ability to manage multiple priorities and handle recurring and non-recurring assignments.

We offer a career – not just a job – in a professional environment where quality work and outstanding customer service are priorities. On-the-job training and formal education opportunities are available to help you expand your skills and remain current in the field's best practices.

A regular day in this position might involve helping customers at the agency's front counter, coordinating with the U.S. Postal Service or Emergency 911 to clarify addressing discrepancies, working with customers by phone and email to certify existing addresses, reviewing subdivision plats to assign new street names and parcel addresses, and filing applications for street name changes.

## Skills we are looking for:

- Creative thinking and positive approach to work.
- Well organized and commitment to accuracy and timeliness.
- Ability to work effectively as part of a team and be customer service oriented.
- High level of personal accountability and dedication to public service.

## Minimum qualifications:

- High school diploma or equivalent.
- One to two years of experience providing customer service at a public counter or office that provides planning, construction, architecture, engineering, or similar services.

## Preferred qualifications:

- Associate's degree or higher.
- GIS and cartographic skills and relevant experience as stated in Minimum Qualifications.

## Salary range:

\$39,600 to \$62,900 (hiring salary dependent on qualifications and experience).

## Working at Knoxville-Knox County Planning:

Knoxville-Knox County Planning staff is made up of 30 planners, technicians, researchers, designers, and

support roles, led by an executive director. The agency is housed in an office suite located in downtown Knoxville, overlooking the Tennessee River in a vibrant, growing, transitioning downtown setting. The area is home to abundant, world-class natural amenities, a major research university, and a wealth of outdoor and urban activities, southern history, and national events for cycling, mountain-biking, fishing, robotics, and other pursuits. Planning's office is a recently renovated and contemporary open floor plan, which promotes a positive, collaborative work environment among staff and partners. Medical, dental, and vision coverage, life insurance, and retirement match are part of the generous benefits package. Paid leave includes 13 holidays, accrued vacation and sick leave, and eight weeks of parental leave. Work-life balance is understood, appreciated, and valued.

## How to apply:

Send your resume, cover letter, and three references to:

Tina Piatt  
Knoxville-Knox County Planning  
Suite 403, 400 Main Street  
Knoxville, Tennessee 37902  
[employment@knoxplanning.org](mailto:employment@knoxplanning.org)

***Resumes submitted without a cover letter will not be reviewed.***

## Application deadline – open until filled:

Review of resumes and cover letters will begin immediately. We will contact only those candidates selected for an interview. An offer of employment will be contingent on the candidate passing a background check before starting work.

Visit [Knoxville-Knox County Planning](#) for more information about our agency.