



## Classification Specification Title: Assistant Director Office Family Empowerment

<b>Department</b>	<b>Community Development</b>	<b>Grade: GS.12</b>
<b>Supervision Received</b>	<b>Director Office Family Empowerment</b>	<b>FLSA Status: Exempt</b>
<b>Supervisory Responsibility</b>	<b>Front Desk Clerk, OFE Navigation &amp; Outreach Coordinator, OFE Program Coordinator</b>	<b>Established: Jun 29, 2007</b> <b>Revision: Apr 9, 2026</b>

### CLASSIFICATION SUMMARY:

Incumbents in this position are responsible for assisting in the management and administration of multiple programs within the department. Responsibilities include participation in hiring, training, managing, and evaluating staff; assisting with the development of departmental budget; evaluating programs, projects, and activities; performing marketing and public relations duties; and developing, recommending, and administering policies and procedures. Work is performed with general direction, working from broad goals and policies.

**SERIES LEVEL:** The Assistant Director Office Family Empowerment (OFE) is a stand-alone position.

**ESSENTIAL FUNCTIONS:** *(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)*

Supervises staff to include prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; training employees; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; making hiring, termination, and disciplinary recommendations.

Serves as the first point of contact for staff regarding client issues, program inquiries, and internal conflicts. Resolves operational hurdles independently to ensure the Director can focus on high-level strategic priorities.

Assumes full responsibility for office management and decision-making in the Director's absence, including leading Board meetings and representing the agency at City or community functions. Expertly applies City of Chattanooga policies and procedures to daily workflows, ensuring all team actions are compliant and professional.

Acts as the primary technical expert on OFE-funded program guidelines (CSBG, LIHEAP), providing essential guidance to staff while ensuring strict regulatory compliance. Modernizes operational efficiency by replacing manual tracking with digital systems and Google Workspace to maintain data integrity and transparency.

Manages all front desk functions and coverage planning, maintaining the personal proficiency to

provide direct support for uninterrupted public service.

Responds to requests for information and assistance from employees, outside agencies, the public, and/or other interested parties.

Collaborates with internal departments, applicable Boards and Commissions, and universities, State and Federal organizations, including the Tennessee Association of Community Action, task forces, advisory groups, the general public, external agencies, contractors, city attorneys, and/or other interested parties to coordinate activities, review work, exchange information, and resolve problems.

Conducts supervisor audits of a sample of program files for the Community Services Block Grant (CSBG) programs, the Low-Income Home Energy Assistance Program (LIHEAP), and other agency programs and services, and ensures quality and compliance with grant guidelines.

Assigns cases and caseloads as necessary and ensures that staff activities are coordinated in a manner to support necessary program outputs.

Participates in developing and implementing agency administrative policies.

Leads the design, implementation, and tracking of staff and Board training. Ensures 100% compliance with annual state, federal, and agency training requirements.

Provides informed, tactical guidance to Program Coordinators, helping them lead their respective teams and meet performance outputs. Proactively builds and maintains professional relationships with peers across the statewide community action network to stay informed on best practices and emerging trends.

Represents the agency in community or in interagency activities.

Prepares management reports, prepares and makes presentations, conducts policy research, participates in community assessment, and assists with grant writing.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

**DEPARTMENT SPECIFIC DUTIES (if any):**

None

**MINIMUM QUALIFICATIONS:**

Bachelor's degree in Nonprofit Management, Public Administration, Social Work, Psychology, or related field with four (4) years of progressively responsible program management experience in service delivery, supplemented by two (2) years of supervisory experience, or any combination of equivalent experience and education.

**LICENSING AND CERTIFICATIONS:**

Valid Driver’s License

Must possess or be willing to obtain certification as a Nationally Certified ROMA Implementor (NCRI).

**KNOWLEDGE AND SKILLS:**

Knowledge of managerial principles and practices; public administration principles and practices; recreation management principles and practices; program development and administration principles and practices; strategic planning principles; financial management principles; budgeting principles; mathematical concepts, program marketing principles and practices; contract administration; negotiation principles; applicable federal, state and local laws, ordinances, codes, rules, regulations, policies, and/or procedures; policy and procedure development practices. Knowledge of State and Federal guidelines applicable to the Community Services Block Grant and the Low-Income Home Energy Assistance Program.

Skill in monitoring and evaluating the work of subordinate staff; prioritizing, delegating and assigning work; using computers and related software applications; performing mathematical calculations; reading, comprehending and reviewing financial information; making program decisions based on financial considerations; adapting to rapidly changing environments; solving problems; mediating and resolving conflict; conducting negotiations; developing and implementing strategic plans; developing, implementing and applying policies and procedures; preparing and administering budgets; making recommendations for improvements; assist the director when needed; and communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information or receive work direction.

**PHYSICAL DEMANDS:**

Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.

**WORK ENVIRONMENT:**

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

**SPECIAL REQUIREMENTS:**

Safety Sensitive:  Child Sensitive:  Dept of Transportation (CDL):

*The City of Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.*

*Revision History: 3/28/25; 8/27/24; 10/20/23; 1/11/23*