

**CITY OF CHATTANOOGA**  
**Classification Specification Title: Chief Human Resources Officer**

**Department: Human Resources**

**Pay Grade: GS.24**

**Supervision Received From: Chief Operating Officer**

**FLSA Status: Exempt**

**Supervisory Responsibility For: Deputy Chief HR Officer**

**Established: 6/29/07**

**Dir. Safety, Compl & Risk Mgt, Dir Total Rewards, Dir.**

**Revision Dates: 4/1/25;**

**HRMS & Employment Svcs, Executive Asst**

**10/18/24; 8/27/224;10/20/23;**

**8/2/22; 2/22/23**

**CLASSIFICATION SUMMARY:**

The Chief Human Resources Officer (CHRO) is responsible for overall administration of the human resource management function that supports the City's mission, strategic priorities, and diversity goals. The CHRO acts as a partner and trusted advisor to the Mayor and City leadership to enable, lead, and support the development of collaborative relationships, ensure reasonable internal controls and timely accomplishment of human resources activities; and facilitate the workforce's commitment to public service. This position is responsible for delivering comprehensive human resource programs to the City, to include recruitment, onboarding, learning and development, evaluation, benefits and wellness, classification and compensation, protected leave, employee relations, counseling, records retention, risk management, and off-boarding processes for classified and unclassified staff.

**SERIES LEVEL:**

The Chief Human Resources Officer 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.)*

Plans, develops, organizes, implements, directs, and evaluates the City's human resource function and performance.

Participates in the development of the City's plans and programs as a strategic partner and innovative leader, particularly from the perspective of the impact on people.

Evaluates and advises on the impact of long-range planning of new programs/strategies and regulatory action as those items affect the attraction, motivation, development and retention of the people resources of the City.

Develops staffing and recruitment strategies and programs to allow the City to embrace applicants and employees of all backgrounds; identify talent within and outside the organization for positions of responsibility; and permit the full development of all employees.

Develops progressive and proactive compensation and benefits programs to provide motivation, incentives and rewards for effective performance.

Develops human resource planning models to identify competency, knowledge and talent gaps and develop specific programs to fill the identified gaps.

Areas of activity will include talent management through proper succession planning programs for key contributor and management positions, training and development programs to prepare employees for more significant responsibilities, and general business development programs to enhance employee knowledge and understanding of City government.

Enhances and/or develops, implements and enforces HR policies and procedures of the organization by way of systems that will improve the overall operation and effectiveness of the organization.

In particular, manages the human resource information systems database and provides necessary reports for critical analyses of the HR function and the people resources of the organization.

Develops and oversees the organizational structure, the budget, and staffing of the Department of Human Resources, in coordination with the Chief of Staff. Advises the Chief of Staff, Mayor and City Council on key matters of employee and employment-related issues.

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):

**MINIMUM QUALIFICATIONS:**

Bachelor's degree and ten (10)+ years of experience in roles of growing scope, responsibility, and demonstrable results in the talent management sector or a related field; or any combination of equivalent experience and education;

Advanced degree in human resource management, public administration, or a related field may be substituted on a year-for-year basis up to two (2) years of the required ten (10) years of experience as described above.

**LICENSING AND CERTIFICATIONS:**

SHRM Certified Professional (SHRM-CP), SHRM Senior Certified Professional (SHRM-SCP), IPMA-HR Senior Certified Professional (IPMA-SCP) or IPMA-HR Certified Professional (IPMA-CP) credential; or ability to obtain certification within one year of employment.  
A valid Driver's License

**KNOWLEDGE AND SKILLS:**

Extensive knowledge of leadership and management principles and advanced human resources

program management principles and practices; extensive knowledge of research and data analysis principles and practices; considerable knowledge of automated human resource information systems; and comprehensive knowledge of applicable federal, state and local laws, ordinances, codes, rules, regulations, policies and procedures;

Skilled in conducting and facilitating negotiations and mediations; conducting investigations; evaluating complex systems and efficiently formulating and implementing personnel methods, procedures, forms and records; developing and managing budgets; analyzing problems, identifying alternative solutions, projecting consequences of proposed actions and implementing recommendations in support of goals; and developing and analyzing service offerings and programs;

Experience developing and communicating a shared vision for public service challenges, needs, and opportunities.

A passion for employee-centered issues and desire to work with a mission-driven organization.

Demonstrated ability to execute projects while balancing multiple and competing priorities on tight deadlines, all while providing continual attention to detail and quality.

Politically astute with a proven track record of working effectively in partnership with City departments, elected officials, local, regional, and state governments, outside agencies, residents, and other key stakeholders to achieve goals and objectives.

Demonstrated ability to effectively lead and manage organizational cultural change and development, comprehensively leading and energizing a diverse team.

Highly effective communicator with maturity who demonstrates cultural competence, active listening, and responsiveness to the community, applicants, and employees.

#### PHYSICAL DEMANDS:

Positions in this class typically require: talking, hearing and seeing.

#### 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: N

Department of Transportation - CDL: N

Child Sensitive: N

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.