

CITY OF CHATTANOOGA

Classification Specification Title: Civic Engagement & Community Coordinator

Department: Executive Branch

Pay Grade: GS.10

Supervision Received From: Sr. Advisor for Public Affairs

FLSA Status: Exempt

Supervisory Responsibility For: None

Established: 7/05/16

**Revision Dates: 4/1/25;
8/27/24; 10/20/23; 8/16/22**

CLASSIFICATION SUMMARY:

This is an appointed position within the City of Chattanooga. The Civic Engagement Coordinator will be responsible for community outreach expertise to all departments of City government that need to convey information to City residents. The Civic Engagement Coordinator will provide opportunities for residents to become involved in government programs, services and operations. In addition, they will serve as the Mayor's Office liaison to the Department of Economic & Community Development's Neighborhood Services division to engage in neighborhood building. This position reports to the Mayor's Office but plays a support role in various departments.

SERIES LEVEL:

The Civic Engagement & Community Coordinator 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.)

Consults with project owners to develop engagement plans that include online goals and the strategy to reach goals.

Responsible for managing the creation and maintenance of tools that support engagement plans.

Collaborate with Economic and Community Development on initiatives to increase participation in neighborhood associations. Consult with City departments and assists with development and implementation of projects and initiatives on public engagement.

Serve as liaison to citizen and stakeholder led groups such as task forces and coalitions, created to increase citizen involvement on City issues.

Collect and report on metrics pertaining to performance on civic engagement.

Assist communications division on strategies to maximize outreach and audience growth.

Support City departments and Mayor's staff on engagement opportunities to maximize participation.

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:

Graduation from an accredited four-year college or university with a degree in Political Science, Communications or related field and a minimum of two (2) years experience in communication planning, project management, public relations or related experience, or any combination of equivalent experience and education. Experience in graphic design preferred.

LICENSING AND CERTIFICATIONS:

None

KNOWLEDGE AND SKILLS:

Knowledge of public involvement techniques and strategies; communication principles; community relations principles; implementing strategies; project management principles; communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction; and applicable federal, state and local laws, ordinances, codes, rules and regulations.

Skill in preparing marketing and collateral materials; strategic planning and implementing; public coordinating and organizing volunteers; using a computer and related software applications; analyzing a variety of data and making recommendations based on findings; handling multiple tasks simultaneously, organizing and prioritizing work; collaborating with non-profit and community-based organizations; applying independent judgment, personal discretion and resourcefulness in interpreting and applying guidelines; establishing and maintaining effective working relationships with other employees and those contacted in the course of work; communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS:

Positions in this class typically require: reaching, fingering, grasping, 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: 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.