

CITY OF CHATTANOOGA

Classification Specification Title: Community Center Program Manager

Department: Executive Branch, Community Development

Pay Grade: GS.13

Supervision Received From: Deputy Administrator

FLSA Status: Exempt

Supervisory Responsibility For: Program Coordinators

Established: 5/1/25

Revision Date: N/A

CLASSIFICATION SUMMARY:

Incumbents in this position classification are responsible for managing and supervising the day-to-day operations of the program coordinators and community engagement team; provide oversight to the Community Advisory Committees, managing program budget, and perform other duties as required. Work requires limited supervision and the use of independent judgment and discretion.

SERIES LEVEL: This 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, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals

Oversees the planning and implementation of programs, processes, procedures, systems, standards, and services at the community centers. Coordinating activities between multiple service areas; and working to integrate and coordinate service areas.

Ensure that programs and services are designed to meet the needs of the community.

Manage and administer programs to capture the collection of data, trains staff on software applications used for the capture, collection, and reporting of data; coordinates the installation of workstations and system integrations; administers report distribution software and defines reports for online viewing and printing; and coordinates systems integration, updates, software, and hardware installations.

Determines methods of operation and/or resources needed for programs and services. Monitors and makes adjustments to the program as needed.

Establishes, implements, and modifies policies and procedures within established guidelines.

Demonstrates effective written and verbal communication skills to include emails, letters, and other correspondence using Google Workspace apps.

Creates and disseminates promotional materials for community center programs and services, including brochures, posters, and flyers.

Assists with creating social media profiles, managing regular posts, and responding to followers.

Maintains current and identifies potential organizations to increase collaboration for citywide programs, develops contracts and proposals, and coordinates use of facilities by outside agencies.

Attends and/or chairs meetings and workshops as needed.

Maintains a working knowledge of the Employee Information Guide (EIG) to interpret rules, policies and procedures for staff members.

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 in Public or Business Administration; with four (4) years of management and supervisory experience in community and neighborhood engagement, program development, management, and oversight of major projects and boards; or any equivalent combination of education, training and experience.

LICENSING AND CERTIFICATIONS: None

SUPPLEMENTAL INFORMATION:

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.