

# CITY OF CHATTANOOGA

## Classification Specification Title: Community Outreach Coordinator

**Department: Community Development & Public Works**

**Pay Grade: GS.10**

**Supervision Received From: Depends on Department**

**FLSA Status: Exempt**

**Supervisory Responsibility For: None**

**Established: 6/16/14**

**Revision Dates: 1/09/26;  
4/1/25; 8/27/24; 8/31/23;**

**7/12/17**

### CLASSIFICATION SUMMARY:

This is a stand-alone position that requires 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. Work is performed with limited supervision.

### SERIES LEVEL:

The Community Outreach 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.)*

Manage, facilitate, and coordinate with staff; provide evaluations and foster regular reporting to supervising Directors.

Manage staff calendar and coordinate reporting, grant submissions, outreach activities, and marketing/presentations of programs and activities for the department and its subsidiaries.

Organize, coordinate, activate, and oversee special events and other activities and initiatives for the department.

Research and develop partnerships with agencies and stakeholders to provide learning opportunities as well as build working relationships for potential outreach cooperation.

Establish, handle, nurture, and sustain relationships with a variety of communities, neighborhood associations, churches, collaborative partners, and other relevant groups/organizations.

Maintain a calendar of the department's outreach activities, including community events, workshops, appearances, and other communication opportunities. Coordinate with other departments as needed.

Research, recommend, and provide written dialect for grant opportunities that benefit applicable programming for the department.

Regularly report on outreach contacts, engagement and follow up activities.

Engage and serve the community as a liaison between City Staff and /or departments and the public.

Represent the department at community meetings, speaking engagements, conferences, as needed.

Research, coordinate, implement, and manage the department initiatives to support outreach.

Oversee and prepare reports; maintain records on the goals and distribution of department funds raised.

Attend training as needed to foster learning and education growth for the development of the position.

Serve on community, scholarship, local, and state committees.

Assist in the preparation of an annual budget for community outreach activities.

Responsible for shared support to the designated staff/department.

Manage designated department purchase cards.

Handle designated department administrative support by creating/formatting forms, writing reports and/or communications and follow-up, creating presentations, managing accounting, overseeing grant reporting, and projects.

Recruit and collaborate with stakeholders' involvement in key initiatives.

Provide community outreach and organizing support to other departments as needed.

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):

**When working in the Community Safety & Gun Violence Prevention Department:**

Make assignments and review progress of intervention and prevention staff.

Research and develop partnerships with agencies to provide job training, placement and retention services for unemployed/underemployed citizens, women, youth, and justice-involved.

Research and develop partnerships with agencies for youth and adult intervention specialists to provide social services to public safety clients.

Research and implement public safety programming that impacts youth and adults ages 13 and up.

Establish policy drafts for approval in collaboration with CPD relative to procedures on fund usage with clients, crime victims, and witnesses.

Oversee and prepare reports; maintain records on the goals and distribution of CSGVP funds raised.

Collect information on offender employment programs to implement in targeted neighborhoods.

Coordinate CS and GVP events with Nurse Navigators and FJC.

Recruit and collaborate with non-profit, community-based, and faith based organizational stakeholders involvement in key initiatives.

Training may include, but are not limited to public safety, mental health, restorative justice, policing, and prevention.

**When working in the Land Development Office Department:**

Administer all pre-during-post activities and reporting for all Land Development Office Boards, Commissions, and Committees.

Creating and formatting forms, handouts, and how-tos for constituents and other staff.

Maintain stakeholder communication such as reaching out regularly with updates and check ins as well as keeping track of the contact lists.

Research and implement programming that impacts development in Chattanooga.

Manage purchase cards for the Land Use and Permit Clerk, assisting with purchase requests from Land Development Office staff. Coordinate and process travel arrangements, including business trips, annual conferences, and training events.

Assist with purchase requests from the Land Development Office staff.

Be a back-up for walk-in constituents by having a small amount of knowledge from each department in the Land Development Office.

Oversee all outreach activities including scheduling, communications, and creating or improving presentations.

#### MINIMUM QUALIFICATIONS:

Ten (10) years of any combination of equivalent relevant education, training or experience sufficient to perform the essential duties of the job will be considered.

Examples of relevant education when working as the Community Outreach Coordinator in the Community Safety & Gun Violence Prevention department include a Bachelor's Degree in Political Science, Public Administration or Communications. Examples of relevant experience include communication and project planning work, public relations activities or public policy development.

#### LICENSING AND CERTIFICATIONS:

Valid Driver's License

#### 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; written and verbal communication; preparing marketing and collateral materials.

#### 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: 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.