

CITY OF CHATTANOOGA
Classification Specification Title: Community Program Manager

Department: Community Development	Pay Grade: GS.12
Supervision Received From: Director Operations	FLSA Status: Exempt
Supervisory Responsibility For: None	Established: 2/07/25 Revision Date: 1/12/26;
	4/16/25

CLASSIFICATION SUMMARY:

The Community Program Manager is responsible for planning, implementation and oversight of programs within City government to engage residents and communities. Functioning within the Department of Community Development, this role implements initiatives to increase participation, awareness, and accessibility both internal and external to the city government through the creation and design of structured programs as well as coordinating projects, initiatives and events. The position reports to the Director of Operations and also provides administrative and supervisory duties. Through community building, strategic programmatic activities and targeted engagement, the role creates opportunities, connections, and capacity for residents and the removal of barriers to a better life. Work requires limited supervision and the use of independent judgment and discretion. All duties connected with this position must be performed using sound judgment and with utmost confidentiality at all times.

SERIES LEVEL:

The Community Program Manager 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.)

Lead, administer, manage, execute and direct the City's Internship Programs and related collaboration with students, higher education, public education and other sources. Oversee, advise and mentor City interns.

Supervise the day to day execution of the activities related to the internship and direct, monitor and review deliverables of contract agencies that provide specialized services related to program staffing. Approve timesheets and related documents.

Design, coordinate, and implement specialized programs within the Department of Community Development, and ensure compliance with applicable rules, regulations, and requirements.

Lead, create, plan and oversee programs, initiatives, strategies and events to align with department and citywide goals to attract public engagement and involvement in regards to community outreach.

Evaluate and monitor programs and events for short term and long term success. Make adjustments as needed.

Cultivate and strengthen relationships internal and external to government to include, nonprofit organizations, public and higher educational institutions, businesses, diverse populations and multicultural and underrepresented groups.

Serve as a quality control/quality assurance manager for programs and partnerships in support of the Department of Community Development strategic and tactical objectives.

Consult, advise and coordinate the Mayor's Council on Livability and Aging, the Mayor's Council on Disability, Human Rights/ Human Relations Advisory Board and other city councils. Serves as a liaison and resource for older adults, the disability community and other grassroots and nonprofit groups.

Confer and participate as a member of the department leadership team to develop and facilitate departmental strategies and advance the workplace culture within city government. Works in conjunction with the Director of Operation's efforts to increase belonging and fairness internal and external to the city government.

Lead and coordinate small, large scale, internal and city wide events, celebrations and initiatives such as focus groups, steering committees, MLKing Day of Service, Go Fest, the Annual Holiday Party, supplier diversity engagements and other events.

Launch and oversee City Employee Resource Groups (ERG) to engage the work culture of City government.

Collaborate with Supplier Engagement, Procurement and Human Resources on strategies to promote supplier and workforce inclusion to include training, outreach events, resource navigation to the diverse supplier community and workforce.

Create, plan and execute the department's outreach programs and events designed to provide networking and education for small and minority businesses that desire to do business with the City of Chattanooga and other entities.

Recruit and process applicants for the Minority Women Owned Business Enterprise Certification Program.

Lead and represent the department and the City in media, internal meetings, community events, workshops, conferences, taskforce and other functions. Maintain and update the department's social media public presence in collaboration with the Public Affairs Coordinator.

Interprets rules, policies and procedures for staff members, interns and residents.

May administer any grants, donations, sponsorships and received.

Develop materials, brochures, project briefs, surveys, and other forms of public engagement and program management.

Prepares and disseminates related reports which may encompass demographic, supportive services and existing infrastructure. Maintain a variety of information related to the assigned area of responsibility. Collects and reports on metrics pertaining to performance on diversity, inclusion, and equity and program participation.

Participates in/on a variety of meetings, committees, task forces, and/or other related groups in order to receive and/or convey information related to program offerings.

Uses, carries, and answers their cell phone for business purposes as determined by the assigned job duties and the department head.

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 Administration, Political Science, Cultural Studies or a related field and five (5) years experience coordinating or implementing diversity related programs, or any combination of equivalent experience and education. Masters Degree in Public Administration preferred.

LICENSING AND CERTIFICATIONS:

Valid Driver's License

KNOWLEDGE AND SKILLS:

Knowledge of community development principles; planning and economic development principles; grant management principles; budgeting principles; program coordination principles and practices; public relations principles and practices; community building and mobilization techniques; needs analysis methods; applicable Federal, State, and Local laws, ordinances, codes, rules, and regulations; research methods; data analysis techniques and methods; and, community agencies and resources.

Skill in providing public relations; using a computer and related software applications; conducting and evaluating needs analysis; marketing programs; interpreting, applying, and communicating applicable laws, ordinances, codes, rules, and regulations; developing and interpreting statistical data; coordinating neighborhood programs; speaking in public; preparing training materials; managing databases; applying independent judgment, personal discretion, and resourcefulness in interpreting and applying guidelines; and, establishing and maintaining effective working relationships with other employees and those contacted in the course of the work.

PHYSICAL DEMANDS:

Positions in this class typically require: reaching, standing, walking, fingering, grasping, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT:

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force

frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

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.