



Classification Specification Title: Compliance Officer

Department	General Government	Grade: GS.10
Supervision Received	Risk Officer	FLSA Status: Exempt -
Supervisory Responsibility	None	Established: Jun 29, 2007
		Revision: Mar 20, 2026

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for maintaining City compliance with Federal and State statutes governing civil rights, including the Americans with Disabilities Act (ADA), Section 504, Title VI, and the Fair Housing Act. Duties include assisting citizens who feel they have been discriminated against to understand their options under the law and guiding them through the complaint process; investigating issues and providing reports to City officials; reviewing City policies and procedures for compliance and providing community programs and attending local meetings in order to foster partnerships between the City and local organizations and citizen groups. Work requires limited supervision and the use of independent judgment and discretion.

SERIES LEVEL: The Compliance 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.)*

Responds to complaints related to landlord-tenant issues including discrimination which includes answering questions; advising complainants of options; assisting complainants through the complaint process; drafting and logging correspondence to complainants and respondents; coordinating mediation and panel hearings and ensuring conciliation meetings occur; gathering information and investigation allegations and determining if the department is the appropriate agency to handle the specific complaint and performing other related activities.

Among other duties, a Compliance Officer collaborates with city departments in federal funds for pre & post-awards, grants, surveys, and keeps records of complaints, and directs compliance issues to the appropriate existing channels for internal or external investigation or resolution as merited.

Participates in/on a variety of meetings, conferences, and/or other related groups in order to receive and convey information.

Prepares and gives presentations on issues related to fair housing, ADA, landlord-tenant laws, predatory lending, mediation, and/or other applicable topics.

Participates in developing and implementing new initiatives and programs to assist underserved populations.

Organizes special events and functions to bring specific groups of people together to focus on issues and promote change in the housing industry.

Reviews City policies and practices for compliance with applicable Federal and State statutes, which includes researching and drafting new policies to maintain compliance with applicable statutes; investigating issues concerning applicable laws and statutes; preparing related reports and recommendations based on findings; evaluating options and developing action plans to maintain compliance, and performing other related activities.

Responds to reasonable accommodation requests from the public for disabled persons wishing to participate in a city program service or activity; evaluates accommodation options and facilitates the implementation of applicable accommodations.

Creates and produces brochures, flyers, postcards, booklets, directories, form letters, surveys, and related collateral items to promote initiatives and programs.

Maintains information and research library; makes recommendations for the purchase of books and resources.

Creates, maintains, and updates the Agency website.

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):

None

MINIMUM QUALIFICATIONS:

Bachelor's degree in public administration, business administration, human resources, or a closely related field; supplemented by three (3) years of previous experience and/or training that includes investigating employment practices and alleged violations; mediating disputes; interpreting; providing technical assistance and/or enforcement on civil rights, equal employment opportunity, fair housing and/or American with Disabilities Act regulations or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

Valid Driver's License

Must have or obtain Rule 31 Mediator Certification within six (6) months of employment.

KNOWLEDGE AND SKILLS:

Knowledge of customer service principles; applicable Federal, State, and Local laws, ordinances, codes, rules, regulations, standards, policies, and procedures; collaborative mediation techniques; interviewing techniques; research methods; administrative complaint processes; eviction processes; investigative techniques, and telephone etiquette.

Skill in facilitating mediations; researching and writing legal documents; interviewing clients; analyzing cases and investigation results; providing customer service; interpreting and applying applicable laws, ordinances, codes, rules, regulations, standards, policies, and procedures; preparing business correspondence; counseling residents on housing-related issues; conducting investigations; handling multiple tasks simultaneously; speaking in public; coordinating special events, educational opportunities and community outreach programs, 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 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: Child Sensitive: Dept of Transportation (CDL):

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.

Revision History: 4/01/25; 8/27/24; 1/11/23