

# CITY OF CHATTANOOGA

## Classification Specification Title: Constituent Services Coordinator

**Department: Executive Branch**

**Pay Grade: GS.09**

**Supervision Received From: Constituent Services Dir.,  
Deputy Chief of Staff**

**FLSA Status: Exempt**

**Established: 3/25/25**

**Supervisory Responsibility For: None**

**Revision Date: 4/1/25**

### CLASSIFICATION SUMMARY:

Incumbents in this classification supports the Mayor's Office of Constituent Services by helping manage resident interactions and developing effective processes, technologies, and outreach initiatives. This position exercises independent judgment in addressing inquiries, resolving complaints, and aligning efforts with the Mayor's vision for responsive governance, and the incumbent must exercise a high level of discretion on a regular basis. The position reports directly to the Director of Constituent Services.

### SERIES LEVEL:

The Constituent Services 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.)*

Serves as a primary contact for resident concerns, ensuring timely resolutions.

Tracks and analyzes constituent communications, providing insights and recommendations to leadership.

Develops and maintains collaborative relationships across city departments and external partners.

Coordinates cross-departmental responses to constituent inquiries and issues.

Plans and facilitates resident engagement events and outreach activities.

Oversees, reviews, analyzes, and prepares reports, briefings, and recommendations for senior leadership.

Assists in identifying and implementing technology and process improvements to streamline constituent communications.

Analyzes data to identify trends, service gaps, and opportunities for policy enhancements.

Assists advising senior staff in the Mayor's Office on constituent issues and public sentiment.

Leads or supports cross-departmental initiatives to address high-impact constituent matters.

Contributes to resident engagement strategies, including public forums and digital outreach.

Confers with management and staff to conduct a needs assessment of work processes to determine what is needed to accomplish departmental asset infrastructure and maintenance management goals; assists with the development of optimal solutions.

Develops work process flow charts for identified work tasks to study and analyze workflow, utilization of resources, and infrastructure maintenance requirements; and ensures that tasks are predefined to organize the workflow of maintenance activity.

Oversees the promotion of program participation.

Designs and maintains applicable databases.

Evaluates, approves and makes recommendations.

Work nights, weekends, and extended hours as necessary.

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.

Perform other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Bachelor's degree in public administration, political science, or a related field with a minimum of three (3) years experience in office support, customer service, or related roles.

LICENSING AND CERTIFICATIONS: None

KNOWLEDGE AND SKILLS:

PHYSICAL DEMANDS:

Positions in this class typically require: standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing.

**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.