

CITY OF CHATTANOOGA

Classification Specification Title: Coordinator Senior Programs

Department: Finance

Pay Grade: GS.07

Supervision Received From: Assistant City Treasurer

FLSA Status: Non-Exempt

Supervisory Responsibility For: None

Established: 9/23/22

Revision Dates: 4/1/25;

8/27/24; 10/20/23

CLASSIFICATION SUMMARY:

Incumbent in this classification is responsible for coordinating and managing the activities of a state program for seniors. This includes processing, recording, and verifying tax relief and tax freeze applications, receipt of seniors' portion of property tax and receipt of tax relief amounts from the state. This position is responsible for collecting stormwater fees from United Way on behalf of the seniors. Duties include recording entries, completing reports, handling telephone inquiries, and assisting revenue specialists with collecting taxes. Work is performed with moderate supervision.

SERIES LEVEL:

The Coordinator Senior Programs 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.)

Oversee State of TN property tax relief & tax freeze programs. This includes knowledge of applicable State policies and procedures regarding these programs, and assisting senior citizens with the application and renewal process. Follow up with the state and keep seniors up to date regarding the status of their applications.

Develops, and maintains the schedules and records. Assist seniors in the centers throughout the community and in the treasurer's office. Minimum travel to centers is required.

Processes property tax payments from seniors for their portion and serves as a liaison with the State of TN ensuring program objectives are being met and in procedural compliance.

Review and recommend refunds when applicable due to overpayments from the seniors, State, or United Way. Establish methods and means of accomplishing program objectives; implement policies and procedures.

Coordinate and review United Way work applications: meet with staff to identify and resolve problems; ensure that stormwater fee applications are received from seniors in a timely manner.

Submit the approved applications to United Way and request payment from United Way on a weekly basis.

Assist Seniors with questions and complaints. Provide support and guidance; provide information to staff, and other interested parties to include public, local or state stakeholders.

Maintain an electronic list of all applications approved and denied for tax freeze and storm water fees. In addition, track tax relief approvals.

Assist all taxpayers in the collection of property taxes and storm water fees, answer telephone calls, correspondence and in-person inquiries or complaints.

Prepares reports on program performance, needs of service, demographic data related to the senior program. Contribute to and insure the evaluation of the senior program performance.

Coordinate with the tax manger the daily schedule of the part time staff.

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.

MINIMUM QUALIFICATIONS:

High school diploma or GED and two (2) years of related work experience sufficient to perform the essential duties of the job will be considered or any combination of equivalent experience and education.

Example of relevant education is a High School Diploma or a GED. Examples of relevant work experience include cashier experience, customer service which required handling cash or office/clerical experience.

LICENSING AND CERTIFICATIONS: None

KNOWLEDGE AND SKILLS:

Familiarity with customer service principles; modern office procedures, recordkeeping principles and practices.

Ability to use a computer and related software applications; provide excellent customer service; maintain records and good communication and interpersonal skills in dealings with coworkers, supervisor, and the general public, sufficient to exchange or convey information and receive work direction.

PHYSICAL DEMANDS:

Positions in this class typically require 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.