

CITY OF CHATTANOOGA

Classification Specification Title: Customer Relations Specialist

Department: Parks & Outdoors

Pay Grade: GS.06

Supervision Received From: Director Outdoor Chattanooga

FLSA Status: Non-Exempt

Supervisory Responsibility For: None

Established: 6/29/07

Revision Dates: 4/1/25

8/27/24; 10/26/23; 12/01/15

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for creating, maintaining and distributing written and verbal communications for Outdoor Chattanooga. Duties include: compiling, writing, editing, publishing, and distributing a weekly e-newsletter; social media events and posts, updating and maintaining department website; conduct customer reservations and prompt reply to in person and written inquiries; writing articles, press releases, and other materials for local, regional, and national publication. Work is performed with limited supervision.

SERIES LEVEL:

The Customer Relations Specialist 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.)

Compiles, writes, edits, publishes, and distributes newsletter to applicable individuals and other parties.

Updates and maintains a website with events listings and new or revised content.

Prepares articles and other related materials for local, regional, and national publications.

Creates and disseminates promotional materials for events, including brochures, posters, and flyers.

Performs a variety of general administrative activities in support of division operations, which includes: answering phones; maintaining, ordering and paying for supplies; setting up and scheduling meetings; compiling monthly purchase reports and/or performing other related activities.

Posts consistently to social media platforms, creating content, events and blogs.

Assists with programs or at events.

Available to work flexible hours and occasional weekends.

Updates customer accounts in the database, records transactions accurately and post payments timely.

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 relations, English or related field, and two (2) years' experience related to public relations, customer relations, writing newsletters, media, journalism or related field; or any combination of equivalent experience and education. Will be required to drive a City vehicle to events on occasion.

LICENSING AND CERTIFICATIONS:

Valid Driver's License, CPR/First Aid Certification.

KNOWLEDGE AND SKILLS:

Knowledge of customer service principles; public relations principles; promotional techniques; media outlets; basic web design principles. Skill in providing customer service and public relations; creating promotional materials; 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 reaching, 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: Y

Department of Transportation - CDL: N

Child Sensitive: Y

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.