

CITY OF CHATTANOOGA

Classification Specification Title: Director Constituent Services

Department: Executive Branch

Pay Grade: GS.14

Supervision Received From: Deputy Chief of Staff

FLSA Status: Exempt

Supervisory Responsibility For: Constituent Services Spec.

Established: 10/23/15

Revision Dates: 4/1/25;

2/28/24; 9/16/24; 10/2023;

9/28/2023

CLASSIFICATION SUMMARY:

The Director of Constituent Services is a senior leadership position within the Mayor's Office, responsible for overseeing the Mayor's Office of Constituent Services activities and team, ensuring alignment with the Mayor's vision for transparent and responsive governance. This position exercises independent judgment and discretion in managing constituent relations, developing outreach strategies, and advising executive leadership on resident concerns and service trends. The Director reports directly to the Deputy Chief of Staff and is an appointed position within the City of Chattanooga.

NOTE: This is an appointed position within the City of Chattanooga.

SERIES LEVEL:

This 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.)

Provide strategic leadership to the Constituent Services team and activities, including supervisory, performance review, and professional development responsibilities for assigned staff.

Develop and implement processes and systems to address resident, elected official, and other stakeholder inquiries and concerns promptly, effectively, and consistently.

Ensure staff and cross-functional team members are trained on processes and systems.

Collaborate with the Deputy Chief of Staff, the Department of Technology Services, and other relevant entities to develop and implement technology solutions that allow for the consolidation of and reporting-out on constituent communication activities.

Oversee data analysis of constituent communications to identify trends, gaps in service, and opportunities for policy improvements.

Advise the Chief of Staff, Deputy Chief of Staff, and other senior officials on constituent issues and public sentiment.

Build and maintain collaborative partnerships with city departments, agencies, and community organizations.

Lead cross-departmental initiatives to resolve high-impact constituent issues.

Develop and execute resident engagement strategies, including public forums, outreach events, and digital communications.

Manage major projects and initiatives from conception to completion, ensuring alignment with the Mayor's goals.

Prepare high-level reports, briefings, and recommendations for senior leadership.

Serve as a liaison and strategic advisor on behalf of the Mayor's Office for an assigned set of stakeholder groups, including but not limited to the Mayor's Council for Women.

Support the Mayor and Mayor Communications on media interviews as assigned, and attend as needed.

Attend City Council Business Meetings to track public comments, to provide resolution as needed, and to report out to Executive Leadership as needed.

Serve as primary coordinator for Mayor's Open Office Hours and other public-facing events as assigned.

Exercise exemplary professionalism, discretion, courtesy, and accuracy when carrying out the duties of this role.

May be required to use, carry and answer their cell phone as determined by their job duties.

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 (Master's degree preferred) OR equivalent and five (5) years of experience in public administration, community engagement, or a related leadership role or any combination of equivalent experience and education.

Experience managing teams and projects with a record of delivering results.

LICENSING AND CERTIFICATIONS:

A valid Driver's License

KNOWLEDGE AND SKILLS:

Skilled in strategic thinking and leadership skills with a focus on public service excellence; exceptional written and verbal communication skills with cultural competence and diplomacy; highly proficient in data analysis and performance measurement tools.

Ability to manage multiple high-priority projects under tight deadlines; building relationships with elected officials, community leaders, and diverse stakeholders; to effectively communicate with Elected Officials at all levels.

Knowledge of high-level political acumen and discretion in handling sensitive issues.

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.