



Classification Specification Title: Family Support Navigator

Department	Community Development	Grade: NP.GF
Supervision Received	OFE Navigation & Outreach Coordinator	FLSA Status: Non-Exempt
Supervisory Responsibility	None	Established: Jul 21, 2026
		Revision: N/A

CLASSIFICATION SUMMARY:

Incumbents in this position are responsible for assisting with the client intake process and community outreach for Office of Family Empowerment programs. Responsibilities include entry of information into the client management system, communicating with applicants to gather information or documentation, providing information about OFE programs and services, attending outreach events, and making referrals to community partners as appropriate. Work is performed under general supervision, working from defined policies and procedures.

SERIES LEVEL: The Family Support Navigator 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.)*

Communicates with individuals and community partners to generate applications for OFE programs and services.

Serves as an initial contact for OFE clients and assists applicants in understanding and navigating the application process.

Follows up with contacts from a list of individuals seeking services from OFE in a timely manner.

Identifies the appropriate program or service for which individuals should apply based on their circumstances and eligibility criteria and provides proper application forms and instructions.

Communicates with potential applicants to share information about programs, services, and the application process.

Attends community events to promote OFE programs and services and provide information to potential applicants.

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:

High school diploma or GED, which can be supplemented by two (2) years of customer service experience; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

Valid Driver's License

Bilingual in Spanish and English preferred.

KNOWLEDGE AND SKILLS:

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups and/or boards of directors. Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations. Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

PHYSICAL DEMANDS:

Positions in this class typically require 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 a 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: 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: N/A