

CITY OF CHATTANOOGA

Classification Specification Title: Guest Services Specialist

Department: Parks and Outdoors

Pay Grade: GS.05

Supervision Received From: Dir. Special Events & Parks Prog. FLSA Status: Non-Exempt

Supervisory Responsibility For: None

Established: 12/14/23

Revision Date: 4/2/25

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for providing routine clerical duties including answering telephones, greeting and assisting visitors, filing, supporting integration of guest service functions and service delivery by DPO staff, performing data entry and distributing mail.

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.)

Performs various routine clerical duties utilizing standard office procedures and equipment: including screening incoming calls, taking and transmitting messages, maintaining calendars, keyboarding information into applicable databases and/or other computerized systems to collect and maintain records and information in assigned area of responsibilities, making photocopies, performing data entry, faxing documents, typing/word processing, managing inventory/supplies, and meeting and greeting the general public, coordinating and hosting site visits to parks and reservable amenities, and supporting special events.

Supports Director of Special Events to manage master schedule and reservation system to support Parks & Outdoors guest services.

Supports Director in managing park reservation software including primary point of contact for visitors.

Serves as the front desk point of contact for DPO walk-in guests at the Philip Grymes Center and other DPO locations as assigned.

Works in the field at special events and DPO programs as assigned in a supporting role

Creates service requests and work order templates to capture identified tasks and data; track materials, equipment and additional information.

Uses, carries and answers their cell phone for business purposes as determined by the assigned 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.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

High School Diploma or GED; supplemented by one (1) year experience or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS: None

SUPPLEMENTAL INFORMATION

Knowledge of customer service principles; modern office procedures, methods, and equipment; and filing principles and practices. Skill in using computers and related software applications; providing customer service; filing; keyboarding; using modern office equipment; maintaining records and files; and, 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, standing, walking, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT: Exerting up to 25 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.

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.