

# **CITY OF CHATTANOOGA**

## **Classification Specification Title: Internal Communications Coordinator**

**Department: Executive Branch**

**Pay Grade: GS.10**

**Supervision Received From: Mayor**

**FLSA Status: Exempt**

**Supervisory Responsibility For: None**

**Established: 7/1/23**

**Revision Dates: 4/2/25;**

**10/23/24; 9/19/24**

### **CLASSIFICATION SUMMARY:**

As the Internal Communications Coordinator works closely with the Chief Operating Officer and to the Mayor's senior leaders and will be responsible for developing and executing effective internal communications strategies to keep municipal employees informed and engaged. This position will also work closely with department heads, managers, and staff across the organization to ensure that all team members receive timely and relevant information about municipal initiatives, policies, and procedures.

**\*\*\*This is an APPOINTED Position\*\*\***

### **SERIES LEVEL:**

The Internal Communications Coordinator 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.)*

Develop and implement a comprehensive internal communications strategy that aligns with the municipality's goals and objectives.

Create and distribute internal communications materials, including newsletters, memos, announcements, video, text messages, and other written content.

Help develop and maintain an intranet site, internal message boards, and social media channels to share news and information with employees.

Collaborate with department heads, managers, and staff to ensure that communications are accurate, consistent, and relevant to employees' needs and interests.

Coordinate with the Mayor's Communications Office to ensure that all communications are accurate and consistent.

Assist in the planning and execution of employee engagement initiatives, such as all-hands and town hall meetings, employee surveys, and focus groups.

Evaluate the effectiveness of internal communications initiatives and make recommendations for improvement.

Ensure that all internal communications comply with municipal policies, procedures, and legal requirements.

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 communications, public relations, journalism, or a related field. Three (3)+ years of experience in internal communications, preferably in a municipal or government setting; or any equivalent combination of education, training and experience which provides the requisite knowledge, skills, and abilities for this job.

LICENSING AND CERTIFICATIONS: None

#### KNOWLEDGE AND SKILLS:

Excellent written and verbal communication skills. Strong project management and organizational skills. Ability to work independently and collaboratively in a fast-paced, deadline-driven environment. Demonstrated ability to manage multiple projects simultaneously and adapt to changing priorities. Knowledge of best practices in internal communications, including emerging trends and technologies. Familiarity with municipal government structure

and operations. Proficiency in Google Workspace and communication tools such as email marketing software, social media management tools, and intranet platforms.

#### PHYSICAL DEMANDS:

Positions in this class typically require climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.

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.

#### WORK ENVIRONMENT:

Must be able to travel to various locations and perform duties in a variety of weather conditions. May be subjected to vibrations, fumes, odors, dusts, extreme temperatures, inadequate lighting, workspace restrictions, intense noises, infectious diseases, criminal suspects and prison inmates.

#### 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.