

CITY OF CHATTANOOGA
Classification Specification Title: Manager Development Programs

Department: N/A

Pay Grade: GS.

Supervision Received From: N/A

FLSA Status: Exempt

Supervisory Responsibility For: N/A

Established: N/A

**Reviewed Dates: 4/16/25;
10/20/23**

CLASSIFICATION SUMMARY:

The Manager Development Programs is a staff level project manager for various employee engagement activities. The incumbent is responsible for helping promote a positive organizational culture and will be primarily responsible for the creation and execution of internal employee engagement and Police HR communications campaigns as well collaborating with marketing, and employees throughout the organization to drive employee awareness and engagement by creating initiatives that promote the key objectives of the organization.

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.)

Maintain the employee engagement programs and initiatives that align with strategic organizational goals and culture.

Develop and communicate positive employee relations strategies and retention initiatives that foster and promote a culture of excellence.

Establish and maintain measurement standards to provide meaningful information that will guide continual improvement and further increase employee engagement, satisfaction and retention.

Responsible for ensuring content consistency of messages and alignment.

Encourage the adoption of relevant social media best practices into the corporate culture and work within the company's internal social media related engagement projects, as well as recommending new systems and vehicles to improve the quality, consistency and timeliness of information.

Serve as project point person on specific segments of employee engagement and communications programs,

Designs and administers components for employee engagement surveys.

Act as the Development coordinator for the launch of special programs and events.

Partner with change leadership teams to leverage employee communications as part of the change management process.

Assess organizational climate through employee surveys and focus groups.

Analyze information and identify workplace improvement needs.

Evaluate the effectiveness of employee relations programs through the use of metrics.

Stay informed and aware of organizational operations and initiatives and identify areas where additional internal associate engagement communication is needed and develop a plan to meet those needs;

Administers significant portions of rewards and recognition programs within Department of Police.

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 related field; Minimum two (2) – four (4) years' prior employee engagement experience or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS: None

SUPPLEMENTAL INFORMATION:

Ability to articulate and champion the key business drivers and ROI of employee engagement; Ability to think critically and problem solve; Proven track record of being energetic, forward thinking and creative, while also able to challenge assumptions; Champions innovation, change and diversity by embracing and generating better and more inventive ways to improve individual and business performance aligned to a shared purpose. Courageously takes appropriate risks. Commits to sustained, effective change and executes based upon planned change; Knowledge of business and management principles, as well as resource coordination; Must have an eye for detail and possess the writing and grammatical skills necessary to develop content that requires little or no editing includes including providing content for internet and intranet; Proven experience with delivering impactful employee experiences through effective communications and internally facing events or engagements; The ability to handle tasks independently, as well as with a team, and to effectively communicate with a range of individuals, from senior managers and affiliated partners to team members; Excellent listening, creative thinking and interpersonal skills, including the demonstrated ability to establish and maintain relationships and build influence with people internally and externally; and Knowledge of tools, processes and working with various communications platforms, including print and digital.

PHYSICAL DEMANDS: Positions in this class typically require reaching, standing, walking, fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.

WORK ENVIRONMENT: Sedentary Work: 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, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

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.