

CITY OF CHATTANOOGA

Classification Specification Title: Manager Neighborhood Service and Development

Department: Constituent Services

Pay Grade: GS.13

Supervision Received From: Director Constituent Services

FLSA Status: Exempt

Supervisory Responsibility For: Neighborhood Relations

Established: 4/09/15

Specialist, Neighborhood Program Specialist

**Revision Dates: 4/9/25;
10/20/23**

CLASSIFICATION SUMMARY:

Incumbents in this classification perform duties related to planning, managing and supervising activities and programs of Neighborhood Service Development (NSD). Typical responsibilities include but are not limited to supervising NSD staff; developing, recommending and implementing projects and programs; promoting outreach activities and analyzing the effectiveness of projects and programs; consulting with department management on various administrative and personnel issues; developing project and program guidelines, rules and regulations. Works are performed with general direction.

SERIES LEVEL:

The Neighborhood Service and Development Manager 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.)

Supervises Neighborhood Service and Development (NSD) staff to include prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment and making hiring, termination and disciplinary recommendations.

Develops long and short range project, program and personnel goals and objectives; initiates and develops project and program guidelines, rules and regulations.

Coordinates the implementation of policies, procedures and standards for the efficient and effective operation of projects and programs.

Analyzes the effectiveness of projects and programs through reports, written evaluations and determines methods to improve effectiveness.

Prepares reports on project and program activities; reviews financial stability of projects and programs by analyzing revenue and developing budgets.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Bachelor's degree from an accredited four (4) year college or university in Business Administration, Public Administration or a related field in community engagement; and at least five (5) years of experience with housing, program development, strategic planning, implementing and evaluating programs, including three (3) years supervisory experience preferred; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS: None

KNOWLEDGE & SKILLS:

Knowledge of managerial principles and practices; methods and techniques used to market and promote programs; principles of project and program planning, development and evaluation; customer service principles; supervisory principles; and applicable Federal, State and local laws, codes, regulations, policies and rules.

Skill in monitoring and evaluating the work of subordinate staff; prioritizing and assigning work; preparing and presenting oral and written reports; managing projects and programs; developing evaluation tools and analyzing project and program effectiveness; developing and implementing strategic plans; implementing policies and procedures; providing customer service; developing and maintaining budgets; communication and interpersonal skills as applied to interaction with coworkers, supervisors, and the general public, sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS:

Positions in this class typically require: 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.