

# CITY OF CHATTANOOGA

## Classification Specification Title: Manager Work-Based Learning

**Department: Human Resources**

**Pay Grade: GS.12**

**Supervision Received From: N/A**

**FLSA Status: Exempt**

**Supervisory Responsibility For: None**

**Established: 2/12/19**

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

### CLASSIFICATION SUMMARY:

Incumbents in this classification oversee the development and delivery of all of the Work-Based Learning (WBL) programs in the City of Chattanooga, including daily activities, public workshops and events, some project work and our school programs. This position works collaboratively and influences stakeholders across the City and externally to achieve the objectives outlined in the Learning and Engagement Strategy, including maintaining and developing partnerships with school networks, creative practitioners, universities and a variety of other partners. Work is performed under general supervision.

**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.)*

In consultation with the Talent Acquisition and Development (TAD) Division leading from the front, ensure all learning activities reflect the City's Human Resources'(HR) vision -- Build Competitive Advantage Through People.

Lead the day-to-day management of all operational aspects of learning delivery, responding efficiently to stakeholder needs and responding quickly to changes in the operation of the WBL program, whilst also ensuring that all activities are safe and appropriately risk assessed.

Actively manage team members to achieve high quality team performance that contributes to focus on 4 key areas: 1) Hire and develop the best people; 2) Create a great place to work; 3) Provide outstanding service every time; and 4) Make the City better.

Utilize specialized knowledge, understanding of audio-visual equipment and the latest developments in the field of WBL, ensuring that professional standards are maintained to guarantee that quality products are delivered.

Proactively develop the reach and impact of our learning programs, ensuring there is a robust approach to evaluation of Key Performance Indicators in place across all activities.

In consultation with the Executive Director of the TAD Division and the Director of Professional Development, work towards the ongoing development and evaluation of the Learning and

Engagement Strategy.

Participates in special projects and programs as assigned.

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:

Master's Degree in Education or related field and two (2) years of related experience; or a Bachelor's degree in Education or related field and four (4) years of related experience; or any combination of equivalent experience and education. Experience must include work that demonstrates substantive project management leadership, skills and knowledge, excellent diplomacy and interpersonal skills across different departments and with external stakeholders, successfully supervising teams, and efficiently managing others. Experience must also include work developing learning programs and projects in a City or similar environment.

LICENSING AND CERTIFICATIONS: None

SUPPLEMENTAL INFORMATION:

Considerable knowledge of human resources principles and practices; customer service principles; training principles and practices; and applicable federal, state, and local laws, rules and regulations. Working knowledge of WBL, including knowledge of identifying training needs by evaluating strengths and weaknesses. Evidence of a high level of public engagement skills and the ability to devise and develop workshops, resources and a wide range of activities for different audiences.

Excellent communication and presentation skills, demonstrated through a wide range of experience presenting to different audiences, teaching and delivering learning in different formats (e-learning, workshops, presentations, talks, and tours), as well as interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction. Proven ability to work collaboratively with a wide range of experts, freelancers, artists, festivals or other practitioners and of commissioning learning activity. Ability to attend to detail, and to think critically about new programs. Ability to work effectively under own initiative and as part of a team, to work under pressure with a positive attitude and also to enthuse and engage others.

PHYSICAL DEMANDS:

Positions in this class typically require: standing, walking, fingering, 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.