

CITY OF CHATTANOOGA
Classification Specification Title: Multimedia Assistant

Department: Public Library

Pay Grade: GS.10

Supervision Received From: Public Relations Coordinator 2

FLSA Status: Non-Exempt

Supervisory Responsibility For: None

Established: 1/12/15

Revision Dates: 4/2/25;

10/20/23; 1/11/23

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for updating, maintaining and ensuring the full functionality of the library website. Other duties include creating signage and displays and assisting with library social media operations. Work is performed with moderate supervision.

SERIES LEVEL: This is a stand-alone position within the library.

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.)

Designs, updates and maintains the web pages of the library website which includes maintaining search links, optimizing photos, creating graphics and forms or other related activities; edits web content, maintains site map and file directory structure, coordinates updates, and changes.

Makes recommendations for improvements to the website and/or its functionality; troubleshoots website problems, errors, and usability issues.

Provides support to library staff on problems with web applications and/or other web maintenance issues.

Designs and produces signage for displays and general information.

Assists with social media operations, including but not limited to, posting and/or updating library social media pages.

Develops and/or prepares presentation materials as directed.

Ability to work flexible hours and weekends and to work independently. Incumbents in this position are on-call 24/7.

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 required.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Vocational/Technical Degree in Computer Science, Graphic Design or related field and two (2) years of experience required in maintaining websites based on a web content management system (CMS) including one year of graphic design experience; or any combination of equivalent experience and education. Experience using Adobe Creative Suite preferred.

LICENSING AND CERTIFICATIONS: None

SUPPLEMENTAL INFORMATION:

Knowledge of Internet concepts; customer service principles; web content management systems; basic programming languages; Structured Query Language (SQL) databases; graphic design principles; popular social media applications; software and equipment used to create signage and presentations.

Skill in using computers and related software applications; managing multiple simultaneous deadline-driven projects; providing customer service; maintaining and updating websites based on web content management systems (CMS); using basic programming languages; following procedural and technical standards; prioritizing tasks; monitoring and assessing websites; creating graphic materials using a range of media, methods, techniques and equipment; communication and interpersonal skills as applied to interaction with coworkers and supervisor 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.