

CITY OF CHATTANOOGA

Classification Specification Title: Navigation Clerk FT

Department: Community Development

Pay Grade: GS.03

Supervision Received From: OFE Navigation Specialist

FLSA Status: Non-Exempt

Supervisory Responsibility For: None

Established: 3/08/22

**Revision Dates: 4/2/25;
10/20/23**

CLASSIFICATION SUMMARY:

Communicates with individuals and community partners to generate applications for OFE programs and services.

SERIES LEVEL: The Navigation Clerk 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.)

Under the supervision of the OFE Navigation Specialist.

Makes initial and follow-up contacts from a list of individuals seeking services from OFE in a timely manner.

Identifies the appropriate program or service for which individuals should apply based on their circumstances and eligibility criteria and provides proper application forms and instructions.

Communicates with potential applicants to share information about programs, services, and the application process.

Serves as an initial contact for OFE clients and assists applicants in understanding and navigating the application process.

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: Any combination of training and/or experience equivalent to a high school diploma supplemented by two (2) years of customer service experience; or any combination of equivalent experience and education. Must be comfortable communicating with diverse populations and effectively use written correspondence as well as telephone, and must be able to maintain accurate demographic information in online client management databases. Bilingual (English/Spanish) preferred.

LICENSING AND CERTIFICATIONS: None

KNOWLEDGE & SKILLS:

Ability to read, analyze and interpret common scientific and technical journals, financial reports and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups and/or boards of directors.

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and outside weather conditions. The noise level in the work environment is usually moderate.

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.