

CITY OF CHATTANOOGA

Classification Specification Title: Neighborhood Relations Specialist

Department: Community Development

Pay Grade: GS.09

Supervision Received From: NBHD Svcs. and Dev Mgr.

FLSA Status: Exempt

Supervisory Responsibility For: None

Established: 6/29/07

**Revision Dates: 4/2/25;
12/13/24; 2/2/24; 10/20/23**

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for providing technical and hands-on support to new and existing community organizations within the Neighborhood Services & Development Division of the City of Chattanooga's Department of Equity & Community Engagement. Duties include the development and implementation of division programs; assisting in the development of strategies and tactics to achieve goals; providing on-going assistance with the recruitment and retention of members; providing service referrals and assisting in the development and implementation of appropriate neighborhood programs and initiatives. Work is performed under limited supervision.

SERIES LEVEL:

The Neighborhood Relations Specialist is the first level of a two-level neighborhood relations series.

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.)

Implements the theories and practice of community development in support of local community organizations including Neighborhood Associations, community groups, coalitions, and other voluntary associations.

Develops and implements division programs.

Assists local residents in the formation of community organizations.

Provides technical assistance to community organizations to include but not limited to organizational development, fundraising, advocacy, grassroots organizing, meeting facilitation, agenda-setting, issue development, and the development and implementation of organizational mission, vision, and goals.

Carries a caseload of Neighborhood Associations and attends meetings on a regular basis while engaging in continual communication with Neighborhood Association leaders to provide support on issues of concern.

Documents and resolves community issues through customer service advocacy with internal and external partners.

Assists with the development of Neighborhood Association bylaws, membership recruitment and retention, goal prioritization and objective achievement, evaluation of outcomes, building consensus and training officers of groups; researching new community building strategies; conflict mediation; attending public meetings; developing neighborhood watch groups and committees and providing related assistance.

Provides leadership development opportunities and training to neighborhood leaders. Effectively advocates for community concerns to internal partners and delivers answers and solutions to community stakeholders.

Creates and prepares reports and research as requested by division manager or department leadership.

Creates and provides arrangement for other programs or activities as directed by division manager or department leadership.

Provides regular reports on work activities to Division Manager or department leadership.

Uses, carries, and answers their cell phone for business purposes as determined by the assigned job duties and the Division Manager or department leadership. Performs other duties as assigned by Division Manager or department leadership.

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 Community Development, Political Science, Social Work or a related field and one (1) year of experience engaging in community development activities such as providing technical support to community organizations in the implementation of various programs or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

Valid Driver's License

SUPPLEMENTAL INFORMATION

Knowledge of theories and practice of community development; community organizing; principles of political theory and government; public sector entities; applicable Federal, state, and local laws, ordinances, codes, rules and regulations; principles and practices of program coordination.

Skill in community advocacy; leadership development; communication; conflict management and resolution; data-informed research and reporting; excellent interpersonal and team-building practices; technical knowledge of common resources for community development including sources of population data, grants, GIS and other government data; applying independent judgment, personal discretion and resourcefulness in interpreting and applying guidelines; identifying appropriate community resources based on applicable situations and establishing and maintaining effective working relationships with other employees and those contacted in the course of the work.

Bilingual in English and Spanish is strongly preferred, but not a requirement of this position.

PHYSICAL DEMANDS:

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

WORK ENVIRONMENT:

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

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.