

CITY OF CHATTANOOGA

Classification Specification Title: Program Specialist

Department: Community Development

Pay Grade: GS.05

Supervision Received From: Dir. Community Centers

FLSA Status: Non-Exempt

Supervisory Responsibility For: None

Established: 7/01/23

**Revision Dates: 4/3/25;
10/20/23**

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for planning, instructing and leading daily programs for diverse populations including children, adults and seniors. Duties may include conducting/teaching and/or officiating sports events; performing administrative tasks such as creating program attendance reports, reserving facilities and creating marketing materials; assisting with researching, grant writing and budget developing activities for new programs; serving on City committees; attending meetings as a representative of the City; scheduling vehicles for program transportation; collecting fees for programs or facilities usage and training and overseeing volunteer staff. Work is performed with moderate supervision.

SERIES LEVEL: Program Specialist is the second level of a two-level recreation support 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.)

Assists in planning, preparing, coordinating, leading and facilitating a wide variety of indoor/outdoor recreational events, classes and/or activities which may include supervising patrons; recruiting volunteers; reserving facilities and/or transportation; procuring supplies; scheduling events, classes and/or activities; developing promotional and marketing materials; preparing rosters; setting up sites; monitoring events; assessing and managing program risks and/or performing other related activities.

Performs tasks related to routine day-to-day operations, including inventory and recreational gear/equipment maintenance activities and monitoring sites and facilities for potential safety hazards.

Responds to requests for information or complaints over the phone and in person regarding recreation programs, processes, procedures, events and/or activities.

Serves as a liaison with program participants, sponsors and volunteers.

May prepare fiscal reports of program revenues.

Performs routine clerical work.

Registers participants for programs, events and/or classes; receives and processes applications and fees; maintains related records and information.

Participates in/on a variety of meetings, committees and/or other related groups in order to receive and convey information.

Uses, carries, and answers their cell phone for business purposes as determined by the assigned job duties and the department head.

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 Recreation Management or related field and two (2) years increasingly responsible for organized sports, recreation, outdoor and adventure recreation experience; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS: Ability to obtain First Aid/CPR Certification or certifications specific to area of assignment.

SUPPLEMENTAL INFORMATION

Knowledge of basic/adventure based recreation operations in assigned areas of responsibility; record keeping methods and procedures; customer service principles; modern office procedures and inventory maintenance principles. Skill in providing customer service; using a computer and related software applications; maintaining records; operating modern office equipment; monitoring and maintaining inventory; communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS: Positions in this class typically require reaching, fingering, grasping, talking, hearing, seeing, and repetitive motions.

WORK ENVIRONMENT: Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently and/or up to 10 pounds of force constantly to move objects. Incumbents may be subjected to moving mechanical parts, extreme temperatures, and intense noises.

SPECIAL REQUIREMENTS:

Safety Sensitive: Y

Department of Transportation - CDL: N

Child Sensitive: Y

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.