

CITY OF CHATTANOOGA

Classification Specification Title: Senior Ombudsman

Department: Public Works

Pay Grade: GS.15

Supervision Received From: Deputy Chief Operating Officer

FLSA Status: Exempt

Supervisory Responsibility For: None

Established:

Revision Date: 4/4/25

CLASSIFICATION SUMMARY:

Incumbents in this classification will play a crucial role in the Land Development Office (LDO), serving as a key liaison between the public and the permitting office. This role is responsible for addressing and resolving complex issues related to land development, facilitating communication between stakeholders, and ensuring that permitting processes are transparent, efficient, and equitable.

SERIES LEVEL:

The Senior Ombudsman is a stand-alone classification.

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.)

Act as the primary point of contact for citizens, developers, and other stakeholders to resolve disputes and address concerns related to land development and permitting processes, particularly in instances where the issue does not require a formal variance from a review board.

Engage with community members, developers, and government agencies to facilitate understanding and collaboration on land development projects, issues, and regulations. Attend professional organization meetings and provide or coordinate information and training on requested topics.

Provide expert advice and guidance on land development regulations and policies to stakeholders, ensuring compliance and clarity. Including coordinating and/or facilitating regular public training opportunities.

Prepare detailed reports on case resolutions and stakeholder feedback. Maintain accurate records and documentation of interactions and outcomes. Work closely with the Director of the Land Development Office to implement improvements in order to mitigate future issues and address stakeholder feedback. Solutions should enhance efficiency, transparency, and customer satisfaction.

Train and mentor other staff, as requested by the Director of the Land Development Office, on ombudsman processes and best practices. Foster a collaborative and supportive work environment. May also be asked to fill in for other staff as needed in the Land Development Office.

Mediate conflicts and facilitate discussions between parties to reach fair and equitable solutions. Employ negotiation skills to resolve complex issues effectively.

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 Public Administration, Construction Management, or a related field. Master's degree or equivalent professional certification is preferred. Minimum of seven (7) years of experience in a relevant field, including at least five (5) years of building or construction inspection experience.

LICENSING AND CERTIFICATIONS: None

KNOWLEDGE AND SKILLS:

Strong understanding of land development regulations and permitting processes. Excellent problem-solving, negotiation, and conflict resolution skills. Ability to communicate complex information clearly and effectively to diverse audiences. Proficiency in analyzing policies and recommending improvements. Experience in stakeholder engagement and public relations. High level of integrity and professionalism. Incumbents must have strong organizational and time-management skills. Ability to work independently and as part of a team. Commitment to fairness, transparency, and equity in all dealings.

PHYSICAL DEMANDS:

Positions in this class typically require 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.