

# CITY OF CHATTANOOGA

## Classification Specification Title: Special Housing Programs Manager

**Department: Economic Development**

**Pay Grade: GS.12**

**Supervision Received From: Chief Housing Officer**

**FLSA Status: Exempt**

**Supervisory Responsibility For: None**

**Established: 1/29/26**

**Revision Dates: N/A**

### CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for managing the operational and administrative functions of City-funded housing initiatives, including the City's Down Payment Assistance program and other special housing programs as needed, while also helping to shape program policies, materials, and systems that ensure efficient, compliant, and equitable delivery. This role works closely with internal City departments, lenders, developers, nonprofit partners, and other external stakeholders to expand housing access for Chattanooga residents.

### SERIES LEVEL:

The Special Housing Programs Manager is a stand-alone classification.

\*\*\* This is a Grant-Funded Position \*\*\*

\*\*\* This is an Appointed 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.)*

Manage special housing programs and projects, including the City's down payment assistance and other new housing initiatives.

Oversee daily program operations, ensuring alignment with program guidelines, funding requirements, and City policies.

Develop and maintain program materials, including guidelines, applications, internal workflows, training materials, and public-facing resources.

Establish, document, and refine internal processes to support efficient program delivery, compliance, and strong customer service.

Coordinate closely with internal team members and external partners to ensure smooth program administration from design and conception through implementation and compliance.

Provide fiscal oversight of multi-million dollar funding allocations.

Administer program funds in coordination with relevant City departments, ensuring accurate tracking, timely disbursement, and compliance with applicable requirements.

Review and approve funding requests and loan files submitted through partner portals to verify eligibility, documentation, and adherence to program rules.

Identify missing or incorrect information and communicate required corrections to participating partners.

Ensure proper documentation, record retention, and compliance monitoring.

Collect, maintain, and report required program data.

Cultivate and manage relationships with participating lenders, developers, nonprofit partners, real estate professionals, and other relevant external stakeholders.

Develop and provide training and ongoing technical assistance to external partners on program guidelines, application processes, and compliance requirements.

Partner with HUD-certified housing counseling agencies to support homebuyer education and counseling.

Serve as a primary point of contact for program partners, troubleshooting issues and ensuring consistent communication.

Support the development and launch of new housing programs, including piloting processes, incorporating feedback, and scaling operations.

Conduct outreach to expand program awareness and participation, particularly in underserved and historically underinvested communities.

Collaborate with intergovernmental, nonprofit, and private-sector partners to align housing initiatives and leverage resources.

Maintain accurate applicant and program data.

Identify opportunities to improve access, efficiency, and participant experience.

Prepare reports and presentations for City leadership, the Land Bank Authority, City Council, and external stakeholders.

Use data and partner feedback to inform program adjustments and future program design.

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.

#### MINIMUM QUALIFICATIONS:

Bachelor's degree in public administration, urban planning, business, finance, social work, or a related field with at least five (5) years of experience in affordable housing, mortgage lending, loan program administration, community development, or related fields; or any combination of equivalent experience and education.

#### LICENSING AND CERTIFICATIONS:

Valid Driver's License

Lender certification, housing counseling certification, or similar credentials preferred.

#### KNOWLEDGE AND SKILLS:

Knowledge of residential lending practices, underwriting, and federal housing programs (HUD, HOME, CDBG). Knowledge of Tennessee housing programs or similar statewide/federal initiatives. Experience managing programs, budgets, and/or grants. Experience working in a municipal or governmental setting. Strong communication and customer service skills. Ability to manage multiple projects in a fast-paced environment.

#### PHYSICAL DEMANDS:

Positions in this class typically require climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, 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 a 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.