

CITY OF CHATTANOOGA
Classification Specification Title: Supervisor Public Parks Programs

Department: Parks & Outdoors

Pay Grade: GS.12

Supervision Received From: Deputy Administrator

FLSA Status: Exempt

Supervisory Responsibility For: Crew Worker 2

Established: 9/17/24

Revision Date: 4/4/25

CLASSIFICATION SUMMARY:

The Supervisor Public Parks Programs works in collaboration with colleagues across the organization, as well as with public, private, and nonprofit partners in community efforts around public safety across the Chattanooga park system. The Supervisor will oversee the goal of fostering a safe park experience for guests and staff alike by working across the entire Department of Parks & Outdoors system. The position will supervise the deployment of the Park Ambassador program to serve as park safety and guest service assets in the field. The position will be the lead DPO contact for partners including City law enforcement, private security, and social service outreach. Duties include developing and updating public safety plans, evaluating industry leading public safety policies, protocols, and procedures to learn from, steering risk management assessments, and serving as primary on-call for incident and emergency response for the organization.

SERIES LEVEL: This 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.)

Contribute to an inclusive workplace and park system.

Find, invite, and listen to many different voices from many different backgrounds – to participate in park operations and event safety meetings, committees, panels, and task forces.

Proactively engage diverse communities in decision making, communications, and emergency response.

Maintain and evaluate the integrity of DPO Safety Plans – continually assessing for equitable outcomes and incorporating staff and community suggested improvements.

Supervises, directs, and evaluates assigned staff, processes employee concerns and problems, directing work, counseling, disciplining and completing employee performance appraisals.

Manage park system security detail for daily operations and larger events in close collaboration with City partners and security contractors.

Build and maintain key relationships at Chattanooga Police Department, Hamilton County Sheriff, Hamilton County Park Rangers, Tennessee Wildlife Resources Agency, Chattanooga Fire Department, Office of Emergency Management, Hamilton County EMS, Chattanooga Office of Housing, private security providers throughout the neighborhood, and security teams at project partners including Downtown Chattanooga partners.

Serve as an information conduit between the agencies above, the Department of Parks & Outdoors, Chattanooga and Tennessee Departments of Transportation and Public Works, the Mayor's Office, and the community regarding up-to-date information about daily patrol, enforcement, and safety protocols underway in the park system.

Develop, implement, and continually assess Emergency Management and Incident Response plans, training, and protocols including assignment to the Emergency Operations Center as required.

Assist and be lead DPO staff member for emergency management response efforts within the park system.

Work with City of Chattanooga Risk Management to support maintenance and adherence to standard safety training and protocols for park staff and contractors.

Serve as the primary responder to emergencies; be responsive on weekday evenings and rotating weekends (about half) to address and manage emergencies as needed.

In conjunction with Risk Management, develop and implement security policies, protocols and procedures.

Coordinates with Risk Management, first response and investigation process from first contact through completion for all work-related and citizen injuries occurring in Parks and Outdoors Department.

Determine and track measures of public safety data to measure success of programs and activities and adaptively manage security recommendations based on data.

Control budgets for Safety program expenses.

Support department leadership in the development of their budgets to include necessary safety program implementation and support.

Manage contracts for private security (daily and events) and social service outreach.

Plan and coordinate security operations for daily programming and specific events ranging in size.

Create reports for management on public safety, training, and post-event summaries.

Develop and maintain a department On-Call Tree to engage senior staff and public safety partners for clear coordinated communication and incident response.

Be able to work outdoors in all weather conditions as an on-site, uniformed park safety presence as needed.

Maintain Certification as the City's Certified Playground Safety Inspector and manage the ongoing playground safety program.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, residents, and guests.

Must accomplish the essential functions of the job, with or without reasonable accommodation, in a timely manner.

Weekend/holiday work schedules are routine and expected.

This position is deemed essential during inclement weather situations, and must report to or remain at work, even when administrative closings are announced, or determined by the Department head.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES

MINIMUM QUALIFICATIONS:

Bachelor's degree in public safety, park operations, or equivalent experience that is a combination of education, training, and field work in public safety across public spaces. Must pass City of Chattanooga and State of Tennessee Public Safety background check requirements.

LICENSING AND CERTIFICATIONS:

Valid Class D Driver's License. Ability to secure license as a Certified Playground Safety Inspector and complete FEMA EMI G training and coursework.

KNOWLEDGE AND SKILLS:

Ability to handle sensitive information in a confidential manner and to tactfully handle stressful situations and to negotiate and resolve conflicts, while observing organizational protocols.

Ability to be an innovative and resourceful problem-solver, eager to take initiative to handle requests and resolve issues quickly with minimal supervision.

Ability to work collegially as a member of a team and help ensure coordinated, integrated, and efficient workflow.

Deep interest in understanding a range of diverse cultural differences and the ability to work effectively with people from a range of social, ethnic, and cultural backgrounds in public park settings. Bilingual preferred.

Demonstrate excellent knowledge of public safety procedures, security protocols, emergency management, and managing challenges with populations experiencing homelessness.

Experience in emergency response planning.

Excellent written, interpersonal, and public-speaking skill including de-escalation and conflict resolution abilities.

PHYSICAL DEMANDS:

Positions in this class require standing, jogging, walking, grasping, talking, hearing, seeing, lifting, and excellent situational awareness and observational skills in all weather conditions.

WORK ENVIRONMENT:

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently and/or up to 10 pounds of force constantly to move objects. Incumbents may be subjected to moving mechanical parts, vibrations, large crowds, remote and isolated locations, loud noises, vibrations, fumes, odors, dust, oils, extreme temperature, and infectious diseases.

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.