

CITY OF CHATTANOOGA

Classification Specification Title: Volunteer and Community Engagement Coordinator

Department: Parks & Outdoors

Pay Grade: GS.09

Supervision Received From: Dir of Marketing and Coms

FLSA Status: Exempt

Supervisory Responsibility For: None

Established: 6/16/15

Revision Dates: 4/4/25;

1/13/25; 10/20/23; 1/11/23

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for connecting the Department of Parks and Outdoors with the broader community, through the management of the volunteer program; development and implementation of outreach strategies, social media, and surveys; landscaping, park feature construction and maintenance, monitoring, coordination of outreach events, office tasks, and more. Work requires limited supervision and the use of independent judgment and discretion under the general direction of the Director of Marketing and Communications for the Department of Parks and Outdoors.

SERIES LEVEL:

The Volunteer and Community Engagement Coordinator 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.)

Designs, implements, coordinates, and maintains a structured volunteer program to support the City's park system. Manages department's volunteer database for all divisions.

Develops, plans, prepares, implements, and distributes educational, outreach and promotional materials, and other literature to publicize services, programs and events for assigned areas of

responsibility; coordinates the dissemination of materials to civic groups, schools, businesses, the public and/or other applicable individuals.

Meets with volunteer groups to match volunteer's interests and talents with available and necessary projects in parks that are aligned to meet the objectives and goals of each park. Recruit, orient, train, and support community volunteers.

Prepares job sites prior to projects with appropriate materials, tools, and supplies for volunteers and staff to complete projects. Works alongside volunteers and staff at events to

help identify

problems, work to support the project, provide expert advice for improvements, and ensure adequate supplies, materials and tools are available to complete projects.

Coordinates the development, distribution, and analysis of surveys. Gathers and analyzes park user data and information. Facilitates a variety of training for volunteers and staff.

Coordinates, prepares, processes, receives, sorts and distributes a variety of reports, lists, statistical data, correspondence, receipts, purchase orders, deliveries, and/or other related information.

Identifies, coordinates, and directs projects with staff and volunteers. Coordinates special events and programs including work activities with other departments, outside agencies, and other groups.

Maintains records of event days and volunteer participation; prepares related reports regarding completed and upcoming events. Assist with volunteer use and donation agreements (MOU).

Outreach and collaboration with citizens and neighborhood associations.

Report maintenance issues. Correspondence and collaboration with internal and external stakeholders.

Liaison to civic groups, schools, businesses, and the public/residents.

Will be required to use, carry, and answer their cell phone as determined by 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 and Park Administration, Environmental Science, Communications, Marketing, Education, or related field and two (2) years of related experience leading and organizing volunteer or nonprofit groups; or any combination of equivalent experience and education.

Must have excellent oral and written communication skills. Must be able to lead and participate in volunteer and other park projects, to include performing general landscape maintenance tasks.

LICENSING AND CERTIFICATIONS:

Valid Driver's License

KNOWLEDGE AND SKILLS:

Knowledge of park maintenance procedures and principles; volunteer principles; marketing and promoting principles, computer program principles; budgeting principles, community building techniques, data analysis techniques, sponsorship identification practices and customer service principles; invasive plant species and natural habitats; learning strategies to select and use training methods and procedures appropriate for the situation.

Skill in the maintenance procedures of park maintenance, marketing and promoting events; preparing marketing, promotional and related collateral materials; social media management; identifying appropriate outlets for event advertising; providing customer service; maintaining event calendars; preparing reports and communication and interpersonal skills, as applied to interaction with coworkers, supervisor, volunteers, and the general public, sufficient to build a successful volunteer program.

PHYSICAL DEMANDS:

Positions in this class typically require stooping, crouching, reaching, standing, walking, pushing, pulling, lifting, 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 extreme temperatures.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

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.