



June 2019  
FLSA: Exempt

## ASSISTANT TOWN MANAGER

### **DEFINITION**

Under administrative direction, provides highly responsible and complex management assistance to the Town Manager and Town Council in coordinating and directing Town and departmental activities and operations; assists the Town Manager in executing the long-term vision for the Town in collaboration with the Town Council and department directors; provides leadership to all Town departments to enable department directors to effectively and efficiently maximize available resources; ensures quality services provision to the residents of the community; coordinates assigned activities with other Town departments, officials, outside agencies, and the public; fosters cooperative working relationships among Town departments and with intergovernmental and regulatory agencies and various public and private groups; provides highly responsible and complex professional assistance to the Town Manager in areas of expertise; acts as Town Manager in the Town Manager's absence; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Town Manager. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises direct supervision over management, supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

### **CLASS CHARACTERISTICS**

This executive management classification oversees, directs, and participates in all activities of the Town's operations, including short- and long-term planning, policy development and administration, and enforcing all Town codes and regulations. The incumbent regularly interacts with the Town Manager, Town Council, and departmental representatives in obtaining and coordinating projects and information. Successful performance of the work requires knowledge of public policy, municipal functions, and activities, including the role of an elected Town Council and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities among all Town departments and agencies and managing and overseeing the complex and varied programs, projects, and activities of the assigned function. The incumbent is accountable for accomplishing Town planning and operational goals and objectives within general policy guidelines.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Assists the Town Manager in planning, organizing, and directing the services and activities of Town departments and programs.
- Implements directives and policies from the Town Manager; provides guidance and direction to department directors to coordinate and direct programs and projects; meets with department directors to identify and resolve organizational and operational problems both within departments and across departmental lines.
- Participates in the implementation of goals, objectives, policies, procedures, and work standards for assigned programs and projects.

- Contributes to the overall quality of the Town's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and Town needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Selects, trains, motivates, and directs assigned staff; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Monitors legal, regulatory, technology, and societal changes and court decisions that may affect the work of the department; determines equipment acquisition, training programs, and procedural changes to ensure retention of qualified staff and the provision of services to the community in an effective, efficient, and economical manner.
- Manages the development and administration of the Town's annual operating budgets.
- Oversees the development of consultant requests for proposals for professional services and the advertising and bid processes; evaluates proposals and recommends project award; coordinates with legal counsel to determine Town needs and requirements for contractual services; negotiates contracts and agreements and administers same after award.
- Provides strategic direction and guidance in the planning, development, and administration of comprehensive human resources, public information, elections management, legislative, and records management programs.
- Manages the planning and administration of risk management programs including liability insurance, property claims management, and workers' compensation.
- Manages the planning and administration of information technology program; directs the development and implementation of the Town's Information Technology Master Plan.
- Represents the Town in meetings with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations; may act as a Town liaison with the media.
- Conducts a variety of Town organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Attends and participates in professional group meetings; participates in and makes presentations to the Town Council and a wide variety of committees, boards, and commissions.
- Directs the maintenance of working and official departmental files.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Town Manager.
- Responds to public inquiries and complaints and assists with resolutions and alternative recommendations.
- Serves as acting Town Manager in the absence of the Town Manager.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of strategic plan development.

- Principles and practices of budget administration and contract management.
- General principles of risk management related to the functions of the assigned area.
- Principles, practices, and procedures of public administration in a municipal setting.
- Functions, authority, responsibilities, and limitations of an elected Town Council.
- Technical, legal, financial, and public relations problems associated with the management of assigned programs.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
- Methods and techniques of developing technical and administrative reports and business correspondence.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Town staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

**Ability to:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Work cooperatively with, provide staff support to, and implement the policies of the Town Manager and Town Council.
- Provide administrative and professional leadership to all staff and departments at the Town.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer programs and projects with contractual agreements and ensure compliance with contractual obligations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Direct the establishment of filing, record keeping, and tracking systems.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Town in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Learn and understand the organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to graduation from an accredited four-year college or university with major coursework in public or business administration, public policy, finance, or a related field and five (5) years of management or administrative experience in a public agency setting or in a related administrative/managerial capacity involving responsibility for agency-wide planning, organization, and implementation.

**Licenses and Certifications:**

➤ None.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and to operate a motor vehicle and to visit various Town and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.