



June 2019
FLSA: Exempt

TOWN MANAGER

DEFINITION

Under general policy direction of the Town Council, plans, organizes, manages, and provides administrative direction and oversight for all Town functions and activities; provides policy guidance and program evaluation to the Town Council and management staff; encourages and facilitates provision of services to Town residents and businesses; fosters cooperative working relationships among Town departments and with intergovernmental, regulatory agencies, and various public and private groups; pursues appropriate avenues of economic and community development; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives policy direction from the Town Council. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises general direction and supervision to the entire Town staff through subordinate levels of management and supervision.

CLASS CHARACTERISTICS

The Town Manager serves as the Chief Executive Officer of the Town, is accountable to the Town Council under the Council-Manager form of government and is responsible for enforcement of all Town codes, ordinances, and regulations, the conduct of all financial activities, and the efficient and economical performance of the Town's operations.

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.

- Plans, organizes, and administers operations of the Town either directly, or through subordinate management and supervisory staff; coordinates and evaluates the work of the Town in accordance with applicable laws, codes, and regulations and adopted policies and objectives of the Town Council.
- Directs and coordinates the development and implementation of goals, objectives, and programs for the Town Council and the Town; develops administrative policies, procedures, and work standards to ensure that the goals and objectives are met and that programs provide mandated services in an effective, efficient, and economical manner.
- Oversees the preparation of the annual budget for the Town; authorizes directly or through staff, budget transfers, expenditures, and purchases; provides information regarding the financial condition and needs to the Town Council.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, projects, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to Town Council.
- Advises the Town Council on legal, social, and economic issues, programs, and financial status; prepares and recommends long- and short-term plans for Town service provision, capital improvements, and funding; and directs the development of specific proposals for action regarding current and future Town needs.
- Oversees the administration, construction, use, and maintenance of all Town facilities and equipment, including buildings, parks, facilities, and other public property.

- Represents the Town and the Council in meetings with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Provides for the investigation and resolution of complaints regarding the administration of and services provided by the Town government.
- Provides for contract services and franchise agreements; ensures proper performance of obligations to the Town; has responsibility for enforcement of all Town codes, ordinances, and regulations.
- Oversees the selection, training, professional development, and work evaluation of Town staff; oversees the implementation of effective employee relations programs; provides policy guidance and interpretation to staff.
- Directs the preparation of and prepares a variety of correspondence, reports, policies, procedures, and other written materials.
- Directs the maintenance of working and official Town files.
- Monitors changes in laws, regulations, and technology that may affect Town operations; implements policy and procedural changes as required.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of leadership.
- 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, practices, and procedures of public administration in a municipal setting.
- Functions, services, and funding sources of a municipal government.
- Functions, authority, responsibilities, and limitations of an elected Town Council.
- Current social, political, and economic trends affecting Town government and service provision.
- Principles and practices of budget administration and contract management.
- General principles of risk management related to the functions of the assigned area.
- 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, including computers and software programs relevant to work performed.

Ability to:

- Plan, administer, coordinate, review, and evaluate the functions, activities, and staff of the Town.
- Work cooperatively with, provide highly complex and responsible staff support to, and implement the policies of the Town Council.
- Develop and implement goals, objectives, practices, policies, procedures, work standards and internal controls for the Town and assigned program areas.
- Provide administrative and professional leadership to all staff and departments at the Town.
- Oversee all Town financial activities, including development and implementation of the Town budget and the control of all expenditures and purchases.

- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Accurately assess organizational issues and opportunities and research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Conduct effective negotiations and 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.
- Direct the preparation of and prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Direct the establishment of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, 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.
- 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 a bachelor's degree from an accredited college or university with major coursework in public or business administration, public policy, finance, or a related field and ten (10) years of management or administrative experience in a public agency comparable to a Town Manager, Assistant Town Manager, or in a related administrative/managerial capacity involving responsibility for 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. May interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.