

# Town Manager Job Description

FLSA Status: *Exempt*

## General Definition of Work

Under policy direction from the Town Council, the Town Manager performs complex executive work managing and directing daily operational activities through direct communication with department heads, ensuring the professional administration of Town affairs, ensuring that Town ordinances, regulations and policies are properly enforced, preparing reports, and related work as apparent or assigned. Organizational supervision is exercised over all personnel within the organization.

## Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions.

## Essential Functions

- Provide highly responsible administrative staff assistance to the Town Council; confer with the Town Council regarding a wide variety of municipal government issues; recommend policies, procedures and actions to be taken by the Town Council; carry out Town Council decisions or directives.
- Plan, direct and manage the Town's work plan; meet with management staff to identify and resolve problems; assign projects and programmatic areas of responsibility; review and evaluate program goals and objectives.
- Continuously monitor and evaluate the efficiency and effectiveness of Town service delivery methods and procedures;
- Assess and monitor workload, administrative and support systems, and internal reporting relationships; identify opportunities for improvement; direct the implementation of changes.
- Represent the Town to other public agencies, community-based organizations, elected officials, outside agencies, and the media; explain, interpret, justify, and defend Town programs, policies, and activities; negotiate and resolve sensitive, significant, and controversial issues.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints; assign departments to resolve citizen complaints and concerns in a timely manner.
- Select, train, motivate and evaluate Town management and administrative staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
- Participate on a variety of boards and commissions; attend and participate in professional groups and committees; stay abreast of new trends and innovations in the field of public administration.
- Recommend and administer policies, procedures, and priorities for all service areas; allocate resources accordingly.
- Prepare and maintain annual operating and capital budgets; serve as the Town's purchasing agent and procurement officer.
- Interact with residents, business owners, and the public. Knowledge, Skills, and Abilities

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## Knowledge of:

- Modern and highly complex principles and practices of municipal government management, administration, and organization.
- Role and function of a Town Council in a municipal government.
- Current social, political, and economic trends and operating problems of municipal government.
- Organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Principles and practices of municipal government budget preparation and administration.
- Principles of personnel management including supervision, training, and performance evaluation.
- Research and reporting methods, techniques, and procedures.
- Sources of information related to a broad range of municipal programs, services, and administration.
- Pertinent Federal, State and local laws, codes and regulations.
- Funding sources for various Town projects, including available grant programs.

## Skill include:

- Communicate clearly and concisely, both orally and in writing.
- Operate modern office equipment including computer equipment and software. Operate a motor vehicle safely.

## Ability to:

- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.
- Provide effective leadership to and coordinate the activities of a municipal organization.
- Effectively administer a variety of Town-wide programs and administrative activities.
- Identify and respond to public and Town Council issues and concerns.
- Interpret and apply Federal, State and local policies, procedures, laws and regulations.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Effectively and fairly negotiate appropriate solutions and contracts.
- Gain cooperation and consensus through facilitated discussion and persuasion.
- Select, supervise, train, and evaluate assigned staff.
- Prepare and administer a large municipal budget; allocate limited resources in a cost-effective manner.
- Establish and administer effective financial controls for the management of Town revenues and resources.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Prepare clear and concise reports and develop appropriate recommendations.

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## Education and Experience

- A Bachelor's degree with coursework in public administration, planning, public policy or a related field, and a minimum of 5 years progressive experience working in a local government context. A Master's degree is preferred but not required, experience equivalent to a master's degree may be considered.
- A demonstrated commitment to ongoing professional development.
- Any combination of education and experience that qualifies an applicant may be considered in lieu of the more specific criteria listed above.

## Community Engagement

- A record of being an active member of one's community, through participation in local service organizations and volunteer activities.

## Physical Requirements

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires speaking or hearing, frequently requires sitting and using hands to finger, handle or feel and occasionally requires standing, walking, reaching with hands and arms, pushing or pulling, lifting and repetitive motions; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data and operating machines; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

## Special Requirements

None.