

TOWN MANAGER

General Statement of Duties

Performs difficult management, professional, and administrative duties as the Chief Executive Officer (CEO) for the Town.

Distinguishing Features of the Class

An employee in this class plans, organizes, manages, directs, and implements the goals and objectives of the Town Council. Services provided are accomplished through department heads who manage operational details. Duties include short and long range planning; creating and articulating a vision of excellence for the organization; establishing human resource management systems that staff the organization with productive employee; budgetary planning, preparation, direction and guidance; capital improvement planning; and working closely with the Council on major initiatives and priorities. The employee serves as Budget Officer for the organization, and may serve in other capacities as needed. The employee must utilize independent judgment and initiative in planning and directing the fiscal control system and human resource management systems, overseeing Town operations and providing guidance to the Council in administrative matters. Work is performed in accordance with established municipal finance procedures, local ordinances, and the North Carolina Statutes. Work is performed under the general direction of the Mayor and Council members and is evaluated through conferences, reports, records, the effectiveness of legal compliance with applicable statutes, and by public satisfaction with services provided.

Duties and Responsibilities

Essential Duties and Tasks

Manages and supervises the department heads and departments in Town government; works with them to establish long and short range goals and assure effectiveness and efficiency of services provided; communicates organizational mission, vision and goals and helps department heads engage with these goals and implement programs consistent with them; leads in problem-solving on operational issues.

Works with the Mayor and Council to develop consensus on a clear vision of the future of the community and the organization; coordinates and works with the Mayor and Council on planning and policy development to put this vision into effect for Town services; develops agendas for Council meetings; and insures resources and supporting documentation for actions are present.

Serves as budget developer for the Town; balances budget, seeks innovative methods of financing, and makes professional and reasonable recommendations for expenditures of Town's funds and risk management.

Maintains accountability for the hiring, training, performance, retention, and separation of all town employees; supervises the establishment of a modern human resource management program for the town; ensures staffing of departments with qualified and highly productive employees; directs and monitors systems of employee communication, motivation, reward, compensation, training and employee development, performance coaching and review to insure a high performance and highly motivated staff.

Provides professional and technical advice to Council on policy, planning, and legal matters; researches and makes recommendations to Council on new programs, services, and initiatives.

Coordinates and works with department heads in assuring policies, laws, and ordinances are workable, enforced, and fairly implemented.

Meets with and speaks with community groups, citizens, and other public agencies about specific programs, services, policies, and other issues as needed; establishes and maintains effective communications with media to keep citizens informed about the town's programs and progress.

Cooperates with other governmental units as necessary to provide professional and effective

services to the citizens (State, transportation, county, neighboring cities and towns, etc.).

Demonstrates leadership and sound decision making skills in emergency and controversial situations; participates in finding collaborative resolutions to conflicts.

Submits periodic progress reports, annual status of goals achieved, financial statements and other reports to the Town Council.

Additional Job Duties

Provides information regarding many phases of government operations from both staff and general public.

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

Thorough knowledge of North Carolina General Statutes and of local ordinances governing the responsibilities of the Town Manager, Town Council, and other public officials.

Thorough knowledge of methods and techniques for developing local policies and ordinances regarding all governmental operations.

Thorough knowledge of the principles and practices of public finance administration, including principles and practices of municipal accounting.

Thorough knowledge of the principles and practices of effective employee leadership, motivation, communication, performance coaching and review, hiring, discipline, and conflict resolution.

Considerable knowledge of laws, regulations, policies, and current practices in a variety of phases of municipal administration including budget, personnel, purchasing, public works, utilities, planning and other functional areas.

Considerable knowledge of the application of information technology to improving the efficiency, effectiveness, and customer service functions of municipal services.

Skill in conflict resolution, public speaking and meeting facilitation.

Ability to conceive and articulate a vision of organizational excellence that inspires staff and community to high levels of achievement.

Ability to help build consensus among staff and elected officials and make decisions consistent with organizational goals and values.

Ability to plan, project, and determine priorities for service delivery to citizens.

Ability to exercise sound judgment in making decisions in conformance with laws, regulations, and policies.

Ability to coordinate and direct a wide variety and array of Town services through department heads and other staff support positions.

Ability to develop and maintain effective working relationships with the other governmental jurisdictions, the Town Council, elected and appointed officials, community groups, employees, and the general public.

Ability to communicate effectively in oral and written forms.

Physical Requirements

Must be able to physically perform the basic life operational functions of standing, walking, fingering, feeling, talking, seeing, and hearing.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift objects.

Must possess the visual acuity to prepare and analyze data and figures, operate a computer, do extensive reading, and perform visual inspections.

Town Manager
Page 3

Desirable Education and Experience

Graduation from a four year college or university with a major in public administration, business management, or related field and considerable supervisory experience at a management level with a public sector organization, preferably in a municipal environment; graduate degree in public administration or related field preferred; or an equivalent combination of education and experience.

Special Requirement

Possession of a valid North Carolina drivers license.
Prefer ICMA certification.

EEO/ADA Employer