

Position Title: Town Administrator

Statement of Duties

Serves as the Chief Administrative Officer of the Town. In such capacity, provides professional administrative, technical and supervisory work in managing and directing town activities, departments and projects on behalf of the Board of Selectmen including the establishment of departmental goals and objectives, policies and regulations. Researches, analyzes and recommends changes in town policies, personnel, systems and procedures, and serves as liaison and coordinator between town officials, employees and citizens; all other related work as required.

Supervision

Works under the policy direction of the Board of Selectmen, in accordance with town bylaws, policies and procedures, as well as state and federal statutes. Functions with considerable independence and is directly accountable for actions.

Performs highly responsible work of a complex nature requiring the exercise of independent judgment and initiative in providing professional guidance to the Board of Selectmen, department heads, Town departments, boards and committees, concerning the long-range planning, development, implementation and administration of policies, goals, regulations, and statutory requirements related to the administration and operation of the Town. Position involves analyzing administrative problems and recommending and implementing solutions.

Has direct supervisory responsibility for all department heads reporting to the Board of Selectmen, staff within these departments, and several part-time positions. Responsible for coordinating the work and administrative activities of those employees not reporting directly to the Board of Selectmen. Evaluates department heads; manages labor relations issues and recommends disciplinary actions to Board of Selectmen. Recruits, screens and recommends personnel to the Board of Selectmen for appointment.

Job Environment

Work is performed under typical office conditions. Position requires frequent night meetings and work on weekends as needed; may be contacted at home at any time to respond to important situations and emergencies. May be required to attend community and civic events to represent the Town.

Prepares and administers the operating and capital budgets of the Town.

Operates a computer and associated technical software, and general office equipment such as a calculator, e-mail, facsimile, and other modes of communication.

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Makes constant and direct contact with the public requiring significant perceptiveness and discretion with all departments and boards, members of the business and civic community, labor union representatives, attorneys, and state, federal and local officials as well as the media. Contacts require excellent customer services skills, persuasiveness, and resourcefulness.

Has access to a variety of confidential information. Position requires the use of extensive judgment and initiative within policies and procedures that may require interpretation and direction to others and developing appropriate responses.

Errors in judgment could have a significant and continuous effect on the town's ability to deliver services and may have direct financial and legal repercussions, loss of revenue, damage to buildings or equipment, injury to employees, and cause considerable adverse public relations and potential liability to the Town. Responsible for the safety of all town employees and building operations.

Essential Functions

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The Town Administrator is the Chief Administrative Officer of the Town and is responsible for the administration of all Town affairs. In addition, the Town Administrator is responsible for:

- Setting guidelines for budget parameters in consultation with the Board of Selectmen;
- Developing and submitting the annual capital plan;
- Working with all appointed and elected boards on behalf of the Board of Selectmen to reach agreement on budget guidelines previously set by the Selectmen;
- Preparation, format and presentation of the annual budget for all departments, boards and committees; Presents the total budget package (including the annual capital plan) to the Advisory Committee.
- Oversees and is responsible for the planning, administration, personnel management, procurement of services/equipment, and coordination of the daily operation of the Town;
- Provides leadership and direction in the development of short and long-range plans; gathers, interprets and prepares data for studies, reports and recommendations.

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- Provides professional advice to Selectmen, other boards and committees and department heads;
- Makes presentations to boards, Town Meeting and the general public;
- Prepares the agenda, attends all meetings of the Board (unless otherwise excused), and briefs board members on meeting discussion, alternatives and resolutions;
- Receives and makes appropriate disposition or referral of all Board correspondence and communications;
- Anticipates the needs of the Selectmen for information and background material;
- Ensures that all decisions of the Board are carried out;
- Keeps the Board fully advised regarding departmental operations and financial health;
- Establishes goals, objectives and policies based on the needs of the Town;
- Provides supervision, direction and guidance including regular communication and development of said goals/objectives for all Town staff and reporting department heads;
- Assists all department(s) in any administrative or operational areas to insure regulatory, statutory or procedural compliance;
- Responsible for managing the collective bargaining process on behalf of the Board of Selectmen and negotiation of employment contracts subject to the approval of the Board of Selectmen. Develops bargaining concepts and strategies for the Board's approval. Attends all bargaining sessions and/or grievance hearings. Advise officials on the impact of contract terms on personnel system, wage administration and fiscal objectives;
- Consults with department heads and all employees on human resource issues;
- Serves as the Board of Selectmen's representative to town boards, committees, local, state and federal agencies.
- Negotiates and assists citizens in their interaction with all Town departments, boards and committees
- Responds to oral and written inquires, requests for assistance, and complaints; Investigates complaints and develops responses and, when appropriate, directs corrective action after consultation with the Board of Selectmen;
- Prepares all Town meeting warrants and motions. Develops and compiles background materials for town meeting and shall be available at Town Meeting to assist the Board of Selectmen as needed;
- Oversees all Town automated management information systems and, makes recommendations for improvements relative to systems;
- Oversees the coordination and compilation of annual Town report; Facilitates annual license renewals and board and committee appointments, as well as any other procedures which are under the statutory authority of the Board of Selectmen;
- Approves grant applications for all departments consistent with state statute and Town by-laws;

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- Oversees all Town building maintenance, construction, repairs and rental/use of Town facilities, consistent with Town by-laws and state statutes under the authority of the Board of Selectmen.
- Undertakes special projects as assigned by the Board of Selectmen;
- In the absence of the Board of Selectmen, or at their direction, serves as the Chief Information Officer and responds to crisis or matters of public relations.

Recommended Minimum Qualifications

Education and Experience

Degree in finance, public/business administration or related field; master's degree preferred; Minimum of Five (5) years of municipal management experience as a Chief Administrative Officer, or a related field; municipal management strongly preferred, or any equivalent combination of education and experience. Knowledge of Massachusetts's General Laws, labor relations, personnel administration, municipal finance and town meeting process. Experience with elected officials and volunteer boards a plus.

Knowledge, Ability and Skill

Knowledge: Thorough knowledge of Massachusetts General Laws (Chapter 30B, 32B), and federal statutes (FLSA, FMLA, AA/EEO/ADA etc), pertaining to municipal government including finance, budget, personnel policies and practices, collective bargaining, IT management and operations. Expertise in the operation and organization of municipal government. Sufficient knowledge of emerging technologies and to recognize its value to the Town. Comprehensive knowledge of the various financial requirements of municipal government. Proficiency in various computer software and hardware applications.

Ability: Ability to direct and evaluate the work of department heads as well as professionals and other subordinates including office staff. Ability to plan, organize, and direct the development of projects, the preparation of reports, analyzes problems and formulates recommendations. Ability to bring people together around complex goals and develop consensus among community groups and individuals that may not share common priorities. Ability to establish and maintain harmonious and effective working relationships and deal appropriately with employees, board/committee members, agencies and officials, media and the public. Ability to prioritize and manage multiple tasks, and delegate authority in a prompt and effective manner. Ability to negotiate contracts, agreements and appropriate working arrangements and achieve timely results under stressful circumstances. Must be comfortable with public speaking and possess meeting presentation skills.

Skill: Strong oral communication skills and the ability to represent the Town before an array of organizations including providing statements to the media. Excellent writing

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skills required to prepare various reports and position papers. Strong organizational skills and the ability to manage a large number of projects and tasks. Skill in the utilization of technology as a means of strengthening the organization and its services. Professional skills related to customer service. Skill in remaining non-political, yet understanding local government politics.

Physical Requirements

Minimal physical effort generally required in performing duties under typical office conditions. Position requires the ability to operate and view a keyboard and standard office equipment. The employee is frequently required to use hands to finger, handle, or feel objects, tools or controls and reach with hands and arms. The employee is frequently required to sit, talk and hear. Incumbent may be required to lift up to 10 pounds. Equipment operated includes automobile, office machines, pager and computer.

Other Requirements

Must possess a current Driver's License