



TOWN MANAGER'S OFFICE ASSISTANT TOWN MANAGER

Unit: Non-Union

Reporting To: Town Manager and Select Board

Wages: MS-14 \$104,597.77 - \$132,360.00

Hours: 35 hours per week, and meetings after hours

Location: Wilmington Town Hall, 121 Glen Road, Wilmington, MA 01887

Application Deadline: Position open until filled

DEFINITION

This key management position is responsible for highly professional, administrative, and supervisory work. This position assists the Town Manager in a wide range of functional areas and initiatives while leading the development of policies and procedures. This position performs related work as situations dictate.

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.

- Manages the daily activities of the Town Manager's Office. Suggests new and improved approaches to the efficient and effective delivery of town services. Works on special projects as required. Coordinates all matters under the jurisdiction of the Town Manager that are not specifically assigned to some other person or office. May act on behalf of the Town Manager in his/her absence.
- Establishes policies, procedures, and standards, as necessary, in support of the Town Manager's strategic plan. Provides control over various ongoing projects, activities, and programs. Prepares preliminary analysis of departmental monthly, quarterly, and annual accomplishments relative to predetermined objectives. Coordinates interdepartmental activities.
- In concert with the Town Manager, develops policy proposals and participates in the development of policy, guidelines, rules, and procedures.
- Works to solve problems, mediate disputes, and deal with issues of concern to the Select Board and Town Manager.
- Directs the preparation and review of the department budget for the Town Manager's Office. Assists the Town Manager in the development of the annual operating and capital budgets; reviews annual departmental budget submittals with each department head. Performs analysis of department budgets and makes recommendations for the Town Manager's review.
- Marshalling input from the Finance Director, relevant department heads, and labor counsel, develops and recommends to the Town Manager a collective bargaining posture for all labor agreements. Addresses, with input from labor counsel, the relevant department head, and, if necessary, the Finance Director, significant labor issues that may arise during an agreement. At the direction of the Town Manager, represents the Town in collective bargaining, mediation, and arbitration.
- Oversees property and liability insurance programs. Designs and implements the town's risk management program including the forecasting of future costs and claims. Develops programs to identify and mitigate patterns of losses and methods of financing the payment of claims.
- Oversees and may perform various administrative tasks such as processing invoices, and related duties as required.

SUPERVISION RECEIVED

Under the administrative direction of the Town Manager, the employee works from policies, goals, and objectives; establishes short-range plans and objectives, and departmental performance standards and assumes direct accountability for department results; consults with the supervisor only where clarification, interpretation, or exception to policy may be required or as requested by the supervisor. The employee exercises control in the development of departmental policies, goals, objectives, and budgets and is expected to resolve all conflicts that arise and coordinate with others as necessary.

SUPERVISION EXERCISED

The Assistant Town Manager is accountable for the direction and success of programs accomplished through others. Responsible for analyzing program objectives, determining the various departmental work operations needed to achieve them, estimating and identifying the financial and staff resources required for allocation by the Town Manager, reporting periodically on the achievement and status of the program objective, and recommending new goals. The employee typically formulates or recommends program goals and develops plans for achieving short and long-range objectives; determines organizational structure operating guidelines and work operations.

JUDGMENT

Guidelines only provide limited guidance for performing the work which may be in the form of administrative or organizational policies, general principles, regulations, legislation, or directives that pertain to a specific department or functional area. Extensive judgment and ingenuity are required to develop new or adapt existing methods and approaches for accomplishing objectives or to deal with new or unusual requirements within the limits of the guidelines or policies. The employee is recognized, in conjunction with the Town Manager, as the authority in interpreting the guidelines and in determining how they should be applied.

COMPLEXITY

The work consists of employing many different concepts, theories, principles, techniques, and practices relating to an administrative field. The work involves matters such as studying trends in the field for application to the work, assessing services, and recommending improvements.

NATURE AND PURPOSE OF CONTACTS

Relationships with co-workers, the public, and with groups and/or individuals who have conflicting opinions or objectives, diverse points of view, or differences where skillful negotiating and achieving compromise is required to secure support, concurrence, and acceptance or compliance. The employee may represent to the public a functional area of the organization on matters of procedures or policy where perceptiveness is required to analyze circumstances in order to act appropriately.

CONFIDENTIALITY

The employee has access to confidential information including official personnel files, lawsuits, criminal records/investigations, client records, and department records, as well as medical and psychological records.

EDUCATION AND EXPERIENCE

Bachelor's degree in Public or Business Administration, or a closely related field, and five (5) to seven (7) years of progressively responsible experience; or any equivalent combination of education, training, and experience.

KNOWLEDGE, ABILITY, AND SKILLS

Knowledge: In-depth knowledge of municipal operations and budgets. Comprehensive knowledge of the functions of municipal government and the local legislative process; Knowledge of federal and state agency operations, town by-laws, and state laws. Expert knowledge of the principles of public management, budgeting, accounting, finance, and collective bargaining. Working knowledge of Massachusetts public procurement, public records, open meeting, and ethics laws.

Abilities: Ability to interpret rules, by-laws, and regulations; ability to establish and maintain effective working

relationships with public officials, employees, and the general public; ability to express clearly in written and oral form the Manager's viewpoint; ability to analyze and develop budgets; ability to develop, communicate, and implement policies, procedures, and standards which lend a systemic approach to organizing functional areas; Ability to plan, organize coordinate and direct projects; to analyze divergent problems and formulate solutions and recommendations; ability to effectively communicate; to deal appropriately with and establish and maintain effective working relationships with employees, Select Board and committee members, government officials, business leaders, the media and the public at large.

Skills: Must possess mediation, conflict resolution, and leadership skills; above average presentation skills; superior budgetary and analytical skills. Excellent organizational skills. Skill in developing policies and procedures to accomplish goals and objectives. Excellent customer service and public relations skills. *Proficiency in software* applications commonly used by municipalities for word processing, spreadsheets, database, presentations, and mapping. Proficiency in Munis is highly desirable.

WORK ENVIRONMENT

The majority of work is performed in an office setting.

MOTOR SKILLS

Duties require motor skills for activities such as moving objects, using office equipment, such as telephones, personal computers, handheld technology, and other office equipment.

VISUAL SKILLS

Visual demands require routinely reading documents for general understanding and analytical purposes.

PHYSICAL REQUIREMENTS

The work is generally of an intellectual nature. While performing the functions of this job, the employee is required to stand and sit for prolonged periods. Frequently required to use hands to handle, or feel objects; reaches with hands and arms, bends, stoops, kneels, and/or crouches. Specific vision abilities required include close and medium-distance vision and the ability to adjust focus. Must be able to hear normal sounds, distinguish sound as voice, and communicate through human speech. Required to lift and carry equipment and supplies weighing up to 50 pounds. This position requires the ability to operate a keyboard, computer mouse, telephone, copier, and other standard office equipment.

EOE

To Apply:

Submit resume, cover letter and **completed application** to:

Town Manager's Office

121 Glen Road

Wilmington, MA 01887

or via email at:

jobs@wilmingtonma.gov

If submitting by email please use "Position: Assistant Town Manager" in the subject. Resume, cover letter and completed application may be attached as a PDF to the email. Please note, we will not reformat or fix formatting issues if sending electronically and in a file type other than PDF.