

ASSISTANT TOWN MANAGER – PUBLIC SERVICES

Position Code: 3500

WC Code: 9410

FLSA Status: Exempt

Pay Grade: 371

Location: Public Services Operations Center

Approval Date: 2023

General Statement of Duties

Directs and coordinates administration of Town government in accordance with policies determined by the Town Board and Town Manager. Responsibilities entail producing accountability-based, measurable cost-effective results for the substance, efficiency, productivity and quality of activities performed within assigned areas.

Distinguishing Features of the Class

An employee in this class plans, organizes, develops and implements budgets, policies, research efforts, special projects and other administrative activities in cooperation with the Town Manager, the Board of Commissioners and the department heads in the Town. Work includes supervising multiple assigned departments; developing policies and programs; researching data and trends; assisting the Manager with intergovernmental activities; handling public and media inquiries; special projects and problem-solving; participating in planning and administering the capital and operating budgets for the Town. Work requires sensitivity to the needs of the total municipal organization, support to management in the research and budgetary tasks and use of sound judgment in maintaining confidentiality. Work is performed under the administrative supervision of the Town Manager and is evaluated through periodic conferences, observation of results achieved and review of records, reports and files.

Duties and Responsibilities

Provides leadership, management direction and supervises activities of assigned departments including Public Utilities, Stormwater, Streets, Sanitation, Engineering, Fleet, and Facilities.

Serves as a member of the Management Team with the Town Manager and the Assistant Town Manager for Community Services.

Directs the preparation of and monitors budgets.

Anticipates organizational needs and guides department heads across the organization toward meeting those needs.

Encourages innovation and collaboration among departments and outside agencies.

Stays abreast of state-of-the-art practices in public administration and private enterprise related to assigned functions.

Promotes activities that encourage innovation and support agents of positive change.

Ensures compliance with applicable federal, state and local laws, regulations, and ordinances.

Implements support programs having organizational wide impact.

Initiates productivity improvement efforts through implementation of advanced technology and improved use of human resources.

Serves as liaison on various commissions, committees and outside agencies.

Maintains and updates the Towns' Strategic Plan.

Stays abreast of regional issues.

Assists the Town Manager in developing agenda items, background materials and presentations for the governing body.

Represents the Town Manager in a variety of meetings, conferences, and governmental events at the local, state and federal level.

Oversees and manages a number of special projects at the Town Manager's discretion.

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Ability to read, analyze, and interpret complex documents.

Ability to respond effectively to sensitive inquiries or complaints orally and in writing.

Ability to make effective and persuasive presentations on controversial or complex topics to Board of Commissioners, management, public groups, and/or boards of directors.

Ability to negotiate and resolve conflicts.

Ability to organize, direct and coordinate a complete range of administrative activities obtaining maximum efficiency.

Ability to apply principles of logical or scientific thinking to a wide range of problems.

Ability to deal with problems in the most difficult phases.

Ability to deal with a variety of abstract and concrete variables.

Ability to formulate a vision and develop practical courses of action to accomplish goals.

Ability to identify key stakeholders and create teams to solve complex issues.

Ability to think strategically.

Thorough knowledge of the theory, principles and practices of public, municipal and budgetary administration.

Ability to communicate effectively with managers, other government officials, employees, the media and the general public.

Ability to maintain the confidentiality of all activities and management discussions.

Physical Requirements

While performing the duties of this job, the employee is frequently required to reach with hands and arms, sit, talk, and hear. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. This position involves sedentary work requiring the employee to exert up to 10 pounds of force occasionally; and/or a negligible amount of force frequently or constantly to move objects.

Must possess the visual acuity to prepare and analyze data, extensive reading, and visual inspections to determine accuracy, neatness and thoroughness of work assigned.

Minimum Education and Experience

Master's degree in public or business administration or related field; three to five years executive level public management experience; or equivalent combination of education and experience. Experience in managing some of the assigned departments is preferred.