

TOWN OF CONCORD
TOWN MANAGER – JOB DESCRIPTION

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1. The Town Manager (the “Manager”) is the Chief Executive Officer of the Town, responsible for its resources, its operations, and the general conduct of its affairs. The Manager has the powers and duties set forth in the Town Charter which include: the appointment of the members of various committee and all town employees; supervising and training town employees, serving as Chief Procurement Officer and contract-awarding authority; preparing the annual town budget and annual town report; and proposing policies for consideration by the Select Board (the “Board”). The Manager is expected to comply with the requirements of the Town Charter, applicable laws of the Commonwealth, and the established policies and traditions of the Town. The Manager is appointed by and responsible to the Select Board (the “Board”).
2. The Town is a complicated organization comprised of citizen boards and committees, town officers, and employees organized by departments. Many town committees and officials exercise authority granted under state law or local bylaw. The goals of town committees and departments can at times be in conflict, and it is the role of the Manager to encourage constructive dialogue and the respectful exchange of views.
3. Within the above context, the Manager shall perform the roles of leader, manager and administrator.

As Leader:

- (a) The Manager shall continually work with the Senior Management Team and other staff to hire, train, motivate, review, promote, discipline and dismiss employees. One of the Manager’s highest priorities shall be to develop an enthusiastic, motivated and well-trained staff committed to serving the Town’s citizens and its policy-making boards and committees with respect and without personal bias or preference. The Manager shall be committed to the free exchange of information, ideas and opinions and will foster transparency in the decision-making and openness in helping employees and citizens understand how decisions are made.
- (b) The Manager shall be a planner, with long-term vision, continually seeking improvements the in organization and opportunities to improve Town government and its efficiency, effectiveness and responsiveness; the Manager shall encourage a philosophy of continuous improvement across all departments and anticipating the community’s needs.
- (c) The Manager shall formulate policies to assist the Board in identifying and addressing issues before they become critical and in developing policy options for the Board’s consideration.

As Manager:

The Manager shall, with appropriate staff, prepare annually a Town budget consistent with the guidelines of the Finance Committee and present it to the Board and the Town Meeting. The Manager shall consider the community’s financial well-being to be of paramount importance. The Manager shall manage the Town’s activities within the budget as approved by Town Meeting. The Manager shall stay informed about both external and internal events and trends which could impact the Town’s fiscal situation in both the short term and longer term and shall keep the Board informed of such events.

As Administrator:

The Manager shall work to ensure that the activities of the Town are smoothly administered and that administrative policies and procedures are clear, up-to-date, and revised as conditions change. The Manager shall coordinate actions among town department, and between boards and committees to provide a smooth, seamless Town government.

4. The Manager should be an excellent communicator, with strong verbal and writing skills.
5. The Manager will serve as a spokesperson for the Town with entities such as local, state and federal agencies, business and community groups and citizens.
6. The Manager shall demonstrate the highest ethical standards and shall require ethical conduct for all Town employees.

Qualifications:

1) Personal Qualifications

- Integrity.
- Dedication the position and to the long-term welfare of the community.
- Ability to respect and appreciate differing opinions and perspectives.
- A collegial approach to solving complex problems and sharing information.
- Physical health necessary to perform the duties of the job.

2) Managerial Knowledge and Skills

- Comprehensive knowledge of local government structures, services, financing and administration.
- Ability to develop and implement long and short-term planning processes.
- Innovative problem-solving ability.
- Ability to empower and strengthen the skills of subordinates, to organize and to delegate effectively, to motivate subordinates and to foster teamwork.
- Acceptance of responsibility for acts and decisions of subordinates.
- Ability to develop, explain, and adhere to complex budgets.
- Strong analytical and decision-making skills.
- Ability to prepare well-written persuasive letters, memoranda and formal reports.
- Ability to make effective oral presentations, both prepared and extemporaneous.
- Competence in public relations techniques.
- Effective negotiation skills.
- Ability to develop consensus among a wide range of individuals with diverse backgrounds, interests and concerns.

3) Training and Experience

- Any combination of education and experience that provides the knowledge and abilities referred to above. Typical will be: a Master's Degree in Public Administration and at least seven (7) years of experience in positions of broad responsibility in municipal administration.
- Experience in budget analysis and preparation.
- Experience with open town meeting form of government is desirable.