TOWN ADMINISTRATOR
(WESTMINSTER, MASSACHUSETTS)

Position Purpose:
Performs professional, administrative and supervisory work managing the overall activities of town departments under the jurisdiction of the Board of Selectmen and in accordance with federal, state, local laws and regulations; serves as Chief Administrative Officer of the municipal government and is responsible to the Board of Selectmen for the administration of all town affairs placed in his/her charge by the Board of Selectmen. Performs all other related work as required.

Supervision:
Supervision Scope: Performs highly responsible work of a complex nature, requiring the exercise of considerable independent judgment. Provides professional advice to a variety of officials, departments, boards and committees concerning the development, implementation and administration of the policies, goals, regulations, and statutory requirements related to the administration and operation of the Town.

Supervision Received: Serves under contract and works under the policy direction of the Board of Selectmen with considerable latitude for independent judgment and action. Assumes responsibility for developing and achieving the department's goals and objectives. Questions are referred to supervisor only when clarification of town policy is needed.

Supervision Given: Supervises and directs the administration of town departments and offices for whose function he/she is responsible. Incumbent is responsible for the day-to-day management of the entire work force under the control of the Board of Selectmen and as otherwise authorized by By-Law.

Job Environment:
Work is generally performed under typical office conditions. Required to work outside of normal business hours and attend frequent evening meetings. Also, may be contacted at home at any time to respond to important situations and emergencies. Incumbent is required to attend numerous meetings with various town boards and committees and is expected to attend social and civic events to represent the Town.

Operates an automobile, computer, telephone, and standard office machines.

Makes frequent and direct contact with local, county, state, regional and federal agencies and officials, the media, community leaders, town employees and department heads, local civic and special interest groups, and the general public. Contacts are in person, by telephone, in writing and via internet. Contacts require considerable persuasiveness, resourcefulness, discretion, and negotiating skills to influence the decisions and behavior of other parties. Contacts involve attendance at meetings and conferences. Incumbent is recognized as a spokesperson for the Town.

Has access to an extensive amount of highly confidential information relating to the Town of Westminster, the disclosure of which may cause serious repercussions. Confidential information may include, but is not limited to, police investigations, labor negotiations, personnel records, contract development, and information about citizens.

Errors in judgment could have continuing adverse effect on the Town's ability to deliver services, result in loss of municipal revenues, have far-reaching legal and financial ramifications, and cause significant adverse public relations.

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.)

Is directly responsible to the Board of Selectmen for the administration of all town affairs placed in his/her charge by the Board of Selectmen and by By-Law. Assists the Board of Selectmen with the formulation of policy and execution of its directives. Manages and supervises departments and offices of the Town to achieve goals within available resources. Plans and organizes workloads and staff assignments. Exercises administrative authority over town departments, commissions, boards, committees, and officers under the jurisdiction of the Board. Trains, motivates and evaluates assigned staff.

Supervises department heads appointed by the Board of Selectmen; provides assistance in program planning, grantsmanship, personnel management, and budget development; makes recommendations to the Board of Selectmen in conjunction with department heads regarding departmental operations.

Establishes and maintains appropriate administrative procedures for the conduct of all affairs under the Board of Selectmen's jurisdiction, and when appropriate, to facilitate the coordination of all town activities.

Provides leadership and direction in the development of short and long range plans; gathers, interprets, and prepares data for studies, reports, and recommendations; coordinates department activities with other departments as needed.

Attends all regular meetings of the Board of Selectmen, and has a voice but not a vote in all of its deliberations. Prepares agendas, sets meetings and correspondence priorities. Brings to the attention of the Board all information relevant to the performance of the Office of the Selectmen. Provides professional advice to the Board of Selectmen and department heads. Makes presentations to boards, commissions, civic groups and the general public. Communicates official plans, policies and procedures to staff and the general public.

Administers the Selectmen's Office by receiving and making appropriate deposition of all correspondence and communications. In conjunction with the Chairperson of the Board, makes all procedural and substantive preparation for the meetings of the Board. Anticipates the needs of the Board for information and background material for setting policy and decisions made by the Board. Ascertains that all decisions of the Board are carried out.

Responds to inquiries, complaints and problems, and provides assistance to department directors, town staff, local and state officials, and business and community leaders, citizens, the news media, and the general public. Resolves the more difficult customer service requests.

Informs the Board and any other appropriate boards/committees of all relevant statutory and regulatory changes.

May serve in ex-officio capacity on many statutory and *ad hoc* committees; may serve as the Board of Selectmen's designee on other committees and boards.

Engages in a variety of public relations and town-wide coordination activities to ensure support from appropriate public and private constituencies and other institutions and government entities; works with local, county, state, and federal officials to identify and resolve problems, gain support or exchange information.

Informs and advises the Board of Selectmen of trends, problems and activities as appropriate to facilitate policy making; recommends policy, guidelines and operational strategies to board; implements policy options as directed by the board.

Organizes and presents the budget to the Board of Selectmen andAdvisory Board. Assists in the development and updating of the capital improvement program. Meets with financial team on regular basis to review financial condition. Maintains policy boards' awareness of the Town's financial condition and financial needs.

Responsible for the preparation of annual and special town meeting warrants and annual town report. Attends all sessions of the town meeting and provides Selectmen with information to address questions from voters of the Town.

Supervises, directs and coordinates town services under the jurisdiction of the Board of Selectmen; coordinates and cooperates with the Planning Board, Appeals Board, Conservation Commission, Board of Health, and other boards, commissions, and committees.

Coordinates labor negotiations and grievance procedures as directed by the Board of Selectmen, acts as collective bargaining agent; evaluates and renders advisory decisions to the Board on grievances by employees as required. Mediates grievances and complaints from town employees; represents the Town in grievances and lawsuits.

Serves as Personnel Administrator according to Town Bylaws. Oversees personnel systems under the direction of the Personnel Board; consults with the Personnel Board regarding personnel issues and policies; may propose modifications to Personnel Policies.

Serves as the Town's Municipal Hearings Officer, ADA Administrator, Parking Clerk and Chief Procurement Officer.

Required to obtain training to maintain local compliance for National Incident Management System (NIMS) certification. Responsible for assuring that designated departments/positions under his/her supervision also obtain/maintain required NIMS training.

Makes recommendations regarding vacancies in town offices, department head positions, committees, commissions and boards to be filled by the Board of Selectmen; in cooperation with department heads, recommends hiring and firing and disciplining of town employees.

Works with town boards and commissions in an advisory capacity; provides reports on various town projects; works with regional and state agencies.

Administers procedures for licenses and permits issued by the Board of Selectmen.

Coordinates departmental operational policies, rules, regulations, and procedures, and submits them to the Selectmen for approval.

Coordinates litigation and legal opinions between the Selectmen, Town Counsel, and various boards, departments, committees, and commissions.

Reviews budget reports, financial statements, requests for proposals, and other documents; makes recommendations and forwards documents for further action as required. Composes letters, memos, e-mail documents and other materials; writes reports.

Maintains knowledge of practices and trends in local government management by attending professional seminars and conferences.

Performs similar or related work as required.

Recommended Minimum Qualifications:

Education, Training and Experience:
Bachelor's degree in public administration, business management or closely related field; five years of experience as a municipal administrator; experience with demonstrated track record in conflict management and resolution; experience with town meeting process; or any equivalent combination of education, training and experience.

Special Requirements:
A Massachusetts Class D Motor Vehicle Operator's License is required.

Knowledge, Ability and Skill:
Knowledge: Thorough knowledge of the principles and practices of public finance, budget management, personnel management, collective bargaining, and intergovernmental relations. Comprehensive knowledge of the functions of municipal government. General understanding of the interaction between local government, state government, and federal government. General knowledge of Massachusetts General Laws as they apply to municipal government. Working knowledge of public administration, practices, and general office procedures. Sufficient knowledge of emerging technologies and to recognize its value to the Town.

Ability: Ability to plan, organize and direct the preparation of reports, analyze problems, and formulate recommendations. Ability to speak and write effectively. Ability to establish and maintain effective working relationships with all town employees, board/committee members, officials and the general public. Ability to conceptualize and put into operation department and town-wide goals and objectives. Ability to prioritize multiple tasks and deal effectively with interruptions, often under considerable time pressure.

Skill: Excellent fiscal skills. Skill in the utilization of technology as a means of strengthening the organization and its services. Professional skills related to customer services. Basic skill in utilizing personal computers.

Physical Requirements:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Lifts/moves objects weighing up to 10 pounds, files, and types on a keyboard at a moderate speed. Spends extended periods of time sitting/standing at meetings. Communicates verbally and in writing. Manually operates all office equipment. Operates automobile to perform in-town and out-of-town travel to transact town business; travel to night meetings are common place in order to confer with the Board of Selectmen and other town bodies.