

TOWN OF WINDHAM

Position Title: Assistant Town Manager Date: _____
Department: Manager's Office Incumbent: _____
Reports to: Town Manager Supervisor: _____
Classification: Exempt M-4 Town Manager: _____

General Summary.

The Assistant Town Manager is a Senior Management position responsible for assisting the Town Manager with the oversight of all municipal operations – including, but not limited to, finance, budget, long and short range planning, staffing the Town Council and other Town committees, implementing orders of the Town Council and Town Manager, and serving as a representative of the Town. The Assistant Town Manager operates under the general guidance of the Town Manager and in accordance with the Town Charter, ordinances, state, and federal laws. Performance is evaluated upon observation and results.

Essential Functions:

- Serves as a member of senior management on task forces and committees; participates in the Town's strategic planning efforts; may supervise other Town positions, as directed by the Town Manager – including, but not limited to, Planning, Economic Development, Code Enforcement, Assessing, Information Services and GIS.
- Assists the Town Manager with the development and administration of the annual municipal and capital budgets; management of all municipal resources and the review and development of operational policies; informs the Town Council, as needed.
- Assumes responsibility for special projects and other work, as assigned.
- Attends and participates in professional group meetings; represents the Town at various regional and state organizations, governmental jurisdictions, boards, and commissions, and before the public.
- Serves as an ombudsman responding to citizens' and businesses' requests for information and filing of complaints. Works with residents, businesses, and community groups on issues impacting the community.
- Coordinates the release of media and public information; maintains contact with various media outlets; updates media on Town or community issues.
- Prepares and gives presentations on Town programs to community groups, regional organizations, and service organizations.
- Assists the Town Manager and department heads in the development, implementation, and maintenance of customer service tracking and reporting systems, and performance measurement programs.
- Fills in for the Town Manager in his absence; staffs and attends Town Council and workshop meetings, as needed; staffs committees, as assigned; coordinates and supervises preparation of the Town Report.
- Responds to public inquiries, assist residents and taxpayers in finding remedies when complaints arise involving unfair vendor, administrative or government practices; conducts research, drafts correspondence and reports.
- Participates in community activities to promote the community and local government and maintains good community relations; assist committees with special projects.

- Ensures that all ordinances, by-laws, orders, provisions of the Town Charter and acts of the Town Council that require enforcement are faithfully executed.

Other Duties and Responsibilities:

- Performs other work as may be required at the request of the Town Manager.

Competencies:

- Strong background in municipal operations, organizational development, and strategic planning.
- Thorough knowledge of municipal financial management and budgeting for annual operations and multi-year capital plans.
- Ability to think and lead collaboratively and creatively.
- Ability to identify innovative and sustainable solutions.
- Strong public speaking and presentation skills.
- Ability to listen and hear divergent views and engage in open-minded discussion.
- Collaborative and cooperative leadership and management.
- Ability to effectively organize and manage time and hold others accountable.
- Strong public ethic, integrity, honesty, and accountability.
- Ability to manage large-scale public projects.
- Ability to delegate responsibility and authority as appropriate.
- Vision towards long-term sustainability while realistically addressing day to day operational needs.
- Familiarity with the principles of community & economic development and financial incentive programs.
- Ability to establish and maintain a strong working relationship with the Town Council.
- Outstanding verbal and written communication skills.
- Knowledge of municipal, county, State and federal programs and decision-making processes.
- Knowledge of personnel administration and labor relations.
- Ability to establish and maintain positive internal relations/culture, and direct, motivate, engage, and evaluate staff.
- Ability to work successfully with diverse groups.

- Knowledge of laws, regulations, and ordinances applicable to municipal, county, state, and federal government.
- Knowledge of computers, software programs, internet use, e-mail, social media, and other technology to meet citizen and organizational needs.
- Ability to work long hours and attend many night meetings.
- Ability to manage sensitive and confidential information.
- Consistently deliver exceptional customer service to all stakeholders, the Town Council, boards, non-profits, local businesses, and the general public.

Required Education/Experience:

- Master's degree in public administration, business, or related field, preferred;
- Three (3) years' experience in a responsible managerial position, preferably in local government; or
- Any equivalent combination of education and experience which demonstrates possession of the necessary knowledge, skills and abilities needed to accomplish the essential functions of the position.

Additional Eligibility Qualifications:

- Maine driver's license, Class C.
- Computer literacy and experience with Microsoft Office products and municipal financial software.

Working Conditions/Physical Demands:

Work involves mobility, talking, hearing, using hands to handle, feel or operate objects, tools, computer, cell phone or controls, and reaching with hands and arms. The employee may be required to push, pull, lift, twist, and/or carry up to 10 pounds. The noise level in the work environment is usually moderate. Hours of work are as necessary to accomplish the position's responsibilities; will often include evenings, weekends, and occasional holidays; regular attendance is a high pre-requisite to maintaining the position.

The above statements are intended to describe the general nature and the level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

External and internal applicants, as well as position incumbents who become disabled as defined under the American With Disabilities Act (ADA), must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.