



## **Town Manager**

EEO Class Code: Exec/Senior Offs & Mgrs.

Union Status: Unclassified

FLSA Code: Exempt

# **The Town of Pembroke Park Job Description**

**Department:** Administration

**Supervises:** Assistant Town Manager, Department Directors, and all Town Employees

**Position Reports To:** Town Mayor, Vice Mayor, and Commissioners (Town Commission)

**Sworn:** Yes

## **Job Specifications**

### **NATURE OF WORK**

The Town of Pembroke Park operates under a Commission Form of Government, with the Town Commission serving as the governing body of the Town. The Town Manager serves as the top administrator of the Town supervising the day to day activities in the areas of Public Services, Finance, and Administration while implementing and enforcing all directives of the Town Commission. The Town Manager is responsible for ensuring all Town activities and operations are in accordance with local, state, and federal policies and regulations. The employee is expected to exercise a considerable degree of independence, initiative, and good judgment. Major responsibilities for this position also include serving as the Budget Officer in the development and administration of the Town budget, administering capital programs, and aligning Town financials and operations with the strategic plan, goals, and objectives determined by the Town Commission.

### **ILLUSTRATIVE TASKS**

Tasks required of those in the position of Town Manager include, but are not limited to:

- Attends Council meetings and presents information and recommendations deemed necessary or as requested by members of the Commission.
- Communicates orally, and in writing, with residents, constituents, vendors, the press, the public, civic groups, and the Town Commission to respond to questions and resolve concerns.

- Regularly reviews comprehensive management reports from all departments and divisions within the Town and reports back to the Commission on individual department operations and issues.
- Attends and participates in professional groups and committees that are relevant and beneficial to Town business.
- Responds to and resolves difficult and sensitive employee, resident, and other stakeholder inquiries and complaints with diplomacy and tact.
- Administers and enforces the Town Charter and is responsible for the overall supervision and administration of Town operations.
- Regularly communicates with the Town Commission as a whole in public Commission meetings/workshops/emails and/or individually with each Town Commissioner to deliver progress reports on achieved goals and objectives as well as Town issues/concerns; also compiles a variety of studies, reports, and research for decision making purposes presented to the Commission.
- Plans, coordinates, and directs the operation of departments and programs; evaluates organizational issues and problems and facilitates strategies to streamline and improve operations.
- Serves as the official Budget Officer working with the Finance Director to develop and propose the Town's annual operating budget for Commission review and approval; also monitors revenues and expenditures in assigned areas to ensure sound fiscal control.
- Maintains responsibility for intergovernmental relations with other cities, and public and private organizations.
- Provides overall organizational leadership in short and long terms plans and promotes the organizational values through daily operations and interactions.
- Ensures Town workplaces are free of discrimination and harassment in accordance with federal, state, and local laws.
- Creates systems to facilitate and ensure maximum productivity of employees.
- Ensures accountability throughout the Town and enforces disciplinary action when necessary.
- Responsible for approving all new hires and terminations, except for specific senior department director positions as depicted in the Town Charter that are appointed by the Town Commission.
- Makes recommendations on personnel policies and assignments for efficient operation of the Town government to the Commission for approval.
- Enforces all laws, provisions of the Charter, and acts of the Commission subject to enforcement.
- Ensures the Town's emergency management plans are updated regularly to ensure preparation in the event of a man-made or natural disaster.
- Builds trust, confidence, and rapport throughout the Town with employees, residents, the Town Commission, and the general public that promotes stability and overall excellent community relations.
- Ensures that all services and goods procured by the Town are in accordance with Town purchasing policies and regulations.

- Strives to ensure a high quality of life for all Town residents and visitors in the areas of safety, cleanliness, and pleasant living and working environments.
- Negotiates highly complex contracts and solutions on a variety of administrative, fiscal and special projects; participates in the preparation and monitoring of program or special project budgets.
- Schedules, coordinates, and assigns personnel to projects; reviews staff work and provides and approves training as appropriate.
- Attends all Town events as the official representative of the Town.
- Any/all other assigned duties and responsibilities as directed by the Town Commission.

## **KNOWLEDGE, SKILLS AND ABILITIES**

The successful employee demonstrates considerable knowledge and is guided by the principles of personal and professional integrity; community leadership and engagement; equity and inclusion; staff effectiveness; and personal resiliency and development. The employee is also expected to lead by example and demonstrate the highest level of ethics.

Knowledge of:

- Principles and practices of public administration with a thorough knowledge of government policies specifically related to strategic planning, organizing, directing, and coordinating local government operations.
- Personnel management including leadership techniques, principles, and procedures to assign work, schedule, supervise, train and evaluate the work of assigned staff, human resource theory and practices, and personnel recruitment and retention.
- Customer service principles and processes including setting and meeting quality standards for services and evaluation of customer satisfaction.
- Technology and innovative practices including emerging methods of community engagement and the use of technology to improve the efficiency and effectiveness of government operations.
- Knowledge and experience in government budgets and finance.

Skill in:

- Understanding the basic principles of public service and promoting an environment of continual improvement for local government operations.
- Discerning community needs and identifying responsive and equitable responses.
- Effectively facilitating the flow of information, ideas, and innovative practices.

Ability to:

- Analyze and evaluate complex administrative problems, evaluate programs, and recommend solutions.
- Present clear, complete, and logical oral and written reports.
- Manage multiple grants, projects and oversee the work of others.

- Establish and maintain effective working relationships with employees, governmental officials, representatives of private agencies, community groups and the public.

## **MINIMUM REQUIREMENTS**

- Graduation from an accredited college or university with a bachelor's degree in Public Administration, Finance, Business Administration, or related field; a master's degree in a related field is highly desired.
- Minimum of Ten (10) years of progressively responsible experience in managing a municipal government as a Town Manager, Assistant Town Manager, or Senior Executive.
- An equivalent combination of education and experience may be considered.

## **PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT**

The physical demands described here are representative of those that must be met by a teammate to successfully perform the essential duties and functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Regularly required to stand, sit, see, speak, hear, and use hands and fingers to operate a computer, telephone, or other electronic device.
- Occasional light to moderate lifting of office products and supplies may be required.

The work environment characteristics described here are representative of those a teammate encounters while performing the essential duties and functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Moderate noise (business office with computers, telephones, printers, fax machines, photocopiers, filing cabinets, and light traffic)
- Ability to work within a confined area.
- Ability to work in a computer station for an extended period.
- Position is required to work extended hours on evenings and weekends to attend regular Commission meetings, Town events, emergency disasters, and other Town related events.