

Town Administrator Study Committee Final Report

Completed
September 2012



Brookfield, Massachusetts

Town Administrator Study Committee

Final Report

Submitted to the Board of Selectmen

September 17, 2012

Committee members:

Kevin Erkkila

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**Executive Summary Report
Town Administrator Study Committee
August 2012**

Committee:

Chair - Mary Beth Harrity

Members - Kevin Erkkila, Chantal Hirtle, Mary Lou Knight, Peter O'Connell, Clarence Snyder

Committee Charge:

The Board of Selectmen (Board) formed the Study Committee to review the administrative challenges facing the Board, to review the current Administrative Assistant job description and determine if or how the demands of the position have changed, and to determine if there is now a need to upgrade the job description to that of Town Administrator.

Research and Interviews:

- Reviewed administrative assistant and town administrator job descriptions for Brookfield and area towns
- Interviewed current Brookfield Selectmen, Department Heads, and Administrative Assistant as well as former Brookfield Selectmen and area town administrators
- Surveyed all Town elected officials, appointees, employees and committee members on the needs of the Selectmen's office for additional administrative support
- Gathered information from websites and annual reports to compare administrative assistant and town administrator salaries in area towns of a similar size and budget to Brookfield
- Held a public hearing to share survey results and gather additional input from citizens

Findings:

A survey of staff and committee members revealed a consensus that effective town government today requires more management expertise, particularly in the areas of finance, long-term planning, personnel management, purchasing, and regional cooperation than a part-time Board and Administrative Assistant can provide. The Town is more reliant on grant funding, which, in turn, requires attendance at regional meetings, skills in grant writing, and greater attention to state contracts and requirements.

Conclusion:

Based on its findings, the Study Committee feels that implementation of a Town Administrator position is in the best interests of the Town of Brookfield. It is the unanimous recommendation of the Study Committee that the Board take the necessary steps to create and fill a Town Administrator position in time for the retirement of current Administrative Assistant Donna Neylon. We also recommend an increase in clerical staff hours from four hours per week currently to 16 hours per week to relieve the Town Administrator of clerical functions that currently occupy about 40% of the Administrative Assistant's time. We estimate the cost to cover the salary increase and additional clerk wages to be between \$16,000 and \$26,000. Experience in other communities has demonstrated that the shift from an Administrative Assistant to a Town Administrator produces financial benefits even after paying the higher salaries for the Town Administrator and Clerk. The hiring of an experienced Town Administrator is a necessary investment in Brookfield's future.

Report of the Town Administrator Study Committee August, 2012

Committee Members: Mary Beth Harrity, Chair, Kevin Erkkila, Chantal Hirtle, Mary Lou Knight, Peter O'Connell, Clarence Snyder

Introduction

In 2002, a previous Town Administrator Study Committee did not recommend that the Town hire a Town Administrator, but commented that *"a Town Administrator position should be considered when the current structure of a three person Select Board and Administrative Assistant can no longer meet the needs of the town and more management and oversight is needed."*

A decade later, in anticipation of the retirement in April 2013 of current Administrative Assistant to the Board of Selectmen, Donna Neylon, this Town Administrator Study Committee was charged with reviewing the current Brookfield Administrative Assistant job description, determining if or how the demands on the position have changed, and making recommendations to the board of selectmen for defining the position to respond to those changes.

At the outset, the committee recognized the quality and quantity of work done by Donna Neylon over the past several years. The committee noted that the selectmen and Town Meeting had upgraded her job description in 2010 with a consequent increase in salary; this was because for several years the board of selectmen had been asking her to perform tasks that were not part of the previous administrative assistant job description.

The Town Administrator Study Committee began its work by comparing the administrative assistant job description against the current needs of the Town to see if:

1. The current administrative assistant job description met the needs of the Town;
2. There were new tasks and responsibilities to be added to the administrative assistant job description, but that the job title would remain the same;
3. There were new tasks and responsibilities to be added to the administrative assistant job description sufficient to designate the position as a town administrator.
4. There was a need to have a town administrator directly supervise some or all department heads including goal setting, writing performance reviews, and making recommendations to the board of selectmen relative to disciplinary actions.

The committee interviewed current and former selectmen, three town administrators and Ms. Neylon. They reviewed job descriptions for administrative assistant, town administrator and town manager positions from several towns, and conducted a survey of employees and committee members of the Town of Brookfield. A public hearing was conducted on June 12, 2012 to present the survey response data and to solicit public comment. Information from the committee's investigations, together with the survey analysis, is appended to this report.

Findings

In reviewing its findings, the committee reached several conclusions about changes in Brookfield town government in the decade since the need for a town administrator was last investigated:

- 1. The amount of administrative work in the selectmen's office has increased significantly, which, in the opinion of department heads and committee members surveyed by the committee, has outstripped the ability of a part-time board assisted by an administrative assistant to bring projects to successful conclusion.**

The Town has deferred maintenance and renovation of many of its buildings, roads and bridges while becoming increasingly dependent on competitive grants from the state to address these capital needs. The state, in considering grant applications, has placed greater emphasis on the use of regional cost- and resource-sharing and planning, requiring a greater commitment from selectmen to attend regional meetings. Greater professional skill, experience, and time are needed to manage the planning, bidding, and implementation of large-scale projects, to participate in regional planning and cooperation, and to write and administer grants. The need for these activities has expanded dramatically in the last decade, accompanied by a similarly large increase in paperwork, meetings, and e-mail communication. Not only can selectmen not be expected to attend the larger number of regional meetings, but turnover on the board makes it difficult for selectmen to move initiatives forward.

Moreover, selectmen have had difficulty bringing major projects to successful completion, which has cost the Town money. Examples cited include the Town Hall renovation and the permanent siting of the police department. Neither of these projects has been successfully launched. These issues, which have persisted for more than a decade, have cost the Town money in consultants and studies that could have been better spent on the structures themselves.

The current administrative assistant has been given limited authority to coordinate the development of some grants and to administer the resulting projects, but only on a project-by-project basis. Large-scale, longer-term capital projects that require grant funding, public financing and (usually) a debt exclusion vote require a sustained, coordinated effort that is frustrated by turnover on the board of selectmen. In towns with a town administrator, the town administrator represents the selectmen at regional meetings, leads or provides staff support to committees that address the recommendations of the Town's master plan, coordinates the work of departments related to major projects, and writes grant proposals.

- 2. Town auditors have identified persistent unaddressed and unresolved issues dating from ten years ago. The 2011 Department of Revenue Financial Management Review made 25 recommendations for improvement of the management of town finances, many of which include auditors' management recommendations from prior years.**

Brookfield must address its budgeting process, its lack of a capital plan, the long-standing issue of delinquent tax title properties, and the need for greater coordination of its financial team. The persistence of these financial issues over many years suggests that the current selectmen-administrative assistant structure has not been able to meet the needs of the town.

The current administrative assistant job description, for example, does not include a role in budgeting and financial management except for the budget accounts of the selectmen. Towns with a town administrator experienced in budgeting and financial management free their selectmen from the day-to-day management of town affairs and allow them to focus on setting priorities and policies for the administrator to carry out. The board can then provide oversight of multi-year plans and projects in conjunction with departments and committees.

3. Town Counsel has noted that personnel issues have become the fastest growing and most expensive area of legal issues facing selectmen across the state.

Employees and committee members agree overwhelmingly that the personnel by-law and policies and the wage and salary schedule need to be updated and to be applied more consistently. They also agree that there needs to be greater communication and coordination between the selectmen and department heads and committee chairs. The current administrative assistant job description does not include a responsibility to coordinate personnel issues either directly or by providing staff support to the Personnel Committee. Selectmen simply do not have the time or training to provide an adequate degree of supervision of appointed department heads, and department heads and committee chairs themselves need training in supervision.

Although a personnel committee can be helpful in developing policies, it cannot administer those policies. Likewise, the treasurer can be expected to maintain personnel records for employees, but cannot ensure that department heads and committees follow personnel policies. In many towns, the selectmen, acting through a town administrator, provide leadership and overall coordination of the personnel function. The town administrator builds up experience which enables them to resolve issues without incurring the expense of town counsel.

4. The burden of clerical work in the Selectmen's Office has increased greatly. This is due to the increased paperwork from grants, the rise of email and web communication tools, and the increased number of projects and issues that the Town has had to deal with. The administrative assistant estimates that 40% or more of her time is spent on clerical work, time she is not able to spend time on grant development or management, procurement, or other parts of her existing job. She notes that some tasks are either being rushed or delayed, increasing the chances of expensive errors. .

Recommendations

Based on these findings, it is the judgment of this committee that the current governance structure of a board of selectmen assisted by an administrative assistant no longer meets the needs of the town. Part-time selectmen, who have full-time jobs and families or other commitments and who may lack the professional training to avoid expensive mistakes in an increasingly litigious and politically polarized political environment, cannot keep up with the demands of managing a \$7,000,000 budget.

In this challenging financial climate, voters will be concerned to know whether the increased cost will result in cost-savings, increased revenue, or better service. We believe that the hiring of a town administrator is an investment in Brookfield's future. We note that half of that budget is

the responsibility of a professionally trained and very experienced superintendent of schools who makes recommendations to the Brookfield and Tantasqua School Committees. With this professional level of management, Tantasqua and Brookfield schools have earned a notable reputation for academic and financial performance, adopted cost-saving measures, attracted a waiting list of students under the school choice program, and secured grant funding that has reduced operating costs. We believe the other half of that budget requires the same level of training and competence so that the board of selectmen can play a policy-making and leadership role in addressing a variety of issues that have not been addressed over the past ten years.

A. We recommend that selectmen add additional duties and delegated authority to the position description of the administrative assistant as follows:

1. **Serve as the Chief Operating Officer for the Town:** Supervises, directs, and assumes responsibility for the efficient administration of all functions and activities for which the office of Town Administrator is given authority, responsibility, or control by by-law, by Town Meeting vote, and/or by vote of the board of selectmen; at the direction of the board, provides professional staff support and consultation to committees working to advance major Town initiatives and/or coordinates all aspects of special projects.
2. **Serve as Chief Personnel Officer:** Provides management direction and advice for all personnel/human resource activities for the Town; motivates and coaches managers and department heads as necessary; makes recommendations on personnel staffing requirements; oversees staffing and recruitment processes; serves on selection teams as appropriate; processes all proper documentation for new hires including coordination with the Treasurer's Office (payroll) and accounting; responsible for the promulgation, implementation, and administration of the personnel policies and practices, rules and regulations, and procedures, consistent with federal, state and local laws.

However, our committee recommends that the town administrator serve primarily as a coordinator in the personnel area, rather than taking over direct supervision of department heads. The town administrator would serve as support staff to the Personnel Committee to review job descriptions, revise the wage and salary schedule, develop an employee handbook, organize training for department heads and committee chairs, assist with negotiations with employee groups, and be responsible for the consistent administration of personnel policies. In addition, the board of selectmen should give a town administrator authority to convene meetings of department heads and committee chairs to bring about greater coordination of Town affairs, to move initiatives along, and to address issues early on before they become too difficult to deal with.

3. **Serve as Chief Financial Officer:** Chairs monthly meetings of the financial team and ensures that regular reports are made to the board of selectmen dealing with spending, tax collection, and the implementation of recommendations made by auditors; prepares full report of all Town administrative operations as requested; develops the annual operating budget for the Town in consultation with the Finance Committee and board of selectmen; serves as the representative of the board of selectmen on the Capital Improvement Planning Committee to maintain a current capital improvement plan.

These additional roles and responsibilities are most appropriate to a job description for a town administrator. It is the unanimous recommendation of the Town Administrator Study Committee that the board take the necessary steps to create this position and to fill it with an experienced town administrator when Donna Neylon retires.

- B.** The committee unanimously recommends an increase in clerical time budgeted for the selectmen's office from 4 hours per week to 12 hours a week to allow a town administrator time to work on the major responsibilities of the job description rather than as a high-paid clerk.

Costs of the Proposal

The salary for a town administrator for a town Brookfield's size is between \$50,000 and \$60,000. The appropriate amount will depend on (1) whether the board makes the position less than full time, (2) the level of experience and education required by the board, and (3) the duties the selectmen intend to assign. Because the FY13 salary for the administrative assistant is \$42,370, the increased cost for a town administrator would be between \$7,630 and \$17,630.

In addition, the recommended increase in clerical time of 12 hours per week (4 mornings) would cost \$8,724, assuming that one of the existing clerks takes the position at their current hourly rate of \$13.98. The cost might be less if a new person were hired. Therefore, the estimated total increased cost of more clerk hours plus hiring a town administrator would be between \$16,354 and \$26,354.

Expected Benefits and Savings

Based on interviews with town administrators in towns of similar size to Brookfield, a town administrator would: (1) generate budget savings, (2) work with the treasurer and town counsel to reduce the number of tax title properties by selling some of the nearly 80 tax title properties currently owing back taxes and collecting the back taxes owed on others; (3) do the consistent planning necessary to qualify for state grants to accomplish work the Town would otherwise have to pay for, (4) improve communication among employees and with townspeople, and (5) prevent small problems from growing into larger problems. More specifically,

1. A professional town administrator will use town counsel more cost-effectively by first researching the Massachusetts General Laws and by obtaining free advice from other town administrators and government agencies.
2. A single new grant will save the Town more than the cost of this proposal; more time to manage grants will help avoid costly errors.
3. The sale of one or two tax title properties each year will more than pay for the additional cost of this proposal.
4. A town administrator experienced in personnel management will help avoid higher costs resulting from unemployment claims and legal costs resulting from improper supervision, that on average will cost a town \$30,000 - \$50,000 per claim in legal fees and penalties.

Next Steps

Most towns that have hired town administrators for the first time note that the success of the first town administrator depends on the degree to which the selectmen agree on the specific responsibilities of a town administrator, define the level of independent authority they will give the administrator, set the tone for the administrator's interaction with department heads, and define clear performance expectations. Selectmen need to track progress on initiatives as well as on savings and additional revenue in evaluating whether the position is meeting expectations.

According to the provisions of the Brookfield Personnel By-laws, to implement the recommendations of the Town Administrator Study Committee, the board of selectmen needs to (1) review, revise as appropriate, and approve the committee's attached position description for a town administrator, based closely on the position description recommended by Kopelman & Paige, (2) submit the town administrator position description to the Personnel Committee for review and for assigning a grade to the position, (3) seek Town Meeting approval for the position title and grade to be added to the personnel by-law list of approved positions and grades, and (4) seek budget approval for the Town to pay the appropriate salary for the town administrator and for the increased hours for the clerk.

Donna Neylon has announced her intention to retire in April, 2013. In order to have a town administrator in place and functioning by then, allow for some overlap between Ms. Neylon and her replacement and make provision for any earned leave time she might wish to take, the board should begin advertising for a replacement no later than January, 2013. Some increase in the FY13 budget line would be necessary to pay the salary of the new administrator and to pay for accrued sick and vacation time for Ms. Neylon. Because the Town may not have a Special Town Meeting between November 2012 and the Annual Town Meeting in May or June of 2013, we recommend that the board of selectmen accomplish steps one and two above in October, 2012 so it can put the appropriate articles seeking approval for steps three and four on the warrant for the November, 2012 Special Town Meeting.

Conclusion

The committee believes that hiring a town administrator will save the town more than it costs. More importantly, it is an investment in a town's growth and strength as a community, one that will pay significant dividends in the preservation of those features that define a desirable quality of life in the Town of Brookfield.

Town of Brookfield Proposed Job Description

Town Administrator Department Head Level

Summary of Position Responsibilities:

The Town Administrator performs complex professional, administrative, and management work on a daily basis in connection with ongoing Town activities, and assists and advises the Board of Selectmen to discharge the duties of their office. As a member of the Town's professional staff, the Town Administrator guides and facilitates the work of the Town's operating agencies to ensure effective and efficient delivery of Town services. The Town Administrator acts as the agent for the Board of Selectmen and serves as the Board's initial point of contact. The Administrator provides professional guidance to the Town in areas of policy formulation, fiscal affairs, labor relations, and organizational development. The position has access to considerable confidential and sensitive information. It requires the application of a sophisticated level of judgment in order to minimize errors that could result in significant confusion and delay, continuing adverse effect on the Town's ability to deliver services, loss of municipal revenues, improper disclosure of confidential information, and have legal and/or financial repercussions, and/or cause adverse public relations.

Description of Supervision/Supervisory Responsibilities:

The Town Administrator is appointed by, is responsible to, and works under the policy direction of the Board of Selectmen (Board). The employee is required to exercise considerable and significant independent judgment and initiative, within established policies and procedures and the requirements of federal, state and local law (as applicable), with minimal direct supervision. The position has direct supervisory responsibility for clerical personnel as directed by the Board of Selectmen, the Municipal Facilities custodian, personnel maintaining the Town website, and consulting grant writers and grant project directors.

Essential Functions of Job:

Administrative:

- Supervises, directs, and assumes responsibility for the efficient administration of all functions and activities for which the office of Town Administrator is given authority, responsibility, or control by by-law, by Town Meeting vote, and by vote of the Board of Selectmen
- Plans, directs and supervises the work of the Office of the Board of Selectmen, including preparation, monitoring and oversight of department operating budget; plans and organizes workloads and staff assignments under his/her jurisdiction; trains, motivates and evaluates assigned staff
- Establishes long and short range goals and objectives in conjunction with Selectmen and oversees implementation; evaluates current programs and services and recommends changes to meet emerging needs
- Analyzes complex and difficult administrative issues and develops relevant and realistic plans, programs, and recommendations
- 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
- At the direction of the Board, provides administrative support to selected Town committees

- At the direction of the Board, provides professional staff support and consultation to committees charged with major Town initiatives and special projects and/or coordinates all aspects of same
- Coordinates the activities of many independent boards, commissions, and departments; frequently required to attend meetings of other boards, commissions and committees; must maintain a close working relationship with all members of the Board of Selectmen and all municipal department heads
- Attends all regular and special meetings of the Board; provides informational support at all of the Board's proceedings/meetings; assists the Board in planning, posting, and holding meetings and public hearings; arranges for the recording and distribution of meeting minutes
- Maintains and coordinates records of Board appointments to positions, boards and committees of the Town, including the charges, composition and expiration of terms for each committee, position or board
- Oversees the maintenance of the files of the Board, including confidential information
- Prepares for Town Meetings, including preparation of town meeting warrants and specific warrant articles, and coordination of articles with the Advisory Committee, Town Counsel and all appropriate departments; answers questions regarding warrant articles and matters under his/her jurisdiction; recommends to the Board or other Town officials/agencies adoption of measures requiring action by them or Town Meeting
- Prepares a variety of reports, memoranda, presentations, analytical and statistical reviews, and correspondence (including correspondence on the Board's behalf)
- Oversees the rental and use of the Town Hall and all Town facilities and property under the jurisdiction of the Board; directs the maintenance and repair of all Town buildings and facilities; ensures that a full and complete inventory of all property of the Town, both real and personal, is maintained; ensures that adequate liability, casualty, motor vehicle, and other insurance policies are maintained
- Coordinates the issuance of licenses and renewals under the authority of the Board
- Acts as primary liaison with all legal counsels on matters relevant to the Town and assists Town Counsel with preparation of litigation
- Identifies available grants and prepares and submits grant applications; has overall responsibility for administration of grant funds received and ensuring compliance with grant requirements
- Establishes working relationships with and acts as the Board of Selectmen's representative to regional organizations and appropriate county, state, and federal officials, boards and departments
- Answers complaints and refers complaints to the proper Town department for attention and submits recommendations for the disposition of specific complaints to the Board of Selectmen; develops and administers processes required to resolve complaints, concerns, and issues from the public and from within the Town
- Oversees and ensures that computer information systems, databases, and records are managed effectively; drafts budget requirements/purchase plans for necessary technical replacements and/or upgrades that are compliant with and appropriate to applicable standards and needs
- Provides training support for newly-elected members of the Board and other committees and task forces, including, but not limited to, policies and current issues and background information
- Coordinates distribution of information on Town issues, events and topics via various outlets, including the Town website, Blackboard Connect and local media
- Responds to inquiries and requests for information from the public, Town officials and employees, and other government officials, among others

Personnel:

- Provides management direction and advice for all personnel/human resource activities for the Town; motivates and coaches managers and department heads as necessary
- Makes recommendations on personnel staffing requirements; oversees staffing and recruitment processes; serves on selection teams as appropriate; processes all proper documentation for new hires including coordination with payroll and accounting
- Advises the Board in the appointment and removal of all department heads, officers, members of boards and commissions, and all other employees appointed by the Selectmen
- Responsible for the promulgation, implementation, and administration of the personnel policies and practices, rules and regulations, and procedures, consistent with federal, state and local laws
- Participates with the Board and Town Counsel in collective bargaining and contract negotiations, and dispute resolution involving any labor matter within the purview of the Board; and monitors the implementation of collective bargaining agreements
- Assures compliance with all state and federal personnel mandates (i.e. ADA, FMLA, Ethics, unemployment, workers' compensation, discrimination prevention, and the like), and any applicable local laws, policies and procedures
- Serves as the Town's Equal Employment/Affirmative Action Officer; ADA Coordinator; Ethics Officer
- Participates in the investigation and representation of the town in administrative matters such as unemployment, workers' compensation and discrimination complaints/hearings/proceedings
- Administers and coordinates the Town's employee benefit programs/plans

Financial:

- Ensures that full and complete records of the financial and administrative activities of the Board are maintained
- Prepares full report of all Town administrative operations as requested
- In conjunction with other Town departments, proposes the annual operating budget for the Town to the Board of Selectmen; provides staff support to the Capital Planning Committee
- Chairs regular meetings of the financial team and ensures that regular reports are made to the Board regarding spending, revenue, tax collection, and corrective actions in response to auditors' recommendations.

Procurement:

- Directs and controls procurement process, procedures, and best practices, providing guidance to Town departments
- Assists in the preparation of RFPs, RFQs and bid solicitations
- Recommends Town participation in group/regional purchasing agreements to the Board; administers, coordinates and evaluates such agreements and associated activities

Performs similar or related work as required or assigned; exercises any additional powers that are or may be legally conferred upon the position by statute, bylaw, regulation or vote of the Board of Selectmen

Minimum Competencies:

- Working knowledge of the Massachusetts General Laws as they apply to municipal operations
- Thorough and comprehensive knowledge of the functions of municipal government
- Working knowledge of Open Meeting Law, Public Records Law, State Ethics Law, Municipal Finance and Procurement laws

- Working knowledge of: the interaction among local, state, and federal government; business administration practices and general office procedures; information systems; and municipal budget and capital planning
- Ability to communicate effectively and professionally with, and establish and maintain cooperative relationships with: Town officials, boards, committees and commissions, employees and staff; federal, state, county, and regional governmental representatives; officials and staff from other municipalities; community leaders, local civic and social organizations and the public
- A high level of persuasiveness, resourcefulness, discretion, and negotiating skills
- Ability to analyze a variety of personnel and management problems and make reasoned recommendations for their resolution
- Proven leadership ability, strong interpersonal skills, and a high degree of motivation, initiative, and resourcefulness
- Ability to communicate effectively in written and oral form
- Ability to work in high pressure situations, as necessary, and deal effectively with frequent interruptions
- Good organizational skills, detail oriented, and able to work independently
- Ability to handle multiple tasks, prioritize effectively, and meet deadlines
- Ability to plan and effectively manage municipal budget
- Proficiency in word processing and spreadsheet software (such as MS Word and Excel)
- Honesty, reliability, discretion, and good judgment

Education and Experience/Other Requirements:

- Bachelor's Degree in Public Administration or related field; Master's Degree preferred
- Three (3) to five (5) years of experience as a municipal administrator; or any equivalent combination of education, training and experience that provides the required knowledge, skills and abilities to perform the essential functions of the job
- Experience in collective bargaining, human resource management, purchasing, and conflict management and resolution is preferred
- Massachusetts Certified Public Purchasing Officer designation preferred
- Valid Massachusetts Driver's License and satisfactory driving record required
- Per G.L. c. 41, §23A, the Town Administrator may not hold any elective town office

Physical Requirements/Work Location:

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.

Town Hall

This is an office-based job in a dynamic municipal office, and work is generally performed under typical office conditions. The Town Administrator may frequently be required to work outside of normal business hours, and may be contacted at home at any time to respond to important situations and emergencies. The Town Administrator is required to attend all Board of Selectmen evening meetings, and other evening meetings as necessary. Travel on official business required.

While performing the duties of the Town Administrator, the employee is required to: interact and communicate frequently with: the public; all Town boards, committees, commissions and officials; Town staff and employees; state, federal, county, district, and regional government officials, employees and staff; civic and community organizations; and/or third parties transacting business with the Town;

operate standard office equipment including computers and keyboards, at efficient speed; and move throughout the municipal office. Lifts/moves objects weighing up to 10 pounds.

FLSA status

This position is exempt under the Fair Labor Standards Act.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer as the needs of the employer and/or requirements of the job change.

Date adopted/revised: _____
453752 Revised 7/10/2012