



JOB DESCRIPTION

Title: Assistant Town Manager
Department: Office of Town Manager
Status: Full Time/ Exempt
Schedule: Typically, M-F 8:00 a.m. - 4:30 p.m. Other days/hours as needed
Reports To: Town Manager

Position Summary

The Assistant Town Manager is responsible for administrative and professional work associated with assisting the Town Manager in the implementation of policies, directives, initiatives and programs established by the Town Council. Serves as the human resource manager. Assists with the oversight of operations, process improvements, and program implementations. Researches and provides background and supportive information to the Town Manager and coordinates a wide variety of special projects.

Qualifications

- Bachelor's degree from an accredited four-year college or university in public administration, business administration; master's degree in public administration, business administration or a related field preferred.
- Minimum of 3 years of experience in a municipal or other local government setting.
- Any combination of education, experience, and training that provides the requisite knowledge, skills, and abilities listed above.

Essential Functions

1. Human Resources

- Serves as the human resources manager.
- Coordinates and oversees the employee recruitment process.
- Conducts new employee onboarding.
- Updates the employee handbook as necessary.
- Interprets and enforces personnel policies.
- Oversees compliance with department-specific job and training requirements and certifications.

- Monitors changes in employment law and regulations to ensure employment policies and practices comply with state and federal laws.
- Oversees the Town's EAP program.
- Develops and implements employee training programs.
- Oversees employee performance evaluation process.
- Develops and implements employee programs and activities.
- Advises the Town Manager on personnel matters.

2. Insurance Management

- Oversees property and liability insurance plans.
- Designs and implements the town's risk management program. Develops programs to identify and mitigate patterns of losses and reduction in claims.
- Works with the liability and health/life insurance carriers relating to insurance plan implementation, modifications, annual premium reviews.
- Serves as employee benefits administrator for insurance, FMLA, workers compensation, retirement, etc.
- Processes worker compensation claims.

3. Administration

- Assists the Town Manager with managing the day-to-day operations of the Town.
- Assists with developing, updating, and communicating policies and procedures and monitoring policy and procedure compliance.
- Provides administrative assistance to departments as needed.
- Prepares studies, reports, and related information for decision-making purposes.
- Manages projects and initiatives as directed by the Town Manager.
- Conducts research and analysis for the Town Manager and departments.
- Oversees information technology operations and the Town's contracted technology management provider.
- Assists with responding to citizen issues and requests.
- Assists with preparing agenda items, background materials, and presentations for Town Council and other meetings.
- Assists with writing grant applications and monitoring grant implementation and reporting.
- Assists with reviewing, implementing and monitoring contracts and leases.
- Attends Town Council meetings.
- Serves as Acting Town Manager in the Manager's absence
- Performs related duties as directed by the Town Manager.

Knowledge, Skills and Abilities

- Knowledge of the theory and principles of public administration and municipal operations.
- Knowledge of the policies, principles and practices of human resource management.
- Knowledge of employment laws and regulations.
- Skill in meeting facilitation, customer contact and collaborative conflict resolution.
- Experience with managing projects.
- Ability to draft policies with appropriate justification and implementation strategies and procedures.
- Ability to analyze facts, programs, trends, and costs and make recommendations, solve problems, and prepare reports.
- Ability to engage, work with, and communicate effectively with department heads, other government officials, employees, and the public.
- Ability to maintain the confidentiality of all activities and management discussions.
- Strong creative, strategic, analytical, organizational, and personal skills, with experience of managing multiple projects at a time.
- Strong proficiency in Microsoft Office Suite applications (Excel, Word, Outlook, etc.) and other municipal software.
- Take direction but work independently, with the ability to effectively prioritize and organize workload.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Prepare clear and concise reports, records, budgets, memoranda, correspondence, and other documents.
- Work effectively in a team-based organization focused on continuous improvement; establish and maintain a positive customer service attitude and effective working relationships with customers; demonstrate strong two-way communication skills, including the ability to listen, explain, and facilitate; ask for input; and, offer help.
- Demonstrated organizational, problem solving and time management skills with ability to work under time pressures, adapt to stressful situations and meet frequent and challenging deadlines.
- Able to contribute positively as part of a team assisting with various tasks as requested.
- Ability to learn applicable town, state, federal, and department ordinances, laws, rules and regulations.

Work Environment

This position involves a combination of office work, community engagement, and external meetings. While a typical workweek is 40 hours, additional work hours are required to attend evening meetings or community activities outside of normal working hours. Standard office equipment is used, including computers, telephones, and industry-specific software for business operations. The employee is frequently required to sit, talk, walk, and hear; use hands to touch, handle, feel, or operate a computer; reach with hands and arms; and occasionally lift and/or move up to 50 pounds. Employee must be able to occasionally operate a motor vehicle to drive to other town facilities, events, or external meetings.

JOB DESCRIPTION ACKNOWLEDGEMENT FORM

I acknowledge that I have received a copy of the job description for my position. I have reviewed this job description and understand the job duties, responsibilities and working environment as outlined. I confirm my ability to perform the essential functions as outlined. I understand this job description is not intended to be a complete listing of all job duties but is considered a general summary of expectations. I understand that my job duties may change on a temporary or regular basis according to the needs of the organization without it being specifically included in the job description.

Employee's Signature

Date

Employee's Name Printed

Date Last Revised: July 27, 2025