

ASSISTANT TO THE TOWN MANAGER

Position Code: 2010

WC Code: 8810

FLSA Status: Non-Exempt

Pay Grade: 352

Location: Town Manager's Office

Approval Date: 2019

General Statement of Duties

A position in this class performs professional, technical, analytical and administrative work for the Town Manager, Town Attorney, Deputy Town Manager and Assistant Town Managers involving managing special projects, assisting in Town information and communication efforts and various research activities.

Distinguishing Features of the Class

An employee in this class plans, coordinates and implements special projects and work assignments; conducts independent studies and research; provides general guidance to staff and citizens in coordinating the activities necessary to implement assignments; serves as the primary resource and researcher for project assignments; reviews and evaluates existing operations and services to determine their efficiency and recommends methods for improvements; and serves as staff support to Town boards, commissions and committees. Work is performed under the direction of the Town Manager.

Duties and Responsibilities

Plans, coordinates and implements special projects at the direction of the Town Manager.

Serves as the primary resource and researcher for project assignments.

Reviews and evaluates existing operations to determine their efficiency and recommends methods for improvement.

Serves as a liaison and/or representative in the area of special projects for the Town

Conducts studies, surveys, and analyses relating to municipal projects, programs, services and operations.

Gathers operational and project information from Departments to write reports to keep the Town Board up to date on important projects, programs, facilities, and trends.

Helps coordination and investigates citizen requests or complaints, gathers information to respond, and communicates answers to citizen by email, telephone, or in person.

Provides administrative support to the Town Manager, Deputy Town Manager, Assistant Town Managers, Town Attorney, and Town Clerk.

Performs a wide variety of administrative duties as required by daily operations.

Maintains appointment schedules and calendars. Makes travel arrangements as necessary.

Coordinates office activities and schedules to ensure smooth office operations.

Prepares and submits time sheets and purchasing card statements/documentation for the Town Manager's Office.

Receives and screens communications including telephone calls and e-mail messages and provides assistance using independent judgment to determine those requiring priority attention; prioritize, channel and facilitate communication from senior management team.

Handles confidential information, including commissioner communications and personnel matters.

Responds to inquiries and complaints by resolving the problem or referring the person to the appropriate department or agency; conducts research regarding specific issues as directed.

Prepares and edits visual tools including PowerPoint presentations, charts and graphs.

Plans and coordinates meetings and special events.

Responsible for supply inventory for Town Manager's Office.

Assists as necessary in the transcription of minutes of various meetings. Prepares and/or composes correspondence, letters, memoranda, resolutions, proclamations and other documents as requested.

Performs other duties as assigned.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Comprehensive knowledge of the principles and practices of municipal government

Comprehensive knowledge of municipal administration, planning and budgetary control

Thorough knowledge of the operations of the Town Manager's office

Knowledge of Town rules, regulations, policies and procedures

Knowledge of the functions, organization, and operations of Town departments

Skill in analyzing data and making decisions

Skill in establishing priorities and organizing work

Skill in the use of general office equipment, including a computer, calculator, facsimile machine, and copier

Skill in public and interpersonal relations

Skill in oral and written communication

Ability to direct and evaluate studies relating to methods to improve operations and efficiency

Ability to work with professional, technical and field employees engaged in departmental activities

Ability to establish and maintain effective relations with other officials, employees and the public

Ability to work independently on responsible and confidential assignments

Physical Requirements

Must be able to physically perform the basic life operational functions of fingering, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or constantly to move objects.

Must possess the visual acuity to prepare data and statistics, operate a computer terminal, and do extensive reading.

Minimum Education and Experience

A Bachelor's Degree from an accredited college or university in business administration, public administration, or related field and two to five years of related experience; or an equivalent combination of education and experience. A Master's Degree from an accredited college or university in business administration, public administration, or related field is preferred.

Special Requirements

Possession of a valid NC Driver's License

Obtain Notary Public certification within one year of hire