



Job Title:	Assistant to the Town Administrator	Department/Loc:	Administration / Town Hall
FLSA Classification:	Non-Exempt	Date Drafted:	18 July 2018
Reports To:	Town Administrator		

Position Summary

Under limited supervision, performs a variety of complex, responsible, and administrative tasks in the coordination of programs, projects and daily operations, including planning/zoning, finance, business licensing, permitting, special events, community development, economic development and project management. Under the supervision of the Town Administrator, the Assistant to the Town Administrator participates in the development, implementation and administration of administrative policies, procedures, guidelines and programs. Performs related professional, supervisory and administrative work as required by the Town Administrator. Reports to the Town Administrator.

Position Responsibilities

This list of tasks is illustrative ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

- Provides administrative assistance to the Town Administrator, which includes: managing and/or facilitating special projects, specialized research, policy development, project management, special events, community development and economic development.
- Plans, develops and implements strategic plans for the development, effectiveness and efficiency of citywide activities and objectives. Provides leadership and direction in the development of short and long range plans; interprets, gathers and prepares data for studies, reports and recommendations to the Town Administrator, Mayor and Town Council.
- Assists Town Administrator and participates in the preparation of the annual operating budgeting process.
- Develops and ensures implementation of policies and procedures to govern the activities of the Town.
- Coordinates community and economic development projects and other special projects as assigned.
- Provides management assistance to staff as needed to maintain efficient Town operations; including work flow analysis and efficiency studies.
- Plans and directs daily functions and activities for all assigned personnel and/or projects.



- Reviews the work of subordinates for completeness and accuracy; evaluates and makes recommendations for improvement as appropriate; offers advice and assistance as needed.
- Receives, reviews and responds to public inquiries, complaints and requests for assistance.
- Attends meetings; serves on committees, boards and agencies related to Town activities as appropriate.
- Develops and maintains cooperative relationships with all Town departments, outside vendors, community leaders, and the general public contacted in the course of work; attends meetings as needed; resolves problems or complaints.
- Determines work procedures, analyzes work schedules, and expedites workflow; studies and standardizes procedures to improve efficiency and effectiveness of operations.
- Compiles and analyzes data pertaining to Town socio-economic conditions for use in strategic planning; researches and compiles various statistical, demographic, or administrative data; makes calculations, analyzes data, interprets data, and identifies trends; creates the necessary documents and presentations to assist in the Town's annexation and economic development efforts.
- Provides technical assistance and information to citizens, property owners, land developers, staff members, Town officials, or other individuals regarding project issues, site plan review, applicable ordinances, and related issues; responds to questions/complaints and initiates problem resolution.
- Maintains prompt and regular attendance; adheres to Town policies and procedures regarding absences and tardiness.
- Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.
- Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.
- Strives to develop and maintain good rapport with all staff members. Listens to and considers suggestions and complaints and responds appropriately. Maintains the respect and loyalty of staff.
- Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of the department and Town. Employs imagination and creativity in the application of duties and responsibilities.



- Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.
- Undertakes special studies and projects relating to the Town Administration function, as well as other functions, to include the drafting, presentation and management of local, state and federal grant programs.
- Must be physically able to operate a variety of automated machines including telephone, computer, copier, calculator, etc. Must be physically able to exert up to ten pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Position involves mostly sedentary work, but may require walking or standing for brief periods of time.
- Prepares reports, papers, and other documents appropriate to the department; maintains and updates records and manuals.
- Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.
- Performs other related duties and other duties as assigned.

Minimum Training and Experience

- Bachelor's degree in public administration or other related area, with at least two years of experience in a local or state government setting; or a Master's degree in public administration, or a related area; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities;
- An advanced level of interpersonal skills necessary in order to provide effective leadership to personnel as well as to develop cooperative working relationships with citizens, employees, management, builders/developers, business leaders, elected officials and vendors. A positive attitude, initiative, and an outstanding customer service approach are a must.
- Valid state driver's license and a satisfactory motor vehicle record.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.