



The Town of Cottage City
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Cottage City, MD 20722
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Standard Operating Procedure (SOP)

Town Manager

1. Purpose

This Standard Operating Procedure (SOP) establishes the operational framework, authority, responsibilities, and standard processes for the Town Manager of Cottage City. The SOP ensures consistency, transparency, compliance, and accountability in municipal management and administration.

2. Authority and Reporting Structure

- The Town Manager serves as the Chief Administrative Officer of Cottage City.
 - The Town Manager operates under the direct supervision of the Cottage City Commission through its Chair.
 - The Town Manager implements policies adopted by the Commission and oversees daily municipal operations.
 - The Town Manager supervises three (3) direct reports and provides oversight to department heads.
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3. Core Functional Areas and Procedures

3.1 Commission Support & Governance

3.1.1 Clerk to the Commission

- Prepare meeting agendas in coordination with the Commission Chair.
- Ensure proper public notice of meetings in compliance with applicable open meeting laws.
- Maintain official records, minutes, ordinances, and resolutions.
- Track Commission directives and ensure implementation.

3.1.2 Reporting

- Provide periodically written and verbal operational reports to the Commission.



- Present budget updates, grant status reports, HR updates, and major project updates.
- Submit monthly activity summaries.

3.1.3 Meeting Attendance

- Attend monthly work sessions and town meetings.
 - Attend meetings and activities with Port Towns and neighboring municipalities.
 - Represent Cottage City at regional functions and professional conferences.
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3.2 Departmental & Operational Oversight

3.2.1 Supervision

- Conduct regular meetings with direct reports and department heads.
- Establish annual performance goals.
- Conduct annual performance evaluations.
- Address disciplinary matters in coordination with HR policies and legal counsel.

3.2.2 Public Works & Street Maintenance

- Oversee service schedules, maintenance plans, and capital improvements.
- Monitor service performance metrics.
- Ensure compliance with safety and environmental regulations.

3.2.3 Police Relations

- Maintain ongoing communication with law enforcement leadership.
- Address community safety concerns in coordination with appropriate authorities.
- Provide updates to the Commission regarding public safety issues.

3.2.4 Office & Administrative Operations

- Ensure effective office management systems.
 - Maintain document retention and records management protocols.
 - Monitor workflow efficiency and service delivery standards.
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3.3 Human Resources Management

3.3.1 Recruitment & Hiring

- Approve job descriptions and postings.



- Coordinate interviews and selection processes.
- Ensure equitable hiring practices.

3.3.2 Employee Relations

- Administer employee policies and disciplinary procedures.
- Maintain compliance with federal, state, and local employment laws.
- Address grievances and workplace concerns.

3.3.3 Benefits Administration

- Oversee benefit selection and renewal processes.
 - Conduct annual benefits review with vendors.
 - Communicate benefits information to employees.
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3.4 Financial & Budget Administration

3.4.1 Budget Development

- Develop annual operating and capital budgets in collaboration with the Treasurer.
- Present proposed budgets to the Commission.
- Incorporate Commission feedback and prepare final budget documents.

3.4.2 Budget Monitoring

- Review of monthly financial statements.
 - Monitor departmental expenditure.
 - Recommend budget amendments as necessary.
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3.5 Grants Management

3.5.1 Grant Identification

- Research funding opportunities from federal, state, and private sources.
- Evaluate alignment with municipal priorities.

3.5.2 Grant Application

- Prepare and submit applications.
- Coordinate required documentation with Treasurer and General Counsel.
- Obtain Commission approval when required.



3.5.3 Grant Administration

- Ensure compliance with grant requirements.
 - Monitor timelines, deliverables, and report deadlines.
 - Coordinate financial tracking with Treasurer.
 - Complete grant close-out documentation.
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3.6 Procurement & Contract Management

3.6.1 Procurement Procedures

- Ensure all purchases comply with Town procurement policies.
- Solicit competitive bids when required.
- Maintain documentation of vendor selection processes.

3.6.2 Contract Oversight

- Review contracts in consultation with General Counsel.
 - Monitor vendor performance and compliance.
 - Ensure proper contract execution and recordkeeping.
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3.7 Policy Development & Compliance

- Draft and revise operational policies and procedures.
 - Ensure policies align with federal, state, and local laws.
 - Present policy recommendations to the Commission.
 - Maintain updated policy manual.
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3.8 Technology Oversight

- Assess technology infrastructure needs annually.
 - Oversee cybersecurity protocols and data protection measures.
 - Manage vendor contracts for IT services.
 - Ensure reliable communication systems and software platforms.
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3.9 Communications & Public Information



3.9.1 Public Communications

- Oversee municipal communications strategy.
- Ensure timely and accurate dissemination of information.
- Draft public notices and official announcements.

3.9.2 Social Media Management

- Ensure social media content aligns with Town policies.
 - Monitor public engagement and respond appropriately.
 - Maintain professionalism and transparency.
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4. Intergovernmental Relations

- Attend meetings with Port Towns and neighboring municipalities.
 - Coordinate regional initiatives and shared services.
 - Maintain collaborative relationships with county and state agencies.
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5. Ethical Standards

- Maintain confidentiality when required.
 - Avoid conflicts of interest.
 - Uphold transparency and accountability.
 - Adhere to all municipal ethics policies.
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6. Performance Evaluation

- The Town Manager shall undergo an annual performance review conducted by the Cottage City Commission.
- Evaluation criteria should include:
 - Operational effectiveness
 - Financial management
 - Staff leadership
 - Policy implementation
 - Community engagement



- Compliance and governance
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7. Review and Amendment of SOP

This SOP shall be reviewed annually and may be amended by the Cottage City Commission to reflect changes in law, policy, or operational needs.

If you would like, I can also create:

- A **30-60-90-day transition plan**
- A **risk management and internal controls addendum**
- A **grant management tracking template**
- A **performance metrics dashboard framework**
- A version formatted for formal Commission adoption (resolution-ready document) **

Approved By: _____

Effective Date: _____

Review Date: _____