



Position Title: Chief of Staff

Classification: Town Management

Direct Report: President & Board of Town Commissioners

Classification Description Summary

Under general administrative direction, performs highly responsible and complex professional administrative work while assisting the President of the Board of Commissioners/Mayor in the daily administration of Town functions and activities; provides leadership in policy formation and implementation of policies and procedures; directs and oversees the preparation of the Town agenda; represents the Town to all departments and outside agencies and organizations; promotes effective and efficient operations throughout the organization by facilitating interdepartmental cooperation and sharing of resources; and provides responsible staff assistance to the Town, and department heads. The duties of the Chief of Staff are in line with those of a Town Manager/Administrator or Assistant Town Manager/Administrator.

Essential Functions

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Assume full management responsibility for assigned functions, services, and activities of the Town including overseeing assigned departments and divisions; provide direction to assigned staff on implementing Town policy and direction and ensure Town goals are carried out by departments.
- Oversee the Town's outreach and communication with the community. This includes social media, Town website, and working with the Town Clerk for print media.
- Provide responsible and complex assistance to the Town in administering the daily operations and activities of the Town.
- Direct and oversee the preparation of the Town meetings; manage the scheduling of items and content of staff reports to be included in the Town agenda packet; ensure that staff presentations to the Town are accurate, comprehensible, and in compliance with administrative directives.
- Work with the Town's management team to coordinate multi-departmental efforts; provide guidance and policy direction necessary to ensure timely completion of assigned projects.
- Participate in the development of Town goals, objectives, policies, and priorities; develop new policies in consultation with the Town; confer with Department Directors and employees regarding significant policy and procedural changes.
- Monitor the progress of key issues faced by the Town and attainment of various Town goals.
- Work with partnering elected officials on the local, County, State, and Federal level to coordinate projects, funding, and legislative issues that pertain to the Town.
- Coordinate with legislative staff on various legislative issues and lobbying strategy to ensure legislative and administrative actions favorable to the Town's short, and long-range goals. Participate in the preparation, coordination, and presentation of the Town's annual budget, capital improvement budget, and internal fiscal control measures; participate in the development

and presentation of financial forecasts and historical information including reviewing expenditures and revenues.

- Participate in the selection, training, motivation, and evaluation of assigned staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
- Represent the Town to all departments and outside agencies; explain, justify and defend Town programs, policies, and activities; negotiate and resolve sensitive and controversial issues.
- Coordinate and participate in providing responsible staff assistance and professional analysis and advice to the Town and other Town boards and commissions as assigned; attend Town meetings and other public meetings.
- Attend and participate in professional group meetings; maintain awareness of new trends and developments in the field of public administration and management; incorporate new developments as appropriate.
- Respond to requests for information from community residents, business, the media, and other outside agencies; respond to and resolve difficult and sensitive inquiries and complaints.
- Planning and drafting of the Annual Town budget.
- Oversee the management of all Town grants.
- Serve interim dual roles in the absence of the Town Clerk or the Town Accountant/Director of Finance.
- Perform related duties as required.

Minimum Qualifications

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Advanced principles and practices of public administration including the organization, functions, and problems of municipal government.
- Operations, services, and activities of a municipality.
Government, council, and legislative processes.
- Principles and practices of municipal budget, preparation, and administration.
Current social, political, and economic trends and operating problems of municipal government.
- Principles and practices of program development and administration.
- Advanced principles and practices of organization, management, and supervision.
Principles and practices of strategic planning.
- Methods of analyzing, evaluating, and modifying administrative procedures.
- Decision making techniques.
- Advanced principles of business letter writing and report preparation.
- Principles of effective public relations and interrelationships with community groups and agencies, private businesses and firms, and other levels of government.
- Methods and techniques of research, statistical analysis, and report presentations.
- Pertinent federal, state, and local laws, codes, and regulations.
- Strong knowledge of Social Media and outreach
- Large Scale event coordination
- Emergency Management

Ability to:

- Provide responsible and complex assistance in the administration of daily Town operations.
- Direct and manage the preparation of the Town agenda.

- Provide guidance and policy direction necessary to ensure timely completion of assigned projects.
- Analyze legislation and develop the Town 's legislative lobbying strategy.
- Develop and administer Town-wide goals, objectives, and procedures.
- Analyze and define problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Identify and respond to sensitive community, organizational, and Town issues, concerns, and needs.
- Research, analyze and evaluate new service delivery methods and techniques.
- Plan, organize, direct, and coordinate the work of lower level staff.
- Select, supervise, train, and evaluate staff.
- Prepare clear and concise administrative and financial reports.
- Prepare and administer large and complex budgets.
- Handle multiple demands and priorities simultaneously.
- Respond to inquiries or complaints and explain regulations and procedures to the general public, members of the business community, and representatives of other agencies and organizations.
- Facilitate group discussions and problem solving.
- Interpret and apply federal, state, and local policies, laws, and regulations.
- Negotiate and resolve complex issues.
- Deal constructively with conflict and developing consensus.
- Make effective public presentations; effectively present information to top management, public groups, and/or boards of directors.
- Delegate authority and responsibility.
- Work in a team-based environment to achieve common goals.
- Coordinate multiple projects and complex tasks simultaneously.
- Meet the physical requirements to safely and effectively perform the assigned duties.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

A Bachelor's degree from an accredited college or university with major course work in public administration, business administration, economics, political science, or a related field. A Master's degree is preferred.

Experience:

Five years of progressively responsible management, administrative, or staff experience in local government that provides a broad base understanding on issues material to organizational programs, processes, and influences.

License or Certificate:

Possession of an appropriate, valid driver's license.
FEMA Incident Command Courses

Other

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

Environment: Work is performed primarily in a standard office environment with some travel to different sites; incumbents may be required to work extended hours including evenings and weekends and may be required to travel outside Town boundaries to attend meetings.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.

Other Requirements

Management

Compensation & Benefits

- Current starting salary- N/A
- Full health, dental, and vision benefits
- Annual/vacation, sick, bereavement, and paternity leave.
- Maryland State Retirement System