



City of Wilsonville City Manager

Job Description Code	100-110-000	Established Date	
Last Revised Date	05/01/2025	Salary Range	\$190,000.00 - \$220,000.00 Annually
Bargaining Unit	NREP	EEO	EEO6-Executive, Administrative and Managerial
Occupational Group	01	FLSA	Exempt
Benefit Code	Non Rep	Physical Class	NA

Position Overview

Serves as the chief executive officer of the City and is responsible for the overall administration and operational leadership. The City Manager provides strategic guidance, policy implementation, and executive management of all City departments and functions. Key responsibilities include leading the development and interpretation of City policies, overseeing the delivery of high-quality services to residents and businesses, and ensuring effective management of programs, operations, budgets, and personnel. The City Manager promotes accountability, innovation, and transparency in municipal operations and fosters collaborative relationships with intergovernmental agencies, regulatory bodies, community organizations, and private sector partners.

This is a single-incumbent executive position with broad authority to direct, coordinate, and evaluate the activities of all City departments through a structured management team. The City Manager plays a critical role in shaping the strategic vision of the City and ensuring that all functions align with the goals and priorities established by the City Council.

Responsibilities

ESSENTIAL JOB FUNCTIONS

The following tasks are representative and not to be considered all inclusive.

- Provide visionary leadership and executive oversight for all City departments, operations, and programs to ensure alignment with the strategic direction and priorities established by the City Council.
- Support the City Council in policy development by offering expert analysis and recommendations; implement adopted policies through well-defined, results-driven plans and efficient municipal operations.
- Oversee the development, presentation, and administration of the City's annual operating and capital budgets, ensuring fiscal responsibility, transparency, and alignment with long-term financial sustainability and City Council priorities.
- Continuously monitor and evaluate fiscal performance, ensuring prudent expenditure control, optimal resource utilization, and compliance with financial policies, regulations, and reporting standards.
- Act as the City's chief representative and liaison to regional, state, and federal agencies, local jurisdictions, community organizations, and private entities to advance City interests and initiatives.
- Cultivate and strengthen strategic partnerships that promote economic development, enhance public services, and improve quality of life for City residents and businesses.
- Provide clear, timely, and accurate information, reports, and recommendations to the City Council to support effective governance, policy decisions, and transparency in government operations.
- Foster a high-performance organizational culture rooted in equity, accountability, customer service, and continuous learning across all levels of the City workforce.
- Lead and oversee the recruitment, development, performance management, and succession planning for executive and senior leadership positions to ensure a capable and motivated management team.
- Drive the City's strategic planning efforts by facilitating goal-setting processes, performance measurement, and cross-departmental collaboration to advance community priorities.
- Champion innovation and process improvement initiatives that streamline operations, elevate service delivery, and enhance the effectiveness and responsiveness of municipal government.
- Establish and oversee robust risk management frameworks that safeguard public assets, ensure compliance with legal and regulatory standards, and maintain organizational resilience.

- Lead the City's response to emergencies, crises, and significant public challenges, ensuring coordinated action, clear communication, and rapid mobilization of resources to protect public health and safety.
- Complete other tasks as assigned.

Customer Service Standards for Employees

These standards are to ensure the organization is focused on providing high quality service to the public and other employees. Employees are expected to meet these standards as part of their job responsibilities.

Communication

- Acknowledge customers when they enter a city facility by greeting them with a smile and positive tone of voice whether in person, on the phone or in email. Gather necessary information to assist the customer. Where possible, handle issues/questions/requests without transferring customer to someone else.
- Seek out answers to questions first; if unsuccessful provide name/contact information of someone who can assist.
- Listen, understand, and clarify to gain in depth understanding of the needs to ensure they are being met.
- Address difficult or contentious issues in a constructive manner. Be positive and enthusiastic when speaking with customers.

Respect

- Be courteous and polite.
- Treat customers with dignity and respect.
- Understand customer's expectations and treat them as a priority. Actively listen and give customer undivided attention.
- Appreciate differing perspectives, opinions, and needs.
- Demonstrate integrity and build trust through credibility, reliability, commitment, and ethical behavior.

Responsiveness

- Provide prompt and reliable service. Respond to phone/email as soon as possible.
- Follow through in a timely manner on commitments made to customers and provide estimated timeline for completion.
- Change voicemail and email when out of office/unavailable and provide alternate contact person for customers.
- Demonstrate a "can-do" approach.

- Exhibit problem-solving skills leading to sound judgment and quality decisions.

Qualifications

Education

A bachelor's degree from an accredited college or university in public administration, political science, business administration, urban planning, or a closely related field is required. A master's degree in public administration (MPA), business administration (MBA), or a related field is highly desirable.

Experience

A minimum of seven (7) years of progressively responsible experience in municipal administration or executive leadership, including significant experience in budgeting, policy development, organizational management, and intergovernmental relations.

At least five (5) years of experience in a senior management role in a comparably sized or larger local government organization is preferred.

Required Certifications/Licenses

Possession of a valid driver's license and a satisfactory driving record at the time of appointment and throughout employment.

Knowledge, Skills, & Abilities

Knowledge of:

- Principles, practices, and trends of public administration, including municipal finance, budgeting, human resources, and organizational development.
- Federal, state, and local laws, regulations, and policies affecting municipal government operations.
- Strategic planning, performance measurement, and continuous improvement methodologies.
- Principles of economic development, land use planning, and community engagement.
- Public agency reporting, accountability standards, and ethical governance practices.
- Emergency management systems and public safety coordination.
- Intergovernmental relations and legislative processes.

Skills in:

- Executive leadership, strategic thinking, and complex problem-solving.

- Financial and operational analysis, including budget oversight and resource allocation.
- High-level communication—both verbal and written—for diverse audiences, including elected officials, staff, and the public.
- Conflict resolution, negotiation, and diplomacy in politically sensitive or high-stakes environments.
- Team building, staff development, and performance management at an executive level.
- Public speaking and media relations.

Ability to:

- Plan, direct, and evaluate a broad range of municipal functions with sound judgment and ethical integrity.
- Interpret and apply complex regulations, legislation, and policies to real-world municipal challenges.
- Foster a positive, inclusive, and productive work environment across all levels of the organization.
- Build and maintain effective working relationships with the City Council, staff, community members, regional partners, and other stakeholders.
- Represent the City effectively in a variety of forums, including public meetings, legislative settings, and interagency collaborations.
- Adapt to evolving community needs, priorities, and political environments with agility and professionalism.

Additional Information

Work Environment: The work is performed primarily in a standard office setting, with frequent attendance at evening or weekend meetings, public events, and off-site engagements. The role requires regular interaction with City Council members, staff, community groups, and external stakeholders. Occasional travel is required for conferences, intergovernmental meetings, and regional collaboration. The position may involve high-pressure situations and extended hours during emergencies or critical incidents.

Physical Requirements: The position is primarily sedentary but requires sufficient physical capability to perform a range of office and field-related tasks. Incumbents must be able to sit or remain in a stationary position for extended periods, often in meetings or at a computer workstation. Frequent standing, walking, and movement within and between City facilities is required, as well as the ability to navigate various indoor and outdoor environments, including uneven terrain, stairs, and event sites. Requires the ability to drive a City vehicle or personal vehicle for work-related travel, including attending meetings,

community events, and responding to emergencies. Occasionally required to lift, carry, push, or pull objects weighing up to 20 pounds. Manual dexterity and visual acuity are essential for operating computers, phones, and standard office equipment. The individual must have sufficient hearing and speaking ability to communicate clearly in person, by phone, or through virtual platforms.

Cognitive Functions: Incumbent must possess high-level analytical thinking and strategic planning skills to address long-term goals and immediate challenges. Decision-making requires careful evaluation of data, potential outcomes, and community impacts. Excellent interpersonal skills and political awareness are critical for managing relationships, particularly when dealing with sensitive or confidential matters. The ability to exercise discretion and diplomacy is necessary in all interactions. Additionally, the City Manager must be adept at managing multiple, often competing, priorities simultaneously while maintaining focus and efficiency. The role also requires expertise in crisis management, with the capacity to respond rapidly and effectively to evolving situations and emergencies, ensuring swift decision-making and resource mobilization under pressure.

Tools/Equipment Used: Uses standard office equipment such as computers, printers, phones, and photocopiers, along with software for word processing, spreadsheets, presentations, and financial systems. Communication tools, including videoconferencing platforms, mobile devices, and email, are essential for effective interaction. May also operate City vehicles for off-site meetings and travel.