

JOB DESCRIPTION
TOWN OF ARGYLE, TEXAS

POSITION TITLE: Town Manager

DESCRIPTION DATE: May -15

DEPARTMENT: Administration

REPORTS TO: Mayor and Town Council

FLSA: Exempt

POSITION SUMMARY:

Under the collective guidance of the Mayor and Town Council, the Town Manager manages all operations and administration of the Town as set forth by the Town's Ordinances, Resolutions and other directives established by the Town Council and applicable State law. Specifically, the Town Manager is responsible for Planning, Organizing, Staffing, Directing, Coordinating, Reporting and Budgeting for all municipal functions. In addition, the Town Manager is responsible for implementing the policies of the Town Council in an effective and efficient manner and establishing an organization culture that is productive, enjoyable and forward thinking.

ESSENTIAL COMPETENCIES

1. Must be able to manage the Town in a way that reflects Argyle's adopted Core Values and measure and report progress toward Council objectives
2. Develop and implement broad based programs according to policy goals and objectives within an approved budget
3. Implement programs that attract, retain, train and develop capable and qualified employees and motivate them to perform according to Town objectives
4. Develop Economic Development policies and procedures that result in growth that is consistent with Town goals while maximizing revenue opportunities to reduce the financial burden of service costs on Town residents
5. Excellent accounting, budgeting and finance skills necessary to develop short and long range budget objectives and capital project programs in a manner that is consistent with GFOA and GAAP principles and guidelines and report results to Council.
6. Implement effective customer service programs oriented toward the needs of all citizens and customers and underscored for all Town employees. Must have a friendly and helpful demeanor that is imparted to all employees.
7. Develop and follow a strategic plan (including Master Land Use Plan, Thoroughfare Plan, Utilities Plan and Parks Plan) based on the policy objectives of the Town Council with community input and report progress
8. Develop, implement and oversee Emergency Operations Plans in conjunction with local, county and state entities that are in compliance with National Incident Management System (NIMS)
9. Provide professional assistance to Town Council on policy matters in order to produce measurable goals and objectives that are implemented throughout the organization
10. Participate in regional initiatives and partnerships through professional associations and intergovernmental programs designed to provide regional solutions to benefit the Town
11. Monitor state and federal legislation, rules and guidelines and be able to define impact on the Town

REQUIRED QUALIFICATIONS

Education/Experience/Certificates/Licenses/Eligibility:

1. Bachelors Degree in Public Administration, Business, Finance or related field, however a Masters Degree in Public Administration is preferred.
2. Three years of progressive municipal management experience involving similar duties and responsibilities of the Town Manager

Interpersonal: The Town Manager must have excellent interpersonal skills that are reflected throughout the organization through service to others, a friendly disposition and a genuine desire to serve the community and the Town organization. Must be an ambassador for the Town and represent the Town at every level in a way that reflects the interpersonal Core Values of Communication, Continuous Improvement and Service as adopted by Council. Must have an outgoing personality that engages people in productive way and inspires people to participate in the progress and well being of the community. Healthy interpersonal skills are evident by a work environment that reduces stress, minimizes conflict, improves communication, increases understanding and promotes a positive image of the Town.

Critical Thinking: The well being of the Town requires leadership that is constantly analyzing the workings of the organization in order to continue improving the quality of life in the community. These critical thinking skills involve gathering and synthesizing pertinent information in such a way as to constantly improve service and efficiency. These critical thinking skills involve a high degree of intuition, intellect and preparatory training that result in programs and objectives that are expressed with clarity, accuracy, consistency, and fairness and accomplished in such a way as to benefit the entire community. In addition, the Town Manager must be able to teach these critical thinking skills to the organization in a way that develops future leadership and a culture of critical thinking.

Knowledge: The Town Manager must possess a working knowledge of all aspects of municipal government administration and operations as well as an awareness of how to deal with people in a manner that produces positive results. Because of the wide array of services performed by the Town, the position requires a significant amount of experience and training to effectively manage the organization and deliver services in a manner that meets the Council and the community's expectations. The knowledge base required to accomplish this task is broad and ever changing, therefore the Town Manager must be a lifelong learner, eager to learn and apply new solutions to meet the demands of the position. Continuing education, affiliation with professional organizations and specific training opportunities should be pursued in a manner that balances the need to gain new knowledge with the day to day demands of the administration of the Town.

Physical: Must be physically and mentally fit to perform the listed duties in a normal office setting. Will from time to time be outdoors observing and participating in various outdoor activities. Must be willing to work necessary hours to accomplish tasks and be punctual with outstanding attendance. Must be devoted to staying in condition, both mentally and physically in order to withstand the stress, rigor and responsibility of the position.

CORE VALUE EXPECTATIONS

SERVICE

A personal devotion to service and the ability to impart the importance of service to employees is paramount for the Town Manager. The position requires that a culture of service be instituted which is recognized throughout the community by all who come in contact with the town employees, and by enjoying the best

possible service the Town can provide. Service is a professional attribute that is the foundation upon which the Town's Core Values are built, as well as all Town goals and objectives. Service that is reflective of a mindset that places the needs of others ahead of self and the relentless pursuit of improvement is the standard expected of the position.

INTEGRITY

Adherence to a strict moral code and the highest ethical principles must be constantly displayed by the Town Manager position and all Town employees. Integrity is expressed in the development and deployment of programs, policies and procedures that are designed to instill confidence in the Town staff and its services and create a sense of trust between the organization and the community. In order to accomplish this, the Town Manager must build an organization that reflects transparency, access, communication and a genuine desire to provide information and solicit input. Maintaining a reputation for integrity also means acting quickly and decisively in circumstances where individual or organizational integrity is duly called into question. Integrity is also expressed in the organization of departments and delineations of duties, in that cross checking mechanisms must be established as well as the systemic auditing of programs and activities to ensure that integrity is always maintained.

LEADERSHIP

The Town Manager must behave and conduct him/herself in a manner that clearly exemplifies the leadership and accountability of the entire organization. This leadership should instill confidence in Town employees and loyalty to the organization and its mission. The Town Manager must provide the example of leadership expected in all departments in terms of the ability to stand up for what is right and act decisively in circumstances where change is necessary. The leadership displayed by the Town Manager must be such that employees genuinely trust and support his/her leadership and are inspired to perform in the manner he or she exemplifies. Likewise, the Town Manager must be able to follow the policy guidance of the Mayor and Council and be supportive of common goals and endeavor to achieve consensus when needed.

TEAMWORK

Much like a coach, the Town Manager must instill and exemplify Teamwork in the organization. Because the organization is relatively small, most employees must wear many hats and will routinely render services that cross traditional departmental lines. The Manager and his/her department heads are responsible for keeping the team healthy and productive by maximizing communication and training throughout the organization and encouraging teamwork in all endeavors. The organization should function as one entity rather than separate silos in order to achieve operational efficiency and elimination of costly duplication.

CONTINUOUS IMPROVEMENT

Organizational and employee development is a critical role of the Town Manager. Identification and dissemination of training and development opportunities must be required of all employees by department heads in order to maintain a highly trained and equipped workforce capable of providing the most efficient and effective service possible. In addition, all employees' performance evaluations should enumerate and measure Learning opportunities and expectations. It is intended that employee development should be such that incumbent positions become upwardly mobile in the organization as new knowledge and skills are developed.

PROFESSIONALISM

The Town Manager is first and foremost a professional that is educated, trained and equipped to manage with impartiality, consistency and accuracy. The organization should be reflective of this professionalism in its employment and evaluation practices as well as its development and delivery of programs and services. Regardless of the circumstances, the Town Manager is to demonstrate the character, spirit and methods of a professional and demand no less of all Town employees.

STRATEGIES AND FOCUSES

PROCESS

1. Update and oversee implementation of community strategic plans and planning tools that reflect the goals of the council and the prosperity of the community
2. Reviews utilization of town services and offers managerial insight to improve performance and efficiency
3. Through teamwork with staff, develop alternative methods of service delivery
4. Manage Town's economic development efforts with the EDC and supports all boards and commissions
5. Provides timely and accurate information to Council in helping to frame policy questions for Council consideration
6. Develop quality and performance metrics and reports results to Council

FINANCIAL

1. Manages and monitors Town's financial position and performs scheduled reports to Council
2. Prepares the annual budget and presents to Council
3. Monitor Town's cash flow, debt and investment funds
4. Maintain and improve when possible Town's bond rating
5. Develop prompt response to Audit recommendations
6. Constantly seeks to improve overall efficiency and financial accountability of staff

CUSTOMER

1. Provides an environment that is conducive to customer service for citizens and customers alike in a manner that reflects the Council's Core Values
2. Effectively interacts and communicates with community organizations and citizens
3. Effectively interacts with regional state, local and federal agencies and officials to ensure effective representation of Town
4. Effectively manages citizen concerns and complaints and reports as necessary to Council
5. Maintains courtesy and professional customer service standards and imparts those standards to staff

LEARNING

1. Insures employees receive necessary continuing education, development and leadership training and succession planning.
2. Ensure the selection, training, evaluation, motivation and discipline of all employees is consistent with HR policies are best management practices.
3. Attend continuing education as necessary for skill training, professional growth and development
4. Maintain emergency preparedness and compliance with National Incident Management System training guidelines
5. Monitor Council continuing education requirements and prompt when needed.