

Town of Natick
Job Description

Position Title:	Community and Economic Development Office Manager	Grade Level:	3
Department	Community and Economic Development	Date:	
Reports to:	Director of Community and Economic Development and the Building Commissioner	FLSA Status	Exempt

Statement of Duties

The Community and Economic Development Office Manager is responsible for managing the CED administrative team; providing high-level customer service; executing administrative functions associated with permitting, finances/budgeting, and management of daily office work; while working to assist the Director of CED and the Building Commissioner. and office administration aspects of the Department. This work includes supervising the customer service/administrative assistant positions, managing department payroll and office supply procurement functions, providing administrative support for one of the three discretionary permitting bodies and other complimentary duties as required by the Director of Community and Economic Development and the Building Commissioner.

Summary of Key Duties

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Management of customer service (examples include: responding to customer inquiries; processing permit applications; assisting with scheduling inspections and meetings; overseeing administrative staff in customer service roles)
- Supervision and management of administrative assistant positions (examples include: supervision of customer service and administrative support staff; managing the workload of CED administrative team members; scheduling and managing office coverage)
- Management of CED payroll, budget, and office supply procurement functions (examples include: managing contracts; processing invoices, creating requisites, and processing purchase orders; preparing and processing CED payroll; ensuring availability of office supplies and the functionality of office equipment)
- Administrative support for one of the three discretionary permitting bodies (examples include: drafting minutes; preparing and posting of meeting agendas; mailing of abutter notifications; filing of applications and decisions with the Town Clerk; scheduling special or subcommittee meetings; working with volunteers and staff member during the application review process)
- Other complementary duties as required by the Director of CED and the Building Commissioner (examples include: serving as a liaison with Town departments for

maintenance and improvements within the office; supporting the maintenance and management of permit files; managing the paper and digital files

~~The Executive Administrator is responsible for managing the customer service and office administration aspects of the Department. This work includes supervising the customer service/administrative assistant positions, managing department payroll and office supply procurement functions, providing administrative support for one of the three discretionary permitting bodies and other complimentary duties as required by the Director of Community and Economic Development and the Building Commissioner.~~

Supervision Required

~~Under the general direction of the Director of CED and the Building Commissioner, the Community and Economic Development Office Manager is expected to work both independently and collaboratively. Work is generally reviewed only for technical adequacy, appropriateness of actions or decisions, and conformance with policy, Massachusetts General Law (MGL), or other applicable state and local regulations and law. The Executive Administrator works under the general direction of the Director of Community & Economic Development and the Building Commissioner. The employee plans and prioritizes the majority of their work independently, in accordance with the standards and rules of the Town and Department and according to professional judgement. Employee is expected to solve most problems of detail or unusual situations by adapting methods or interpreting instructions accordingly. Work is generally reviewed only for technical adequacy, appropriateness of actions or decisions, and conformance with policy or other requirements; the methods used in arriving at the end result are not usually reviewed in detail. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with supervisor.~~

Supervisory Responsibility

~~The Community and Economic Development Office Manager supervises members of the Department's customer service/administrative staff CED administrative team, and may on occasion supervise the work of volunteers, interns, or consultants.~~

Accountability: ~~The Community and Economic Development Office Manager must be ethically responsible for their work products. Consequences of missed deadlines, document errors, or poor judgment could result in excessive costs, delay of service delivery, or legal repercussions to the municipality.~~

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Judgment: ~~The work requires examining, analyzing, and evaluating facts and circumstances surrounding individual problems, situations, or transactions and determining actions to be taken within the limits of standard or accepted practices. Judgment is used in analyzing specific situations to determine appropriate actions. The work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. The~~

~~employee uses judgment in analyzing specific situations to determine appropriate actions. Employee is expected to weigh efficiency, legality, and relative priorities in conjunction with procedural concerns in decision making.~~

~~**Complexity:** The work consists of applying various concepts, practices, and specialized techniques relating to a professional or technical field. Assignments typically involve evaluation and interpretation of factors, conditions, or unusual circumstances; inspecting, testing, or evaluating compliance with established standards or criteria; gathering, analyzing, and evaluating facts or data using specialized fact-finding techniques; or determining the methods to accomplish the work. The work consists of understanding and supporting the technical work of a professional office. The work of the office interacts heavily with local and state legal requirements and the employee must understand these sufficiently to support that work. The office is also engaged in the review and approval of development projects of all scales, from home renovations to large redevelopment projects, and thus has frequent customer interactions with contractors/builders/developers as well as the public.~~

~~**Confidentiality:** Employee has access to confidential information obtained during the performance of the regular duties of the position.~~

~~**Work Environment:** The work environment involves everyday discomforts typical of offices. Noise and physical surroundings may be distracting, but conditions are generally not unpleasant. The employee ~~is~~ may expected be expected to work beyond normal business hours in order to attend evening meetings.~~

~~**Nature and Purpose of Contacts:** Relationships are primarily with co-workers, both within the Department and in other Town Departments, permit applicants, elected and appointed board/committee members, and the public involving frequent explanation, discussion or interpretation of rules, regulations, practices, procedures, or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Other regular contacts are with employees of outside organizations and state agencies. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with hostile, uncooperative or uninformed persons.~~

~~**Occupational Risks:** Duties generally do not present occupational risks to the employee. Examples of injury include bruises from falls, cuts or burns, or muscular strains.~~

~~**Essential Functions:**~~

~~The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.~~

~~Supervise customer service/administrative support staff~~

~~Process invoices, purchase orders, and payroll for the Department~~

~~Ensure availability of office supplies and the functionality of office equipment~~

~~Liaison with the Facilities Department for Office maintenance and improvements as required.~~

~~Contribute to the customer service and administrative support functions of the office including by responding to customer inquiries, processing permit applications, assisting with scheduling inspections and meetings.~~

~~Provide clerical support to one of the discretionary permitting bodies staffed through the Community & Economic Development Department. This task includes attending evening meetings, drafting minutes, preparing and posting meeting agendas, mailing abutter notices, filing legal notices, filing decisions with the Town Clerk's office, scheduling special or subcommittee meetings, and similar duties as necessary.~~

~~Support maintenance of the permitting system and permit files. Managing the conversion of paper files to digital files.~~

Recommended Minimum Qualifications

Education and Experience

- Bachelor's Degree and two (2) years of relevant supervisory experience; or
- Any equivalent combination of five (5) years of experience, plus two years of relevant supervisory experience

Special Requirements

- Working knowledge of Microsoft Office and Google Suite
- In addition to work experience in or knowledge of Massachusetts municipal government and local government office operations

Knowledge, Abilities and Skill

Knowledge:

- ~~☐ Working knowledge of personal computer systems including Microsoft Office and Google software.~~

Abilities and Skills:

- Ability to meet and deal effectively with colleagues, public officials, and the public.
- Ability to take the initiative required to handle problems effectively.
- Strong customer service skills.
- Ability to communicate clearly.
- Ability to utilize technology for communication and organization.
- Ability to maintain confidential information.
- Ability to maintain, manage, and organize project records.
- Ability to deal with sensitive inquiries and complaints.

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Skill:

- ☐ Excellent oral communication skills.

Physical and Mental Requirements

The physical demands described here 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 position's essential functions.

Physical Skills:

- Little or no physical demands required to perform the essential functions of the position.
- Occasionally, the employee is required to lift, push, carry, or pull objects such as office equipment.

Motor Skills:

- Duties are largely mental rather than physical, but the job may occasionally require the employee to use basic motor skills to perform activities such as moving objects, operating a telephone system, personal computer and/or most other office equipment.

Visual Skills:

- Visual demands require the employee to constantly read documents and computer screens for general understanding and analytical purposes.

This job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.