



Job Title	Support Services Manager
Department	Office of the Town Manager
Employment Status	Full-Time
Exempt/Nonexempt Status	Exempt

Scope of Work

This position provides support to the Town Manager and is responsible for the oversight and coordination of support services under the jurisdiction of the Office of the Town Manager and Select Board; also manages and supervises staff and budget of Office of the Town Manager.

Supervision

Received	Town Manager
Exercised	Office Assistant, Administrative Specialist, occasional part-time Building Monitors, Recording Secretary and other part-time or temporary staff

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function to satisfaction.

- Manage the workflow of the day-to-day and cyclical projects of the Office of the Town Manager, including coordination of licensing and permit activities, and public hearings, including but not limited to liquor, fuel storage, public utilities, Class I and II, common victualler, taxi, bowling licenses, entertainment, sale of secondhand goods, lodging, automatic amusement, and underground storage permits and applications. Assist applicants during the permitting process, conduct necessary legal and related research, and prepare and present recommendations.
- Oversee preparation of Selectmen's agendas and fact sheets, and compilation of information and background packets. Prepare and issue related correspondence. Coordinate the provision of administrative support to various Town committees.
- Supervise the Town Manager/Select Board's office operations, including assignment of work as required to Department staff. Recruit, interview and recommend staff selection, provide or arrange for training for subordinates, evaluate subordinates' performance, and recommend personnel actions such as promotions, transfers or disciplinary action to ensure adequate and competent staffing. Supervise and schedule building monitors in various facilities and recording secretary for Select Board.
- Working with Vice Chair of the Select Board, administer the appointment process. Recruit, schedule interviews, and assist with interviews for committee vacancies, and manage the annual reappointment process.

- Direct the United States Passport Acceptance Facility process, ensuring that proper procedures are followed, and that staff receive recertification training as appropriate
- Provide senior-level assistance to internal and external customers of the Town, including members of the public, board and committee members, and Town staff. Explain office procedures and Town policies, refer callers to appropriate areas based on broad familiarity with all department operations within the Town, respond to questions, conduct independent research, and work with Town staff and department managers to resolve questions and issues.
- Oversee the development of the annual department budget. Monitor monthly department and legal budget expenditures, and prepare requests for transfer of funds, as needed. Support the Assistant Town Manager/Director of Finance in the production of the final annual operating budget and capital improvement budget documents.
- Responsible for the compilation, production, and distribution of Town Meeting Warrants and the Annual Town Report.
- Responsible for managing the processes related to the rental of James Hugh Powers Hall and other meeting spaces in Town Hall, the Stephen Palmer facility, and other facilities as needed. Responsible for invoicing for all rental charges and ensuring collection of monies due. Monitor, and where applicable, recommend changes to rental policy, and design and develop all forms to ensure that legal and financial components are effectively addressed. Work with renters on the operational logistics of each event. Coordinate with other departments and personnel to ensure that logistics for all events are addressed, including public safety matters. Respond to matters concerning the James Hugh Powers Hall during non-business hours.
- Responsible for appropriate operation of sophisticated audio/visual and lighting systems in James Hugh Powers Hall and other conference rooms in Town Hall. Maintain working relationship with vendors to provide 24/7 support for these systems. Develop and implement training program for systems and ensure that in-house staff are able to provide support for municipal events.
- Serve as facility manager for the Town Hall, acting as contact person for all internal Town Hall staff, and outside groups and vendors for questions and concerns about the building. Responsible for notifying the appropriate department/vendor to resolve issues.
- Collaborate with the Public Information Officer to maintain the Town's website.
- Provide professional staff assistance to the Town Manager, Assistant Town Managers and manage special projects as requested. Transmit requests of Town Manager to department heads and staff; explain requests and priorities; receive and review responses and request additional information or clarification where needed; and when possible resolve issues independently. Develop, recommend and implement new office systems to improve the efficiency of the office. Oversee office bookkeeping operations, including preparation of deposits and payment of invoices. Perform other related duties as required.

Other Job Functions

- Performs related duties as assigned.
- Follows safe work practices.

Requirements of Work

Completion of a Bachelor's Degree in Business, Public Administration or related field, supplemented by at least 4 to 6 years of increasingly responsible experience in municipal government or a related field.

Knowledge, Ability, and Skill

In addition to the requirements of work, the individual should also have the following knowledge, abilities, and skills:

Knowledge of	• Department policies and procedures. • Federal and State labor and employment laws; benefits laws and regulations and benefit plan provisions; workers' compensation laws; unemployment benefits. • The use of standard office equipment, including computers and relevant software programs.
Ability to	• Multi-task and prioritize work. • Deal with highly sensitive information and maintain confidentiality. • Communicate effectively both verbally and in writing. • Prepare complex correspondence and reports. • Assign and supervise the work of others; motivate employees to work toward common goals. • Establish and maintain effective working relationships with elected officials, supervisors, coworkers, retirees, contractors, vendors, and the general public.
Skill in	• Benefits administration. • Oral and written communications. • Strategic thinking and decision making. • Public relations.

Necessary Special Requirements

None

Physical Demands

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 essential functions.

- Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment. Specific vision abilities required by this job include close vision and the ability to adjust focus.
- While performing the duties of this job, the employee is frequently required to sit, stand, walk, talk and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.
- The employee must occasionally lift and/or move up to 20 pounds.