

Town of Natick
Job Description

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

Statement of Duties

The Community & 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 & 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)

Supervision

Under the general direction of the Director of CED and the Building Commissioner, the Community & 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.

Supervisory Responsibility

The Community & Economic Development Office Manager supervises members of the CED administrative team, and may on occasion supervise the work of volunteers, interns, or consultants.

Accountability: The Community & 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.

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.

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.

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 may 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.

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

Abilities and Skill

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.
- Excellent oral communication skills.

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.