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**POSITION DESCRIPTION****K-22****Town of Needham****Support Services Manager****3/2017**

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Under the general supervision of the Town Manager, responsible for the oversight and coordination of support services under the jurisdiction of the Office of the Town Manager and Board of Selectmen.

***Duties:***

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 related to liquor, fuel storage, public utilities, Class I and II, common victualler, taxi, bowling licenses, entertainment, sale of second hand 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/Board of Selectmen'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 multiple facilities and recording secretary for Board of Selectmen.

Working with Vice Chair of the Board of Selectmen, administer the appointment process. Recruit, schedule interviews, and assist with interviews for committee vacancies, and manage the annual reappointment process.

Oversee the United States Passport Acceptance Facility process, ensuring that proper procedures are followed and that staff receive recertification training as appropriate; resolve problems and research issues.

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.

Assist in the development of the annual department budget. Monitor monthly department and legal budget expenditures, and prepare requests for transfer of funds, as needed. Working with the Assistant Town Manager/Director of Finance, compile, produce and distribute final annual operating budget and capital improvement budget books. 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.

Serve as website administrator for the Town. Ensure that the Town's website is fresh, that all general government departments adhere to website navigation standards, and that content is kept current. Work with the Information Technology Center, senior management, and software vendors to ensure that the overall vision and integrity of the site is maintained.

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.

***Basic Knowledge:***

Extensive knowledge of municipal management, operations, financial recordkeeping, and office administration equivalent to a bachelor's degree in business, public administration or a related field. Incumbent must be able to function at a high level while managing multiple, and changing priorities.

***Experience:***

Position requires five to seven years of related municipal management experience.

***Independent Action:***

Incumbent establishes personal standards of work performance within broad framework of Town policy, seeking guidance for sensitive issues and for issues outside or not covered in existing policies.

***Supervisory Responsibility:***

Responsible for supervision of two full time administrative support staff, part-time building monitors, and recording secretary.

***Physical and Environmental Standards:***

- Normal office environment, not subject to extremes in temperature, noise, odors, etc.
- Frequent interruptions to assist customers in the office or by phone.
- May spend periods at terminal, on telephone, or operating other office machines, requiring eye-hand coordination and finger dexterity.