

**RESOLUTION NO. 20-102**

**A RESOLUTION OF THE COMMISSIONERS OF QUEENSTOWN TO ADOPT THE TOWN MANAGER JOB DESCRIPTION**

WHEREAS, the Commissioners of Queenstown are authorized to adopt such legislation as it may deem necessary for the protection and preservation of the town's property and for the protection and promotion of health and safety of town employees and citizens; and

WHEREAS, the Commissioners of Queenstown have determined that it is desirable and in the public interest to adopt an updated job description for the position of Town Manager.

**NOW, THEREFORE, BE IT RESOLVED**, by the Commissioners of Queenstown, that the job description for the Town Manager, a copy of which is attached hereto and incorporated by reference herein, **BE AND IS HEREBY ADOPTED**.

RESOLVED by the Town Commissioners of Queenstown on this 24<sup>th</sup> day of June, 2020.

WITNESS:

Amy Moore  
Amy Moore, Town Clerk

TOWN COMMISSIONERS FOR THE TOWN OF QUEENSTOWN:  
Thomas B. Willis, Jr.  
Thomas B. Willis, Jr., President

Amy Moore  
Amy Moore, Town Clerk

Absent  
Holger Schuster, Commissioner

Amy Moore  
Amy Moore, Town Clerk

Alton Hardee  
Alton Hardee, Commissioner

## **Town of Queenstown**

### **Town Manager**

**I. Job Summary** The Town Manager is an at-will appointee, and serves at the pleasure of the Town Commissioners. This is an executive position managing the day-to-day operations of the Town. The Town Manager is responsible for the implementation of all policy set by the Town Commissioners and directs and manages the operations of the Town under general direction from the Town Commissioners, including management and oversight of all departments and functions; is the direct supervisor of the administrative office, in charge of all planning and zoning functions; liaison to all appointed boards; and is the special/grant projects manager.

**II. Essential Functions of the Job:** The duties listed are for illustrative purposes and do not necessarily include all the duties or activities performed by this position. The Town Manager shall perform these duties, under the direction and control of the Town Commissioners, as well as any other duties assigned by the Town Commissioners. Actual duties performed will vary on a day-to-day basis.

**A. Personnel Matters.** The Town Manager shall be responsible for developing and maintaining a personnel program. The personnel-related responsibilities include the following:

1. Plans for, manages, supervises and controls the day-to-day operations of the Town.
2. Serves as the personnel director, human resources manager, and benefit coordinator for the Town.
3. Directs and manages the operations of the Town. Carries out supervisory responsibilities in accordance with the Town's policies and applicable laws. Responsibilities include training employees; planning, assigning and directing work; rewarding and disciplining employees; addressing complaints and resolving problems; overseeing leave requests and keeping records of absences from employment.
4. Evaluations. The Town Manager shall assist the Commissioners with the evaluations of Town employees.
5. Develops and recommends personnel rules and regulations for adoption by the Commissioners.
6. Interprets and enforces the personnel rules and regulations.

7. Directs and supervises all personnel administration activities.
8. Assists the Commissioners and makes recommendations concerning staff, office restructuring, and personnel matters.
9. Promotes and develops programs for improving employee effectiveness, including training, safety, health, and employee counseling.
10. Advises the Commissioners about manpower requirements and utilization, employee relations, employee appeals and grievances.
11. Evaluates the effectiveness of the total personnel program and its various components.
12. The Town Manager shall report directly to the Commissioners of Queenstown and will keep the Commissioners informed of actions and issues with regards to the employment of personnel for the Town of Queenstown. The Commissioners shall be responsible for any and all hiring, terminations of employment and salary/compensation decisions.

**B. Administrative Duties.** The Town Manager shall be responsible for the following administrative duties:

1. Oversees water/sewer billing, collections and delinquent accounts.
2. Assists the Town Clerk/Treasurer, as needed, with the preparation of town budgets.
3. Makes recommendations to the Town Commissioners concerning water/sewer rates and charges to ensure that the water/sewer system is self-supporting.
4. Manages and coordinates the development and implementation of policies and procedures as approved and directed by the Town Commissioners.
5. Responsible for oversight and administration of payroll, to include but not limited to payroll processing, compliance with state and federal reporting and filing requirements, management of deductibles, preparation of weekly, monthly, quarterly and yearly state and federal payments and reports.

6. Responsible for oversight and administration of all employee benefits, programs, and state and federal employment regulations, to include but not limited to health, dental, life and disability, reimbursement plans, workers' compensation, safety and wellness initiatives, HIPPA, Cobra, EEOC/ADA, FLSA, FMLA, vacation, sick and personal leave benefits, employee communications and supplemental and/or voluntary benefits.
7. Oversees the operation of Town departments. Serves as a liaison, in coordination with department heads, keeping the Town Commissioners apprised on departmental activities. Assists departments with resolution of problems requiring the attention of Town management. Monitors and evaluates progress of departments towards the goals and objectives of the Town Commissioners.
8. Oversees professional contractors and/or consultants providing services for Town projects. Participates in the evaluation and selection of contractors/consultants. Interacts with and monitors the contractors/consultants to ensure timely and quality completion of projects. Facilitates cooperation with the project throughout the organization and provides information and support as needed.
9. Regularly meets with the Commissioners to advise on issues and assignments.
10. Coordinates legal matters with the Town Attorney.
11. Works with department heads on capital improvement plans and financing.
12. Serves as a liaison between the Town Staff and Town appointed Boards and the Town Commissioners. Attends Town Commissioners meetings and other meetings as directed by the Commissioners, briefing Commissioners on pending agenda items and other Town issues. Provides updates on the status of Town operations and projects, and provides administrative support to the Town Commissioners as needed.
13. Meets and consults with representatives of other local governments and appears as a witness before various government commissions as a representative of the Town Commissioners.

14. Seeks funding opportunities and assists the Town with the preparation of grants or other opportunities for funding.
15. Represents and promotes the Town at government events such as Maryland Municipal League, the Eastern Shore Association of Municipalities and the QA County Council of Governments.
16. Answers inquires, resolves citizen's complaints and problems of complex and consistent nature.
17. Performs all other duties as assigned by the Town Commissioners.