



The Town of Manchester announces the recruitment process for the position of

## **Deputy General Manager**

This Recruitment Profile, prepared by the Town of Manchester, will help familiarize prospective candidates with the Town, the Department and the opportunity to join and work with the Manchester community.



## **Community Background**

The Town of Manchester is a thriving, culturally diverse small city located 10 miles east of Hartford, Connecticut. Inside its 27 square miles almost 59,000 people live in over 24,000 housing units. These people and homes are located in a variety of neighborhoods. They range from the traditional grid street, pedestrian-oriented, mixed-use neighborhoods built between 1860 and 1920, to the street car suburbs of the 1930's to post WWII tract housing developments up until the most recent wave of large lot subdivisions with single-family homes, or large, and luxury rental apartments.

An agricultural community in colonial times, Manchester developed as a series of industrial villages. Residential neighborhoods and small supporting commercial establishments were built around the sites of paper, saw, and textile mills. As the industrial age flourished, Manchester's small mills evolved into much larger complexes, culminating with the Cheney Silk Mills in southern Manchester. This industrial heritage has continued to include modern industrial parks built in the 1960's, 70's and 80's that are currently the site of over 200 diverse manufacturing, processing, machining, and warehouse and distribution establishments.

The town also evolved from a commercial base with small neighborhood establishments to include a central business district, community shopping centers, and now one of the largest regional commercial centers in Connecticut, with over 2.75 million square feet of shopping, entertainment, and services, as well as a robust precision manufacturing section and regional Healthcare facilities.

Throughout its development, Manchester has proven remarkably resilient, and the great majority of the community is intact. Manchester's Main Street business district is listed in the National Register of Historic Places. The town also boasts the largest historic district in the State of

Connecticut, and one of the only five National Historic Landmark Districts in Connecticut. The preservation and stabilization of these historic neighborhoods are among the town's continuing priorities.

Manchester is a highly accessible community, which contributes in large part, to our ability to succeed and adapt to changes in technology, transportation, and social and cultural conditions since our incorporation in 1832. Only 10 miles east of Hartford, the State Capital, the town is a 25-minute drive from Bradley International Airport, 45 minutes from either New Haven or Springfield, Massachusetts, 1-1/2 hours to Boston and two hours to New York City. Two interstate highways, I-84 and I-384 merge at the western boundary to join I-291, which connects to I-91. This accessibility has helped to maintain locational advantage for residential, industrial, and commercial activity.

Manchester boasts an extensive system of neighborhood, community and regional parks and recreational facilities. With one of the largest public school systems in the state it is also home to the largest community college campus. Eastern CT Health Network/Prospect Medical is a full service medical institution whose flagship hospital is in Manchester. 5,400 acres of open space and watershed land, and 685 acres of park and recreation facilities, and a growing system of bikeways and trails, provide a range of amenities accessible to all members of the community.

## **The People**

Because of Manchester's accessibility, the affordability of much of its housing, employment opportunities, the availability of developable land, and the full range of municipal and private sector services Manchester is an attractive and desirable community for people of all incomes, ages and races. The community must deal with demands for increased services as the population increases.

Manchester's government and town departments welcome the challenge of accommodating new development while at the same time preserving

and enhancing the older historic neighborhoods. This requires working together to deliver the best mix of resources and types of services to the different areas and populations that make up the Town of Manchester.

Economic Development, Library, Information Systems and Human Resources.

The overriding mission of the town administration is to provide high quality services and value to enrich the quality of life for residents.

### Deputy General Manager

Under the direction of the Deputy General Manager oversight of the following departments include Human Resources, Customer Service and Information Center, Budget and Research Office and Information Systems.

### Human Resources

The Human Resources Department is responsible for an array of employee related services and administrative duties including labor relations and contract administration, recruitment, orientation and retention, organizational development, strategic planning, training, and employee benefits counseling and administration. The office is staffed by two Human Resources Specialist and two Human Resources Associates. Functions associated with these areas of responsibility include:

- Bargaining unit contract negotiation and administration;
- Job description development, vacancy posting and advertising, applicant testing and
- interviewing, employee orientation and exit interviewing, and employee recognition program coordination;
- Development and coordination of training programs to enhance job skills and performance, as well as to improve employee relations and job satisfaction. Specific programs include supervisory training, diversity training, customer service training, safety training, communications training, sexual harassment prevention training, workplace violence prevention, and Americans with Disabilities Act compliance;

<b>Manchester Quick Facts</b>	
<b>Total Population</b>	58,270
<b>Square Miles</b>	27.6
<b>Median Age</b>	35.8
<b>Average Household Size</b>	2.4
<b>Median Household Income (2014)</b>	\$63,198
<b>Elementary Schools</b>	6 (K-4)
<b>Middle Schools</b>	2 (7/8 and 5/6)
<b>High School</b>	1
<b>Private or Parochial Schools</b>	6
<b>Racial Composition - White</b>	71%
<b>Non White</b>	28.7%

### Government Organization

The Town of Manchester adopted a council/manager form of government in 1947. Manchester has earned the reputation of being an efficient and responsive local government throughout the region and the state. A nine member Board of Directors is elected every two years and serves as the legislative body of the municipality. The Mayor serves as the Chairman of the Board and presides over Board meetings.

The Board of Directors appoints the General Manager. The General Manager acts as the chief executive officer of the town and appoints all Department Heads who serve as part of the senior management team. The current General Manager, Scott Shanley, was sworn in by the Board of Directors on January 18, 2006.

The town government consists of 500+ full-time employees. Town departments reporting directly to the General Manager include the Fire Department, Police Department, Leisure, Families and Recreation, Human Services, Finance, Public Works, Water and Sewer Utilities, Planning and

- Ensure access to the Employee Assistance Program (EAP) and similar services as needed;
- Administration of wellness activities, provision of health, dental and life insurance coordination, administration of retirement plans, process workers' compensation benefits, and provision of pre-retirement counseling sessions; and Coordination of annual Manchester Government Academy

### **Customer Service and Information Center**

Management of the Customer Service and Information Center located in Town Hall. The Customer Service and Information Center is staffed by the Customer Service Center Manager and four part-time Customer Service Associates.

The Customer Service and Information Center is a centralized municipal service responsible for the following:

- Citizen services such as receipt of current taxes and water and sewer bills, recreation program registration, fee-based notary public services, sale of leaf bags, recycling bins, t-shirts and Manchester memorabilia;
- Staffing a help desk phone line;
- Management of the web-based citizen request and response system;
- Development of printed and electronic materials including the Annual Report, Manchester Matters, reports, home page elements and Channel 16 slides;
- Administration of the Downtown Parking Permit and Memorial Tree Planting programs and property card fax service to area realtors;
- Support of the General Manager's Office and department heads through internal communication, and development of information for and responses to inquiries from the Board of Directors

### **Budget and Research Office**

The Budget and Research Office provides analytical, informational and project management services to the General Manager, Town departments and general public. The office is staffed by the Budget and Research Officer and Management Analyst. Specific services and responsibilities include:

- Preparation of the Recommended Budget and Adopted Town Budget
- Preparation of the 6-Year Capital Improvement Plan
- Development of multi-year financial forecasts  
Analysis of the impacts of operations and policy proposals
- Coordination of performance measurement initiatives
- Coordination of special projects and studies
- Monitoring of the operating budget
- Guidance and technical assistance on grant writing and reporting
- Monitor of grants compliance with State and Federal requirements.

### **Information Systems**

The Information Systems Department provides comprehensive automated information services for all municipal departments and funds. It operates as an internal service fund supported by transfers from departments utilizing its services. Services include: Application selection, development and support; Project management; Web application and development and support; providing a secure wide area network and User Training.

## TOWN OF MANCHESTER, CONNECTICUT

### Deputy General Manager

Salary range is \$95,000 – \$130,000

#### The Ideal Candidate

The Town of Manchester is seeking a highly experienced Deputy General Manager with a demonstrated history of successful experience to perform general administrative assignments including oversight of Human Resources, conducting contract negotiations, preparing for and representing management at grievance and arbitration hearing with employee collective bargaining units and representing the Town in related employee-employer matters. Plans and supervises studies or activities on assigned major technical and policy problems, and assists or acts for the General Manager in the administrative management of Town operations. Is the responsible administrative official in the absence of the General Manager. Assists the General Manager in maintaining effective communications with the Board of Directors, Town boards and commissions, Town operating departments and the general public. Attends all Board of Directors meetings along with the General Manager. The preferred candidate will be an individual who aspires to be a City/Town Manager. Additional qualifications include:

- Considerable knowledge of the principles and methods of organization and public management.
- Considerable knowledge of the principles and practices of public personnel administration and of labor relations.
- Ability to plan and direct the work of professional and technical staff.
- Considerable ability to design and perform research and prepare technical reports and recommendations.
- Ability to establish and maintain effective working relationships with, and to secure cooperation from, public officials, associates and the general public.
- Experience managing technology and its implementation preferred.

#### Minimum Training and Experience:

- Master's Degree in Public Administration.
- Four (4) years of responsible experience in local governmental administration including two (2) years' experience in personnel administration and labor relations.
- Suitable experience may be substituted for educational attainment if deemed appropriate by the General Manager or his designee.

If you are interested in this outstanding career opportunity, applications and job descriptions are available in the Human Resources Department, 41 Center Street, P.O. Box 191, Manchester CT 06045-1091 or view our website and apply online at: <http://hrd1.townofmanchester.org/index.cfm/employment-opportunities/>. Applications and resumes must be received or post-marked by Monday, August 27, 2018.

**No faxed or e-mail copies of resumes and/or applications will be accepted.**

For additional information visit our website at <http://www.townofmanchester.org>

*The Town of Manchester shall not discriminate on the basis of race, color, creed, age, sex, national origin, physical disability or sexual orientation. The Town of Manchester is an equal opportunity employer and encourages applications from women, minorities, veterans and the disabled. The Human Resources Department provides reasonable accommodation to persons with disabilities in accordance with the Americans with Disabilities Act (ADA). If you need an accommodation on the application or testing process, please contact the Employee Services Department.*