

Concord, MA – Deputy Town Manager



Position Statement



The Opportunity

The historic Town of Concord, Massachusetts, (pop. 17,688) is seeking qualified candidates for a Deputy Town Manager who is passionate about progressive professional municipal management, serving this historic and engaged community, and being part of a committed municipal organization. It is anticipated that the Deputy Town Manager will be primarily focused upon departments, divisions and initiatives that relate to planning, economic vitality, transportation, affordable housing and environmental sustainability & resilience.

Concord is seeking a knowledgeable and talented leader with excellent communication and community engagement skills, and superior project management and personnel management skills, to serve as its Deputy Town Manager. Preferred candidates should have an advanced degree in public or business administration, planning, law, or a related field and experience as an assistant or deputy town manager or an equivalent level of experience. Candidates should be proactive and strategic thinkers, who are able to prioritize and to build collaborative relationships with government officials, business owners, residents, and employees.

Annual Salary: \$150K+/-. The successful candidate will receive an attractive compensation package including health and retirement plans, commensurate with qualifications and experience. Concord is an Affirmative Action/Equal Opportunity Employer.

The Community

[Concord](#) is a historic and picturesque quintessential New England community with handsome and historic residences, preserved open spaces, family-owned farms, and thriving commercial centers. The Town is widely known as the site of the first battle of the American Revolution which occurred at the Old North Bridge which is located just outside the Town Center. Concord also has a rich literary and philosophical history being the home of notable authors including Ralph Waldo Emerson, Henry David Thoreau, Nathaniel Hawthorne, Bronson Alcott and Louisa May Alcott as well as more contemporary authors.

Concord is located in Middlesex County, approximately 20 miles northwest of Boston covering 26 square miles and surrounded by the Towns of Lexington, Carlisle, Acton, Bedford, Lincoln, and Sudbury. The Town is served by several roadways including Routes



2, 2A, 62, 119 and 126; and two MBTA commuter rail stations. The Town is primarily a residential community with three vibrant business districts including Concord Center, on Thoreau Street near one of the train stations and in West Concord at the second rail station. In addition, there are commercial parks in the Town with a number of businesses located on Route 2. Concord is also the home of Emerson Hospital and numerous medical providers.

The Town is also well known for its educational institutions. The [Concord Public Schools](#) and the [Concord-Carlisle Regional School District](#) are regarded as amongst the best schools in the Commonwealth. In addition, Concord is home to four highly regarded private educational institutions: The Fenn School and The Nashoba Brooks School which are elementary and middle schools; and Concord Academy and the Middlesex School which are preparatory high schools.

The Town has numerous publicly owned historic properties and recreational and cultural assets including Minuteman National Historic Park, Walden Pond, Concord Museum, The Robbins House, The Wayside, Ralph Waldo Emerson House, Concord Center for the Visual Arts, Great Meadows National Wildlife Refuge, Bruce Freeman Rail Trail, and a network of conservation lands and open space. The [Concord Free Public Library](#) is considered the heart of the community and is a year-round hub of activity as well as a resource for the educational, vocational, and recreational needs of all its patrons.

All of these assets and amenities contribute to the culture and character of this unique community which boasts a strong local economy built around its diverse business sector and annual tourism activity of approximately 1,000,000 visitors, a vibrant quality of life, great civic pride, and residents that are connected, engaged, and care greatly for their Town.

The Municipal Organization

[Concord](#) has a five-member Select Board-Town Manager form of government, with Open Town Meeting as the legislative body. The town government offers a full array of services including education, libraries, police and fire protection, public works, solid waste and recycling services, water and sewer services including a secondary treatment facility, parks and recreation, a community center, a swim and exercise facility, land conservation and open space, and municipal electric services through the [Concord Municipal Light Plant](#). The Concord Housing Authority provide low-income and elderly housing.

Concord holds a Aaa bond rating from Moody's Investor Services and for the last twelve years received the Distinguished Budget Presentation Award from the Government Finance Officers Association. The Town's complete spending plan for FY23 is approximately \$124.73 million. The details regarding the Town's finances are contained within the [FY23 General Fund Budget Book](#) and the [FY23 Enterprise Fund Budget Book](#).

The Concord Select Board does establish annual goals and objectives which guide the town administration in its activities. The [FY23 Board's goals](#) are as follow:

- A. *Effective Governance, Board Organization, and Communication*** – *Improve responsiveness, accountability, and transparency. Maintain a high level of town services for Concord citizens. Promote dignity and respect for all individuals and utilize best practices for the health and safety of all.*
- B. *Financial Stability*** – *Promote fiscal responsibility, financial sustainability, town-school collaboration, and integration.*
- C. *Diversity, Equity, Inclusion, and Belonging*** – *Support economic, social, racial, and cultural diversity and inclusion. Generate more affordable housing and reduce barriers faced by lower income residents. Balance divergent individual, neighborhood, and town-wide interests.*
- D. *Historic and Cultural Heritage, Recreation, Agriculture and Natural Resources*** – *Maintain Concord's unique character.*
- E. *Sustainable Infrastructure*** – *Develop and maintain sufficient and reliable utilities, transportation, and communication infrastructure, while managing energy resources to reduce carbon emissions, and regenerate our natural environment to meet the Town's climate objectives.*
- F. *Economic Vitality*** – *Protect the vitality of the town and businesses and reduce obstacles to their success.*
- G. *Regional and State Interests*** – *Advance Concord's interests in the region and the commonwealth*

The Town has a long history of proactively planning for its future through comprehensive long-range plans. The most recently adopted plan is [Envision Concord: Bridge to 2030](#), which was prepared from 2016-2018. The process followed the principles for comprehensive long-range plans as set forth by the American Planning Association and included active participation by members of the community in developing aspirational goals for the Town based on core values that reflect the wishes of the citizens, and accountable implementation strategies which can be measured and evaluated.

The efforts of the members of the Concord municipal organization are appreciated by the citizens of the Town who regularly provide positive feedback in a [Town Government Survey](#) about their satisfaction with municipal services and the utilization of their tax dollars. These results reflect the confidence of the residents in their local government and establish a standard that the municipal organization seeks to maintain or improve.



The Deputy Town Manager Position

The Deputy Town Manager serves under the general direction of the Town Manager and is a member of the Town's Senior Management Team, providing strategic leadership and vision to directly support the Town Manager in planning and coordinating all town services and operations; and supporting and executing the policy objectives of the Select Board as well as the legislative directives of the Town Meeting and the voters. The Deputy serves as second-in-command of the overall operation of the town and takes a lead role in managing, supervising, and supporting the services of several major departments and operations as assigned. It is anticipated that the departments and divisions overseen by the Deputy Town Manager shall be those related to planning, development, and land use functions. The position has the following additional functions within the Town organization:

- ◆ Oversee and coordinate Town-wide facilities management and maintenance, including oversight of related accounts, funds, and appropriations. Set rental rates and lease terms in accordance with all legal standards to ensure insurance requirements are met and town assets are maintained.
- ◆ Serve as project manager for various capital improvement projects; recommends sustainable building designs and initiatives for incorporation; filling a key role in designing response to and implementing stated goals and objectives of significant planning documents such as: Envision Concord, Bridge to 2030; Climate Action and Resilience Plan (2020); Hazard Mitigation Plan; and Housing Production Plan.
- ◆ Provide collaborative, forward thinking and responsive leadership to assist the Town Manager in the planning, development, implementation, maintenance, and management of overall Town operations.
- ◆ Represent the Town Manager, in their absence, in conducting business, and directing and coordinating operations of the Town. In accordance with the directives of the Town Manager and the mission and strategic priorities of the Town, act as liaison between the Town Manager and designated town boards, committees and departments, and regularly facilitating communications between parties.
- ◆ Analyze public service needs and changes in State and Federal laws, regulations and programs impacting the Town; recommends new and modified Town programs, services, and policies; makes recommendations to the Town Manager regarding the development of plans, objectives and priorities.
- ◆ Support and enhance the Town's public and inter-departmental communications processes through a variety of forums; and explore, initiate, and monitor new methods of conveying information.
- ◆ Directly supervise the activities and performance of to the Town Departments and Divisions as assigned and carry out supervisory responsibilities in accordance with policies and applicable laws. Promote the alignment of department and divisional goals and objectives with those of the Town Manager and Select Board; review, evaluate, and monitor service delivery methods and systems; keep the Town Manager informed of department activities and operations; regularly meet with management staff to coordinate and provide input into services; disseminate Town-wide management plans, strategies, initiatives, values, policies and standards of behavior. Specific responsibilities include the interviewing and training of employees; plan, assign, and direct work; appraise performance and recommend salary increases; implement succession plans; address complaints and resolve problems; and make recommendations to the Town Manager concerning employee hiring, rewards, or discipline.
- ◆ May assist in supporting citizen and employee relations via activities such as conflict resolution, negotiations, investigations, risk analysis, and related activities.
- ◆ Develop and recommend various general, enterprise and revolving fund operating budgets to the Town Manager; monitor assigned budgets and expenses regularly and ensure approved funds are administered effectively; oversee development and management of capital replacement plans for assigned facilities and vehicles. Participate in Town-wide budget formulation as part of Town Manager's budget team.
- ◆ Performs special projects and other related duties as required, directed or as the situation dictates.



The Ideal Candidate

- Advanced degree, preferably in a field related to public or business administration, planning, law, or a related field.
- Three to five years of experience as an Assistant or Deputy Town Manager or equivalent experience.
- Skilled in project management, economic and community development, strategic planning, communications, and personnel management.
- Proficient in financial management, budgeting, procurement, negotiations, and municipal law.
- Superior and demonstrable leadership and interpersonal skills.
- Solid background in municipal operations and law with a preference for Mass. knowledge.
- Ability to prioritize and to effectively communicate those priorities.
- Skilled at working with boards and committees, and effectively interact with all members of the public in a courteous and tactful manner.
- Ability to communicate effectively, verbally and in writing.
- Knowledge and experience writing, and administering various State, Federal and local grant programs, and initiatives.
- Ability to work with a high level of detail; prioritize multiple tasks and deal effectively with interruptions.
- Ability to identify and analyze complex issues and to develop appropriate recommendations.
- Ability to lead diverse teams and groups.
- Analytical with ability to observe operations and successfully develop and implement systems as needed to enhance service and efficiency through data-driven decision making; analytical.
- Supports a welcoming and inclusive environment.
- Supports environmental sustainability.
- Recognizes and appreciates the historic nature of the community.
- Ability to build trust and respect; politically neutral.
- Ability to build relationships with citizens and the business community.
- Works in collaboration with members of the senior management team and establish and maintain good working relationships with coworkers.
- Able to build and maintain employee morale.



THE TOWN OF
CONCORD
MASSACHUSETTS

How To Apply

Position is open until filled. For a guaranteed review of application materials, send cover letter and résumé via email, in confidence, in a single PDE, by November 28, 2022, 3:00 p.m. EST to:

Apply@communityparadigm.com

Subject: Concord Deputy TM

Questions regarding the position should be directed to:

Bernard Lynch, Principal
Community Paradigm Associates
BLynch@CommunityParadigm.com
978-621-6733

The Town of Concord is an Equal Opportunity Employer.

