

## **CHIEF OF STAFF (TOWN)**

**DISTINGUISHING FEATURES OF THE CLASS:** This is an administrative position that supports the Town Supervisor by serving as a senior advisor and liaison to internal and external leaders while overseeing daily operations, programs and policies. The incumbent is responsible for evaluating operations and making recommendations regarding new initiatives, policy proposals, operational improvements and budgeting. The position involves handling highly sensitive and confidential matters and requires a high degree of tact, discretion, sound judgement and responsiveness to the Town Supervisor's philosophy and public mission. The incumbent regularly interacts with public officials, elected officials, members of the business community, the press, constituents and stakeholders. The work is performed under the general supervision of the Town Supervisor and supervision is provided to professional and clerical staff. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Leads and oversees internal staff operations and personnel to ensure alignment with and execution of the Town Supervisor's strategic, policy and operational priorities;

Partners with senior leadership (e.g., Comptroller, Director of Finance, Personnel Administrator, Town Attorney, etc.) to advance organizational alignment, consolidation initiatives, policy development and the formulation of operating and capital budgets;

Implements legislative and policy changes to support the Town Supervisor's operational goals and directives;

Manages the end-to-end coordination, review and submission of Town Board resolutions to support the Town Supervisor's operational goals and directives;

Identifies and recommends organizational and process improvements that support strategic goals, operational efficiency and service delivery;

Represents the Town Supervisor in engagements with elected officials, community stakeholders and residents to resolve issues, build trust and maintain productive relationships;

Drives cross-departmental coordination by working with the Town Supervisor's Office and department leadership to ensure consistent execution of town-wide initiatives;

Establishes and oversees service-response protocols to ensure timely, transparent and effective handling of public inquiries and constituent concerns, providing regular status updates to the Town Supervisor;

Participates in internal and external meetings, intergovernmental discussions, civic events, public forums and other engagements;

Provides strategic counsel to the Town Supervisor on policy refinement and operational responses to emerging community needs and public concerns;

Prepares or directs the preparation of comprehensive reports, data analysis and briefing materials on town-wide initiatives, performance and emerging issues;

Exercises delegated authority to act on behalf of the Town Supervisor, ensuring continuity of leadership, operations and decision-making;

Provides strategic problem-solving support to the Town Supervisor on matters involving various Town departments;

Engages in ongoing strategic consultation with the Town Supervisor on immediate priorities, long-range planning and organizational goals.

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**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of the principles and practices of municipal administration and the functions of and public issues affecting local government; good knowledge of administrative practices and procedures; good knowledge of the procedures and methods of conducting effective research; ability to supervise the work of others; ability to communicate effectively both orally and in writing; ability to analyze complex public issues and develop recommendations consistent with the mission of the Town Supervisor; ability to prepare clear and comprehensive reports; ability to understand and interpret complex written material; ability to establish and maintain cooperative relationships with others; ability to follow through on issues to successful completion.

**MINIMUM QUALIFICATIONS:** Qualifications determined by the appointing authority.