

## HOLLIS, NH

### TOWN ADMINISTRATOR

#### IDEAL CANDIDATE PROFILE & CHALLENGE STATEMENT

The *Ideal* Candidate for the position of Hollis, NH Town Administrator will have:

Bachelor's Degree in Public Administration or related field;

Three plus years of progressive municipal management and strategic planning;

Proven record of positive financial management and strategic planning;

Ability to lead, organize, inspire and manage people- be a team player;

Willingness to manage Town affairs in an open and transparent manner;

Strong public ethics, integrity and accountability;

Demonstrated skills in working collaboratively and building consensus;

Experience with outsourced services and working with public/private partnerships;

Ability to think "outside the box" and to provide innovative solutions;

Strong written and verbal communication and interpersonal skills;

Experience managing capital projects from startup to successful completion.

The ideal candidate will have the requisite skills to work effectively with seasoned department heads and staff, mentor and develop their talent, and establish an effective supervisory relationship that is built on trust. The new Town Administrator should be an active listener, who is able to recognize the individual strengths of employees and thereby enable them to achieve a high functioning team approach to providing quality service to the community.

Current and/or potential new projects include the review of existing administrative policies, procedures, and local ordinances for relevancy and the inclusion of best practices, while also preparing new policies where needed in order to address uniformity and clarity. In this regard, the Town anticipates transitioning from paper records/files via a "Scanning Project" that is contemplated to begin in 2019 pending budget approval at the next Town Meeting.

The new Town Administrator, with the Select Board's approval and the administrative staff's input, will need to evaluate various positions as they become open due to resignation and retirement, for opportunities to improve service to the Town by making such changes as may reflect the true needs of the Town's residents. In a similar manner, the layout of the Town offices may also require an accommodation of these changes, while addressing safety concerns, and the need to create requisite work space.



The new Town Administrator will need to earn the respect of the community. She/he must have a proven track record of establishing positive internal relationships while holding the organization and themselves to the highest standards of integrity and accountability. The Town Administrator must also be fully committed to openness and transparency in government, ensuring like practices throughout the organization and in its dealings with the public. The use of social media and emerging technologies will assist in that effort.

In addition to technical and professional skills necessary to manage effectively with a workforce of approximately 59 FTEs, the Town Administrator must be able to engage the community and its various stakeholders. The Town Administrator must be a true professional and ensure that the highest affordable level of customer service is provided to the community.

Finally, the legislative body for the Town is a traditional New England “open town meeting” in which all registered voters may participate. The Select Board, which appoints the Town Administrator, is the Town’s governing body with a range of duties and responsibilities under New Hampshire law. It adopts policies by which the local government operates and also the ordinances of the Town. Interacting with the Townspeople in that setting presents its own challenges to the presentation and communications skills, and the powers of persuasion that the next Town Administrator will need to demonstrate. A concise communicator who watches over the budget, articulates expectations clearly, and helps to guide the staff, places emphasis on accountability, and is in tune with the Select Board and the community will do well in Hollis.

The next Hollis Town Administrator will be challenged to assist the Board and staff with implementing the Board’s current decisions while simultaneously helping them to navigate the community’s future.

