

WINDHAM, NEW HAMPSHIRE

TOWN ADMINISTRATOR

IDEAL CANDIDATE PROFILE & CHALLENGE STATEMENT

The Ideal Candidate to serve as Windham's next Town Administrator will possess the following qualifications and traits:

Graduate degree in public administration or related field;

7 or more years of progressive municipal management or closely related experience;

Willingness to engage and become part of the fabric of the community;

Proven record of positive financial management and strategic planning;

Ability to lead, organize, inspire and develop staff;

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

Strong public ethics, integrity and accountability;

Demonstrated skills in building consensus and working collaboratively with stakeholders;

Experience advocating for a community and working with public and private partnerships;

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

Ability to assist elected leaders plan for the future and to implement their plan;

Strong written and verbal communication and interpersonal skills;

Experience managing special and capital projects;

Knowledge of and ability to communicate procedures/process to elected officials.

Among the toughest challenges facing the successful candidate, will be following the incumbent that has served the community for 34 years. The retiring administrator has an exceptional record of service to the Town and has built an excellent team which provides exemplary services to the community. It will be crucial that the next Town Administrator earn the respect of staff, the Board of Selectmen and other community stakeholders in her/his own style. She/he will have to do that by demonstrating excellent communication and interpersonal skills and by being responsive to those served. A good team is already in place so the new administrator will need to work effectively with some seasoned department heads and staff,



while establishing an effective reporting relationship. The Town Administrator must be willing to listen, utilize and recognize the strengths of Town staff and develop a positive team approach.

Since several senior positions may become vacant due to retirements over the next few years, professional development, succession planning and making the right hires will be critical to maintaining the quality services already delivered to the community.

The new administrator will be challenged to help the community find the appropriate balance between the quality services already being delivered, with the costs of delivering those services. Appropriate budgeting, capital and strategic planning will be important, as well as considering non-traditional approaches and alternative funding opportunities.

Currently, the Town is involved in legal issues related to PFAS and it will be the responsibility of the administrator to coordinate with legal counsel, the Board and regulatory authorities in order to manage the issues effectively.

Windham, like most communities across America, has a vocal minority. The administrator must have the ability to listen to, work with and respond to all members of the public with civility and professionalism. It is critical that the Town Administrator remain neutral and provide unbiased guidance to the Board of Selectmen. The Town Administrator must stay out of the “politics” and be careful to not be perceived as taking a side on any of the issues that may come before the Board or have the potential of dividing the Town. The Board depends on the administrator to provide clear and concise information in support of meeting agenda items so that it can Board make informed decisions.

In addition to the technical and professional skills desired by the community, the new Town Administrator must value and promote openness, accessibility, and transparency in local government. The Town Administrator must be a true professional and ensure that the highest affordable level of customer service is provided to the community.

