

# THE TOWN OF WESTBOROUGH, MA

## TOWN MANAGER RECRUITMENT

### *Invitation to Qualified Candidates*

#### **INTRODUCTION**

Westborough, MA (18,934 pop.), seeks a proactive, seasoned community leader to serve as its new Town Manager. This financially stable community boasts substantial reserves and a AAA bond rating and is recognized as a desirable community for smart growth business development with a strong residential base for commuters to both the Boston and Worcester labor markets. Incorporated in 1717, Westborough recently celebrated its 300 year anniversary. Westborough had an active manufacturing presence that has now evolved into a leading technological center along the route 495 and Mass Pike corridor. The community has a rich history and a strong commitment to preserving its heritage, while also providing the highest level of municipal services to its residents. This beautiful, semi-rural community with numerous recreational amenities offers easy access to routes 90 and 495 and is dissected by major state routes 9, 30 and 135 with a location just 29 miles from the world-class medical, educational, and cultural assets of Boston and only 12 miles from Worcester. Led by a five-member Board of Selectmen, with an open town meeting form of government, this community has an established Town Charter, excellent schools and boasts a quality of life that makes this a “destination” community for any public manager.



The Town Manager will oversee an operating budget for FY 2020 of approximately \$114 million dollars (combined School and Town) with 188 town side FTEs. The ideal candidate will have a Master’s degree in a related field and a minimum of seven years of experience in public administration, with a minimum of five years served in a senior management capacity or an equivalent combination of education and relevant management experience. The Town of Westborough Charter does require the Manager to live in Westborough or one of the six contiguous communities within one year of appointment. The Town has established a total compensation minimum of \$180,000 with a competitive benefits package commensurate with qualifications and experience for this position. Westborough is an equal opportunity employer. For additional information related to the search contact Alan Gould, President, Municipal Resources Inc., at 603-279-0352, x320.

Much information is provided herein but candidates are encouraged to learn more about the position by visiting [Municipal Resources’ website](#) or the [Town’s website](#).

**Cover letter and resume in confidence as PDF attachment to: [recruitment@mrigov.com](mailto:recruitment@mrigov.com)  
Applications must be submitted by 9am EST, on May 22, 2019.**

# TOWN MANAGER – WESTBOROUGH, MA

## ***IDEAL CANDIDATE PROFILE***

The ***Ideal*** Candidate for the position of the Westborough, MA Town Manager will have the following characteristics and skill sets:

The ability to listen and be respectful of diverse viewpoints in order to determine appropriate courses of action in the Town's best interests by engaging in an objective, transparent analysis of all relevant information. A manager who engenders trust and respects residents of the Town. A manager who understands the importance of participating in the Town's community life especially on weekends and holidays and at civic events.

A candidate who has the highest professional and ethical standards.

An individual who understands and respects the Town Charter and the Open Town Meeting form of government.

A strong and visionary leader with a proven track record in the use of "best practices" in municipal management and demonstrated success in strategic planning for both short and long term goals.

Demonstrates an open-minded and collaborative approach to solving complex municipal issues, with a willingness to try new approaches and be creative while keeping all vested partners involved and informed throughout the process.

Demonstrates skills in working cooperatively with elected and appointed boards and committees: the ability to engage with the Town's State Representatives and Senator on legislation and funding matters important to Westborough; the ability to facilitate discussions and build consensus; the ability to provide unbiased and transparent guidance to elected and appointed officials while maintaining a professional manner.

A candidate who has the ability to lead, organize and inspire staff; understands operational functions and seeks for and engages department managers in developing strategy and in important decision-making. A manager who supports and empowers his/her staff, both direct managers and staff, to engage in thoughtful conversation in order to bring forward improvements and new best practices and solutions. A leader who recognizes employees for their efforts. A leader who understands the importance of succession planning and who demonstrates this in collaboration with department managers.

An excellent communicator with both written and oral presentation skills, including effective public speaking in front of members of the public, community groups, Open Town Meeting and major media outlets.

Demonstrates the ability to manage Town affairs in an open and transparent manner including the use of technology such as collaboration software and social media platforms to keep the community informed about important local information.

A proven record of nurturing and building upon the positive culture in the community and encouraging diversity of opinions on issues to help engage citizens in public discourse.

At least seven years' experience in public administration and a Master's degree in a related field.

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## **ABOUT WESTBOROUGH**



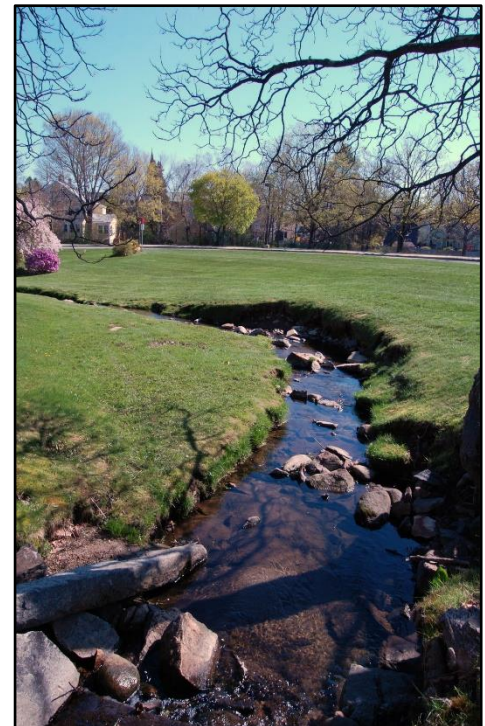
The Town of Westborough is ideally located, just 28 miles west of Boston and 12 miles east of Worcester, at the intersection of I-495, I-90/Massachusetts Turnpike and Route 9. The population is 18,934 with approximately 7,000 households. This is predominately a residential community made up of attractive neighborhoods, a vibrant downtown, an active commercial district and a strong business/industrial base. The Town is home to Cumberland Farms, BJ's, Bay State Commons, E.L. Harvey & Sons, eClinicalWorks, Reliant Medical, Sanofi Genzyme, Whittier Rehabilitation and Dell. The School

Department is among the best in the Commonwealth with a student population of 4,000 in six schools. The recreational programs and opportunities, including a municipal golf course, make living in Westborough a great experience for residents of all ages.

## **THE CHALLENGES AHEAD**

The new Manager must demonstrate a proven record of establishing positive internal as well as external relationships while holding himself or herself to the highest standards of ethics, integrity, transparency and accountability. A key component for the success of the new Manager will be the ability to adapt to the process and thrive in the unique environment of a traditional New England Open Town Meeting form of government while creatively disseminating information and communicating with the residents of the Town who act as the legislative body in Westborough.

The Town of Westborough is a community where citizens engage actively in the local governing process. The new Manager will need to recognize early that the residents care deeply about issues in the community and expect to be informed regarding their local government's activities. The next Manager should understand the benefits of enhanced technology and be prepared to propose, expand and develop new, sophisticated means of communicating with residents by using the tools of social media to promote his/her open and transparent management style.



The next Manager will be expected to continue the Town's commitment to a long range fiscal plan for the operating and capital budgets that is sustainable and realistic. The Town has the benefit of stable financial

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management as evidenced by the AAA bond rating awarded Westborough by Standard and Poor's Global Ratings. The key financial indicators for this municipality are all strong: Total Certified Free Cash from all sources is over \$15M, New Growth is \$1M and Excess Levy Capacity is \$10.6M. These reserves will be challenged by projected increases in debt service as a result of capital projects like the Fales Elementary School, Hastings



Elementary School and Westborough Library Renovation. The two school projects will be funded from existing resources and not a Proposition 2 ½ Debt Exclusion or Override. The Library project has not yet been taken to Town Meeting for approval and as a result a financing plan has not been officially proposed.

The Town is fortunate that, over the years, the Planning Board, Planning staff and Zoning Board of Appeals have addressed the low and moderate housing needs and now 13.4% of the Town's housing stock is affordable. Keeping above the Commonwealth's 10% affordable mandate will be a

challenge for the new Manager and his/her administration as new units come online from the Pulte development at the Westborough State Hospital site and other residential projects in Town. In addition, the Town has to develop diverse housing options for "starter" homes for new families who want to live in Westborough and options for senior residents so they can continue living in the community.

Westborough's location at the intersection of I-495, Route 9 and the Mass. Pike is ideal for economic development. As a result, the Town is home to a number of Fortune 500 companies. The ongoing challenge for the next administration and the Economic Development Committee will be to focus on the success of these important projects: Olympus Corporation's move to Town, redevelopment of the Astra Zeneca property, future uses of the Westborough State Hospital site, etc. The high profile nature of these projects will require the next Manager to not only be business friendly but be actively engaged in the economic development process.

The new Manager is fortunate that the Town recently completed a community-wide strategic planning process which will provide his/her administration with an action plan for the next 5 to 10 years. The *2018 Strategic Plan* sets forth 21 initiatives or priorities to be addressed over time. The first four top priorities are: develop a new comprehensive master plan, develop options for a diverse housing stock, assess public safety needs, and evaluate staffing needs and Town service needs. The challenge for the next administration will be to follow thru on the initiatives in the strategic plan, track their progress and be accountable to the Selectmen and the community for their outcomes.

## Westborough Values

**T**ransparent and Accountable

**R**esponsive

**U**nderstanding

**S**ervice with Compassion

**T**eamwork

**E**thical Behavior

**D**edicated to Professionalism



## **ADDITIONAL INFORMATION**

Candidates are encouraged to learn about the Town and the position by visiting Municipal Resources, Inc. website at [mrigov.com](http://mrigov.com) and the Town of Westborough website. Candidates can also contact Alan Gould at [agould@mrigov.com](mailto:agould@mrigov.com) or by phone at 603-279-0352 ext. 320. To apply, submit a cover letter and resume in PDF format to [recruitment@mrigov.com](mailto:recruitment@mrigov.com).

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