



Assistant to the Town Manager

Reports to: Town Manager

Salary Range: \$61,675 - \$95,265

Salary Midpoint: \$77,970

Hiring Range: \$61,675 - \$70,000 (DOQ)

FLSA Status: Exempt

Job Summary

Performs intermediate professional and administrative work in supporting the Town Manager, along with the Mayor and Council. Work includes problem analysis, research, writing, project management, and communication with residents and stakeholders to respond to requests and address concerns. The incumbent must collaborate with various persons and exercise considerable tact, composure, discretion, and persuasion. Work is performed under the direction of the Town Manager.

Essential Job Functions

- Facilitates timely follow-up to requests for services and information.
- Prepares written and verbal responses to community inquiries in collaboration with Town staff.
- Prepares staff reports and written materials for Council Meetings.
- Prepares correspondence on behalf of the Mayor, Town Council, and Town Manager as needed.
- Conducts research and analysis into programs, policies, and procedures as needed.
- Manages special projects as needed.
- Monitors community issues and concerns and informs relevant staff when Town action is needed.
- Serves as a liaison with outside organizations such as Montgomery County, the State of Maryland, Pepco, Washington Gas, WSSC, and Verizon.
- Coordinates with the Department of Natural Resources (DNR) for tree removals and replacements within the public right-of-way; along with the Town's tree contractor.
- Assists the Clerk-Treasurer with the Maryland Public Information Act (MPIA) program.
- Assists the Communications and Marketing Specialist with updates to the Town's websites (TOK.md.gov and ExploreKensington.com).
- Assists with drafting formal communications through the Town's email notification system (Constant Contact) and emergency text program.
- Assists with processing and filing Building Permits.
- Maintains confidentiality of the Town at all times.
- Performs other duties as required.

Qualifications

Skills:

- Knowledge of research methods and techniques.
- Knowledge of the principles and practices of public administration.
- Skill in the use of Microsoft office including Word, Excel, and PowerPoint; along with knowledge of Google Workspace (Gmail).
- Ability to learn and manage updates through a WordPress platform.
- Ability to learn and manager electronic communication systems (Constant Contact).
- Ability to obtain knowledge of local government organization and administration.
- Ability to communicate effectively orally and in writing.
- Ability to establish and maintain effective working relationships with public officials, employees, and the general public.
- Ability to be sensitive to difficult political issues, and to deal with them in an appropriate manner.
- Ability to carry out brief general instructions effectively and with dispatch.
- Ability to analyze administrative problems, to make sound recommendations as to their solution, and to prepare working procedures.

Experience:

Direct experience working with a municipal or local government while serving internal and external customers with superior interpersonal skills.

Education:

Bachelor's degree with major coursework in public or business administration, political science, or a closely related field; and two (2) years of progressively responsible work in public administration; or any equivalent combination of education and experience. Master's degree or enrollment within an existing MPA program is preferred.

Working Conditions**Work Hours:**

Requires 40 hours in a standard workweek.

- Core work schedule based on operational needs will be determined. Some evening, weekend, and holiday work may be required based on operational needs.
- The Town of Kensington's established business hours of operation are 8:00 am to 4:00 pm, Monday through Friday; alternate business/operating hours may be established for certain Town Departments on a case-by-case basis in order to best meet the needs of residents and other customers.

Work Environment:

- The employee works primarily in a typical office environment; some work may be performed outdoors in seasonal temperatures and various weather conditions.
- Noise level indoors is typical of most office environments with telephones, personal interruptions, and background noises; noise level in other locations or outdoors may be moderate to loud.
- The employee may travel to other locations to attend meetings, perform outreach activities, etc.
- The employee may interact with distressed or upset citizens or when providing services.

Physical Requirements

- While performing the duties of this position, the employee is regularly required to sit (including for prolonged periods at a computer screen), stand, walk, climb stairs, stoop, bend, kneel, crouch, twist, squat, smell, push, pull, and reach with hands and arms.
- Work requires grasping, fingering, feeling, repetitive hand movement, and fine coordination in operating a computer keyboard and standard office equipment.
- Work requires light physical effort; the employee must frequently lift, carry and/or materials weighing up to 20 pounds in the performance of daily job duties.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly, both in person and by telephone.
- Hearing is required to perceive information at normal spoken word levels, to receive detailed information through oral communications, and/or to make fine distinctions in sound, both in person and by telephone.
- Visual acuity is required with or without correction for close vision, distance vision, depth perception, color perception, preparing and analyzing written or computer data, visual inspection of documents and statistical data, operation of machines or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities.