

Town of Lapel
Position Description

Position: Administrative Assistant/Constituent Relations Specialist

Department: Town Administration

Reports To: Town Manager (Town Council)

Position Type: Full-time, Hourly Non-exempt

Summary of Role:

The Administrative Assistant/Constituent Relations Specialist is responsible for providing executive and Town Hall management support and directing the Town's constituent relations by working with the Town Manager, Clerk-Treasurer and Town Council to serve as a liaison with constituents in the Town of Lapel. The position is expected to provide high quality service to the public and providing administrative support for the Town government of the Town of Lapel and Lapel Municipal Utilities.

Key Responsibilities:

- Provide excellent constituent relation service by assisting individuals at the front counter in Town Hall.
- Answer incoming phone calls and provide answers to caller questions or direct the caller to the proper department.
- Respond to or direct all Info@lapelindiana.org emails to the proper department or staff member for a response.
- Occasionally receive and receipt utility, building permit and application permit fees.
- Provide support to the Clerk-Treasurer including completing public meeting minutes, sending public notice to the media and completing monthly financial reports to the Town Council.
- Assists the Town Manager with the creation of the Town Council meeting agenda.
- Drafts and/or edit Town Administration correspondence to the Town Council, department leaders and public.
- Prepare content for all Town newsletters.
- Assis the Town Manager with the daily review and management of the Town website and all Town social media accounts.
- Prepare public hearing notices and work with the Clerk-Treasurer and legal counsel to distribute and publish notice in compliance with all state and local laws.
- Assist the Clerk-Treasurer and Town Manager with the development of all monthly financial reports to the Town Council.

- Provides basic information to the public and managed the Town Customer Relations Management/Follow-up system.
- Manage all community calendars and assist the Parks department with the scheduling of shelter house use and events.

Essential Skills:

- Ability to effectively manage time, prioritize work and meet deadlines.
- Ability to communicate clear and effective verbal and written communications.
- Ability to maintain professional phone and email etiquette.
- Attention to detail, including precision in data entry, and meticulous documentation of all correspondence.
- Ability to solve problems with quick thinking and resourceful use of all tools.
- Ability to handle multiple tasks at one time.
- Ability to provide excellent service.
- Technical skills including, computing proficiency, data entry using various software systems, electronic file management, etc.
- Ability to write reports in a professional manner.
- Research proficiency.
- Ability to stay positive and calm in tense situations.

The Town of Lapel seeks a dynamic and experienced municipal and economic development executive to fill the role of the Town Manager that will act as the Administrative General Manager of the Lapel Municipal Utilities, Community Development Director (Planning, Redevelopment and Economic Development) and Parks Director.

Summary of the Role:

The Town Manager is the strategic advisor to the Town Council and leader of the Lapel town government, providing direction and general management for the administration and day-to-day operations of all town departments within the town of Lapel. The Town Manager works with residents to establish a strategic vision, execute economic and cultural plans and goals. The Town Manager is in charge of marketing the Town to business developers, manage growth, coordinate development with surrounding communities and county government and ensure the efficient management and operation of the Town by carrying out policy and directives of the Town Council. In the absence of Town department leadership and adequate staff, the Lapel Town Council will also direct the Lapel Town Manager to act as the Lapel Municipal Utilities Administrative General Manager and establish and direct the day-to-day activities of the following town departments:

- Community Development which will direct and oversee the Economic Development, Redevelopment and Planning Departments,
- Parks Department Director.

Town Management Key Responsibilities:

Established by State Statute

- Attending Town Council Meetings and recommending actions considered advisable;
- Recommend to the Town Council the hiring of Town employees according to the pay schedules and standards fixed by the Town Council or by statute;
- Delegating powers to responsible employees (subject to Town Council direction);
- Administering and enforcing all Town Council ordinances, orders and resolutions;
- Ensuring the faithful administration of all statutes required to be administered by the Town Council or its officers;
- Working with the Clerk Treasurer and Department Heads (Police Chief) to prepare budget estimates and submitting them to the Town Council when required;
- Reviewing and making recommendations on contracts on behalf of the Town for materials, supplies, services, or improvements, after the completion of appropriations, notice, and competitive bidding required by statute and with approval of the Town Council executing contracts on behalf of the Town; and
- Receiving service of summons on behalf of the Town.

Established by the Town Council

- Maintains the administrative organization of the Town to ensure efficiency of operations:
 - Coordinates work among department supervisors.
Note: There are no department supervisors at the time of the adoption of this job description
 - Involved in the recruiting, hiring, evaluating, promoting and disciplining of employees and establishing procedures for others to follow in such matters.
 - Sets and monitors progress towards attainable goals for all departments and ensures performance reviews are conducted on an annual basis.
 - Assists all departments in building and equipment maintenance schedules.
- Carries out directives and work approved by the Town Council:
 - Researches, recommends, and coordinates the preparation of federal and state grant requests appropriate for the Town of Lapel and oversees the administration of grant programs.
 - Communicates with citizens, business owners, and employees to promote and educate regarding initiatives and projects and to resolve issues.
 - Oversees active projects that include infrastructure initiatives, vendor relationships, work with engineers/contractors and others.
- Initiates and assists the Town Council to develop, update and execute long range strategic plans:
 - Makes recommendations to the Town Council with regard to economic development and any projects related to established goals, including sources of funding the same.
 - Identifies service and policy needs and brings to the attention of the Town Council recommendations for action
- Maintains a sound public relations posture between the Town of Lapel and its citizens, the press and other federal, state and local governmental agencies.
- Maintains contact with the public by handling suggestions, complaints and information requests.
- Acts as a purchasing agent for all departments and oversees the bid process on major purchases. Makes recommendations based on research of vendors, products and so on.
- Maintains an inventory of Town property, including but not limited to vehicles, office supplies and the like in coordination with the Clerk-Treasurer.
- Develop a Standard Operations Procedure manual for all Town functions and Departments.

- Promotes customer service for all departments, oversees any complaints and works to resolve issues that may arise. The Town Manager maintains an office at/in the Town Hall and also is responsible for establishing and maintaining visibility and accessibility generally, including through periodic visits to other community locations and Town employee worksites (both those that are fixed and “in the field”)
- Attends all of the meetings of the Plan Commission, BZA, Redevelopment Commission, Economic Development Commission, Parks Board and any other advisory board or commission.
- Complies individually with all applicable Town Council ordinances, orders and resolutions, including without limitation employee/personnel policies and practices.
- Maintains awareness of and monitors the Town’s compliance with requirements and expectations of federal and state regulators and/or funders. Reports to and coordinates with the Town Council and the Town’s legal counsel with respect to Town legal matters. Maintains as privileged and confidential all information related to Town’s legal affairs.

Utility Administrative General Management Key Responsibilities:

The Town Manager acting as Administrative General Manager of the Lapel Municipal Utilities (LMU – Gas, Water Department and Sanitary Department) will be responsible for managing the overall day-to-day business operations of the LMU.

- Plan, propose and implement organization and goals for the LMU.
- Coordinate and supervise activities of each utility and their respective divisions/departments.
- Supervise and manage the LMU operations so to ensure that each utility and their respective divisions/departments are in compliance with all federal, state and local laws, rules, regulations, ordinances and permits, including all IDEM Permits.
- Supervise and provide operations direction to all LMU staff.
- Monitor and evaluate employee performance and implement terms and conditions of employment per the standards set in the Employee Handbook.
- Recommend to the Town Council the hiring of LMU employees according to the pay schedules and standards fixed by the Town Council.
- Implement and monitor compliance with LMU and Town of Lapel purchasing and contracting policies and legal requirements.

- Approve, monitor and coordinate all contractual arrangements and other third-party activities related to the LMU as needed.
- Direct and coordinate all services assigned and performed as needed.
- Analyze and develop budgets for the LMU.
- Promote and advocate for the LMU in a positive manner to the public.
- Worked with and provide resources to the licensed operators to direct all technical operations of the LMU.

Community Development Direction Key Responsibilities:

The Town Manager will act as the Community Development Director and in this role will provide long-range planning, redevelopment, economic development, and community development management for the Town.

- The Town Manager acting in this position will manage the following:
 - Planning Department and all planning programs/functions.
 - All economic development functions including expansion and enhancement of the economic base and assessed value of the Town.
 - The development of the Town's economic development strategy
 - Incentive programs and strategies approved by the Town Council to attract residential, retail, commercial and industrial development to the Town.
 - The Redevelopment Commission's Strategic Economic Development Plan
- Policy development, program planning, budget management, administration and operational direction of the Planning Department, Redevelopment Department and Economic Development Department.
- Manage the administrative tasks of the Planning Department, including the development of meeting and related materials, monthly financial reports, required annual reports and meeting minutes.
- Serve as support staff for the Town Council, Plan Commission, BZA, Redevelopment Commission and Economic Development Commission.
- Collect and review all Plan Commission applications/petitions to be brought forward to the Plan Commission and BZA. Act as the single point of contact for all external contacts for all planning related activities to be brought before the Town Plan Commission and Town Council.
- Manages the administrative tasks of the Redevelopment Commission and Economic Development Commission including the development of meeting and related materials, monthly financial reports, annual reporting requirements and meeting minutes.

- Coordinates with citizen groups and property owners in economic revitalization areas through the distribution of literature or personal presentations about duties, goals and plans of the Town Council, Economic and Redevelopment Commissions.
- Research current trends and innovations in redevelopment, economic development and community development practices through professional conferences, seminars and publications.
- Manages redevelopment projects; coordinates project activities with other departments, retained engineers and other agencies and consultants.
- Serves as a Town liaison to community an economic development related groups and committees.
- Represents the Town on various boards, commissions and special task forces related to community development and planning.
- Review and evaluate economic and redevelopment proposals for feasibility and funding
- Work with the legal team to develop economic development agreements with the development community seeking local incentives.
- Responsible for enforcing, researching, developing, implementing and/or reviewing, interpreting, and recommending changes to specifications, standards, policies, procedures, codes, regulations, and ordinances that relate specifically to the Town's economic development plans, expansions and projects.
- Fosters and facilitates redevelopment, new development, and/or investment by the public sector.
- Serves as project manager of redevelopment projects.
- Develops strategies and actions to facilitate the redevelopment process by eliminating and/or mitigating conditions detrimental to economic growth by creating conditions favorable to private sector investment.

Parks Department Direction Key Responsibilities:

The Town Manager will act as the Parks Director to oversee the development, budgets management and operations of the Lapel Parks Department. The position manages all recreation facilities, including the parks, splashpad, ball fields, shelter houses, etc. The Park Director will ensure that all master plans are up to date and followed.

- Direct and administer the day-to-day operations of the Park Department.
- Provide administrative support to the Parks Board including meeting agenda preparation and the assisting the Clerk-Treasurer with the preparation of meeting minutes.

- Researches and develops alternate funding sources, such as grants, advertising, sponsorships, donations, and public private partnerships and collects relevant information.
- Attend the Town Council meetings to provide an update on all Park Board activities, needs and decisions.
- Provides quality Park sites and facilities for the community including playgrounds, pickle ball courts, splashpads, shelter houses, walking trails, baseball and softball fields, basketball courts, tennis courts, and other health and wellness amenities.
- Works with the Park Board to develop Park and Recreation related programming for residents and solicits contributions to keep the cost of the program free or limited to the public.
- Coordinates with other departments of park issues, including utilities, police and fire.
- Solicits donations of equipment, supplies, and monetary contributions for all programs

Essential Skills (for all assigned tasks):

- Provides superior ratepayer/resident service and positively effects Town interactions with ratepayers, residents and employees.
- Has the resiliency to deal professionally and productively with ratepayers and residents in a wide variety of settings and conditions and the ability too work harmoniously with coworkers at all levels and in departments.
- Must be flexible to work varying hours as warranted by the Town's business needs.
- The ability to read, write and understand plans and specifications.
- Excellent communication skills and the ability to communicate effectively in both written and oral form with all staff, contractors, and vendors, elected officials and the public.
- Ability to multitask to respond to different, and sometimes conflicting, simultaneous events.
- Ability to work under stress and remain calm and to calm other people during rapidly changing circumstances.
- Ability to work in a rapidly changing environment.
- Excellent time management skills and the ability to prioritize and complete a wide variety of tasks throughout the day.
- Excellent patience and listening skills and the ability to respond appropriately to, and interact positively with, upset residents, customers and staff members and elected officials.

- Ability to understand municipal and utility budgets and budget processes.
- Ability to identify and obtain various types of municipal and economic development financing including bonds, loans and grants.
- Thorough knowledge of principles, procedures and strategies of economic and community development and analysis in a government environment, planning and zoning, demographics, economic trends, forecasts, impacts and related principles and procedures.
- Must have extensive knowledge of Tax Increment Financing (TIF) for use for redevelopment, infrastructure, and other community improvement projects.
- Must have the ability to develop demographic profiles, citizen surveys, strategic planning, and read department maps accurately.
- Ability to plan park programming.
- Ability to develop and administer a park programming schedule.
- Ability to maintain a respectful and informative social media presence for Town related functions and to provide accurate and timely information to the public.
- Ability to maintain and update the Town website.
- A knowledge of technology and ability to troubleshoot any issues with technology.