

# Washington Grove Town Administrator Job Description

## ***Part 1 - Responsibilities***

**Manages the day-to-day operations of the Town.**

Includes, but is not limited to the following.

### **Serving Residents**

- **Serving as the contact person and information source for residents.**
- **Responding to questions and service calls.**
- **Creating a system to track requests for service.**
- **Tracking requests and ensuring resolution.**
- **Ensuring the Town welcome package is current and is delivered to new residents.**

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### **Supporting Mayor and Town Council**

- **Attending monthly evening Town Council, and Annual and Special Town Meetings.**  
Working with the Mayor and Town Council to prepare supporting documents and minutes for these meetings.
- **Arranging for any logistical needs for the meeting room.**  
Including for hybrid meetings (online and in person simultaneously).
- **Apprising Mayor of activities around Town.**
- **Coordinating with the Mayor, Town Councilors, and other responsible individuals regarding the procurement process.**  
Organizing proposals and the bidding process. Sending fully executed contract copies to the Treasurer.
- **Providing support and communication with the Planning Commission, Historic Preservation Commission, Web Administrator, Town Archivist, and others.**
- **Coordinating activities associated with Town elections and maintaining election documents and statistics.**
- **Documenting code enforcement.**
- **Proposing and reviewing policies and procedures for the Town's operation.**

- **Researching and making reports to the Mayor and Town Council as requested.**
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## **Town Operations**

- **Managing Town facilities and programs, such as Town Hall, recreational fields, and others, ensuring Town compliance with state and county regulations.**
  - **Managing the contracted services used for the good order, maintenance, and general welfare of the municipality.**  
Includes snow removal, trash collection, leaf removal, street and sidewalk repair, and other required maintenance.
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## **Information Technology**

- **Managing the Town website.**  
Maintain and update the Town's website content.
  - **Establishing an electronic central document system.**  
Working with IT professionals as needed.
  - **Preparing the Town Bulletin.**
  - **Keeping current an Excel spreadsheet of resident names, addresses, emails, and P.O. boxes.**
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## **Personnel**

- **Supervising Town Hall custodian.**  
Ensuring custodian's timesheet is completed and approved in a timely manner.
  - **Managing timely submission of payroll hours and other documentation by part-time staff.**
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## **Recordkeeping**

- **Managing the permitting process for new buildings and home additions.**  
Distributing and collecting forms and payment. Liaising among the Planning Commission, Historical Preservation Commission, and applicant.

- **Serving as the official custodian of Town records.**  
Including those related to Town Council and annual Town meetings, administering the record retention policy, and responding to public record requests.
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## **Other**

- **Organizing and managing Town Hall rentals and inspections.**  
Supplying alcohol permits.
  - **Managing office and Town Hall audio-visual technology.**
  - **Managing access to Town facilities as required.**
  - **Ensuring sufficient stock of office supplies.**
  - **Collecting mail from the Town's P.O. Box.**  
Holding for pickup by the responsible party.
  - **Distributing checks and other documents to contractors and residents for pickup.**
  - **Monitoring Automated External Defibrillator (AED) status.**
  - **Performing other duties as may be required by the Mayor or Town Council.**
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## ***Part 2 - Experience and Skills***

**In Brief**, someone organized, detail-oriented, tech-capable, legally aware, and excellent with people—while being flexible enough to handle “whatever needs doing.”

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## **Education and Experience**

- Bachelor's degree
  - At least 3-5 years working in customer service or administrative environments.
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## **Core Administrative Skills**

- **Record keeping & document management**  
Maintaining minutes, ordinances, permits, licenses, and historical records accurately.
  - **Meeting procedures**  
-Agenda preparation, Minutes preparation.
  - **Attention to detail**  
Legal notices, deadlines, filings, and public records must be exact.
  - **Time management & organization**  
Balancing meetings, daily office work, elections, and public requests.
  - **Independent decision-making**  
Under limited supervision so must act confidently. Critical thinking.
  - **Adaptability & flexibility**  
Taking on new tasks as needs arise (IT help, emergency coordination, HR paperwork).
  - **Crisis readiness**  
Supporting town leadership during emergencies, elections, or staffing shortages.
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## Technical & Office Skills

- **Computer proficiency**  
Microsoft Word, Excel and PowerPoint. Document scanning. Familiarity with Zoom, MailChimp, email programs, and other common technologies.
  - **Records & filing systems**  
Paper and digital filing.
  - **Basic accounting / finance awareness**
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## Communication Skills

- **Customer service & diplomacy**  
Dealing calmly with residents who may be frustrated, confused, or emotional.
  - **Clear written communication**  
Notices, letters, minutes, and official correspondence must be professional and readable.
  - **Verbal communication**  
Explaining rules and processes to the public in plain language.
  - **Confidentiality & discretion**  
Handling sensitive information appropriately.
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## Personal Traits That Matter

- **Trustworthiness & integrity**  
Maintain the highest level of confidentiality.
- **Patience & professionalism**
- **Community awareness**  
Understanding local culture, history, and relationships.

- **Reliability**  
Deadlines and legal obligations can't be missed.
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## **Helpful**

- **Basic understanding of website technologies such as HTML, CSS. Familiarity with WordPress and a plus.**
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## **Physical Requirements**

- **Work is performed in an office environment.**
  - **Ability to operate standard office equipment and keyboards.**
  - **Ability to lift and carry small parcels, packages and other items and walk short distances.**
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## ***Part 3 - To apply***

**Qualified candidates should submit:**

- 1. A cover letter**
- 2. Resume**
- 3. Professional references**

Email to Mayor John Compton, [mayor@washingtongrovermd.gov](mailto:mayor@washingtongrovermd.gov)