



Village of Hanover Park, Illinois

Deputy Village Manager

Job Description

Class Title: Deputy Village Manager | Class Code: 2202 | Salary: \$138,360.00 - \$200,622.00 Annually

JOB SUMMARY

Under the general direction of the Village Manager, this position assists with developing, administering, managing, and directing all of the operational activities and programs of the Village of Hanover Park and serves as the Village's Public Information Officer. Acts as a representative of the Village; to the public, on boards and committees, and when interacting with elected officials. Provides high level support to the Village Manager; makes recommendations and provides advice to the Village Manager regarding policies and procedures. Manages programs as assigned. Responds to complex citizen inquiries as needed and coordinates department actions/responses. Duties also include conducting specific and comprehensive studies and analysis of a wide range of municipal programs, policies, organizational structures, procedures and services, assuming lead responsibility when assigned. Exercises a high level of discretion and good judgement when making decisions and maintains confidentiality when appropriate. Responds to and interacts with residents, employees, and/or others within and outside the organization in a courteous and professional manner. Acts as the Village Manager in his/her absence.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Serves as Acting Village Manager in absence of the Village Manager.
- Serves as the Village's Public Information Officer (PIO).
- Provides high level support to the Village Manager; makes recommendations and provides advice to the Village Manager regarding policies and procedures.
- Manages programs as assigned.
- Responds to complex citizen inquiries as needed, and coordinates department actions/responses.
- Plans, directs, and implements all public relations strategies, initiatives, and activities for the Village and works to promote and enhance a positive image of the Village.
- Serves as a member of the Budget Team. Assists the Village Manager and Finance Director in the preparation, coordination, review and presentation of the Village's annual operating budget and Capital Improvement Program; communicates budget to public through various platforms. Assures that appropriate linkage exists between Strategic Plan, budget goals, funding limitations and service levels.
- Represents the Village on various boards and committees both internally and externally.
- Provides prompt and accurate public information during both routine and emergency situations.
- Serves as a liaison and spokesperson between the Village and the media; writes, edits, and prepares press releases, speeches, statements, opinion pieces, and other editorial and feature pieces. Prepares for and

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coordinates press conferences; provides regular media updates to the Village Manager and Village Board of Trustees.

- Interacts proactively with departments, members of the media, and the community to ensure that the public is informed of the Village's initiatives, events, and actions. Responsible for leading the collaboration and coordination of all communication processes and initiatives.
- In the event of an emergency, participates in emergency preparedness, response and recovery activities as assigned. Responsible for coordinating all communication and information distribution during the event.
- Assists in preparation and execution of the Village's Communications Plan.
- Coordinates outreach to the community through the Village's print publications, articles, brochures, newsletters, the Village website, public access channel, social media, and other platforms.
- Provides leadership and direction to the Human Resources and Information Technology departments regarding ongoing and special projects and regular operations and activities relating to achieving the departmental and Village's mission and goals.
- Serves as project manager for a variety of special and capital projects, often involving participation of several departments, either on a short-term or ongoing basis. Projects may include conducting a citizen survey, benefits analysis, comprehensive review of Liquor Ordinance, human resources and website software implementation, oversight and implementation of Village's branding initiative, creation of various manuals and guidebooks, and special events.
- May also assign projects to departments and support staff, provides leadership and direction in the development of short- and long-range plans. Reviews and monitors projects and administration objectives; makes recommendations and ensures timely completion and/or compliance.
- Plans and prioritizes daily work schedule and analyzes data to develop own and departmental daily work plans that can involve resolving difficult technical and/or administrative issues.
- Serves as Village Liaison to the Park District.
- Serves as Staff Liaison to the Village's Liquor Commission.
- Assists HR Director in the administration of the Village's Risk Management Program.
- Responds to questions from employees and the public daily, investigating and following up on requests and complaints from employees and the public.
- Assists the Village Manager and staff in Strategic Planning and goal setting and with implementation of the Village's on-going strategic initiatives as set forth in the Village's Strategic Plan. Provides leadership, reviews and monitors projects and administrative objectives, makes recommendations, and ensures timely completion and/or compliance with Village policies and procedures.
- Serves as liaison to other governmental agencies or associations as delegated and represents the Village at civic functions at the request of the Village Manager and/or Village Board.
- Conducts specific and comprehensive studies, researches and analyzes, and prepares recommendations in relation to a wide variety of technical, complex, and/or controversial issues; prepares various reports for review by the Village Manager.
- Provides advice and assistance to department directors and heads of committees on a variety of matters including, but not limited to, interpretation of Village policies, the budget process, and operational needs/problems.
- Assists in the interview process for management level positions.

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- Attends Village Board and Committee meetings, and other meetings and/or conferences as assigned by the Village Manager and as needed; coordinates Village Board meeting agenda and prepares individual items for the Village Board agendas; reviews and approves related correspondence, documents, and reports.
- Develops departmental policies and procedures and participates in the development of policies that may affect other departments. Proposes, formulates, creates, researches and develops public policy in conjunction with Village Manager and Village Board.
- Adheres to all Village policies and procedures within the department and as outlined in the Employee Handbook.
- Maintains regular attendance and punctuality.
- Maintains a high-level of customer service while displaying a collaborative approach to leadership.
- Follows all safety regulations, policies and procedures. Reports all unsafe conditions and acts to supervisor. Reports all accidents to the supervisor immediately whenever possible, but no later than the end of the employee's work shift. Follows recognized safe work practices.
- Performs other duties as requested or assigned.

SUPERVISORY RESPONSIBILITIES

Manages the Human Resource Director and IT Director who, in turn, directly supervise the employees in their departments. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing safety issues, complaints and resolving problems.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION &/OR EXPERIENCE

Completion of a master's degree in Public Administration, Public Relations/Affairs, Business Administration, or a related field and ten (10) years of progressively responsible experience in municipal government administration and public relations; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LANGUAGE & MATHEMATICAL SKILLS

LANGUAGE SKILLS

Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of trustees.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plain and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to provide effective leadership within the department and establish and maintain satisfactory working relationships with municipal personnel and the general public.

OTHER SKILLS & ABILITIES

To successfully perform the duties of this position, the incumbent must possess the following skills and abilities:

An extensive working knowledge of all applicable Federal, State and local laws and ordinances; management theory and methods; municipal organization and practices; ability to plan and enforce a balanced budget; ability to gain and retain effective working relationships with the community, Village Board of Trustees and other public officials; and the ability to maintain effective public relations. The ability to utilize computers, the internet, etc. to create databases, spreadsheets, accounting programs, etc. and to produce reports.

CERTIFICATES, LICENSES, REGISTRATIONS

Must possess and maintain in good standing a valid Illinois driver's license.

PHYSICAL DEMANDS & WORK ENVIRONMENT

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, walk, stand and talk or hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; and smell. The employee must occasionally lift and/or move up to 35 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.