



VILLAGE OF GLENCOE JOB DESCRIPTION

www.villageofglencoe.org/staffportal

Job Title: Assistant Village Manager

Salary Grade: 8

FLSA Status: Exempt (Not Eligible for Overtime)

Date Reviewed and Approved: March 2025

Section 1: Job Scope

Job Purpose

The Assistant Village Manager is a dynamic, wide-ranging and full-service position that reviews and analyzes functions, data, programs, processes and business practices throughout the organization, and oversees numerous daily administrative and customer service functions of the Administration and Finance Department and the Village organization as a whole. The Assistant Village Manager participates in and leads process improvement and strategic plan initiatives, leads and participates with teams to complete special projects and serves as a liaison to the business community. Additionally, the Assistant Village Manager serves as the Deputy Village Clerk, responsible for developing Village Board meeting materials, overseeing the Village's records management function and serving as the Freedom of Information Act Officer. The Assistant Village Manager supervises the Communications Manager and Customer Support Specialist.

Supervision

Reports to: Deputy Village Manager / CFO

Supervision Responsibilities: Communications Manager, Customer Support Specialist

Essential Functions

- Researches and analyzes best and emerging business practices in municipal services, researches and creates recommendations regarding implementation of new public policies.
- Evaluates the organization's business practices and makes recommendations for business process improvements to increase the quality of services provided and/or decrease the cost of providing services; supports continuous improvement organization-wide by leading process improvement efforts.
- Serves as Deputy Village Clerk and the Freedom of Information Act Officer.
- Serves as a liaison to the business community and develops/maintains strong relationships in the business community, conducts business networking events, completes annual business licensing and liquor licensing processes, administers sidewalk seating program.
- Oversees all regulatory activities in the community related to services provided by public utilities, including cable, telephone and other electronic communication services, gas and electric services provided through Franchise Agreements.
- Supervises the Communication Manager's administration of the Village's Communications Plan.
- Makes presentations as assigned; prepares drafts of speeches, presentations, resolutions, ordinances, contracts, administrative policies, etc. as assigned.
- Oversees the Village's records retention function by codifying ordinances and resolutions, maintaining organization-wide document retention requirements, updating and filing document destruction requests.
- Leads or assists in planning, organizing, directing, and evaluating programs and services. Prepares studies, reports and related information for decision-making purposes; conducts research, analysis, and prepares

recommendations regarding proposals for programs, grants, services, budget, equipment, etc. Champions the deployment of new technology throughout the organization.

- Serves as the Village Manager's designee in overseeing and administering the Village's Strategic Plan by leading projects, serving as a liaison to project work groups and departments, and developing and maintaining dashboards and regular reports to staff and the Village Board.
- Administers contracts with third-party vendors to ensure contract compliance and service delivery quality.
- Along with representatives from the Development Services Department, assists with the Village's economic development function through the development of short- and long-range economic development plans, business attraction and retention initiatives, redevelopment activities, marketing activities and interacting directly with members of the business community.
- Leads procurement processes including development of specifications, requests for proposals (or similar documents), evaluating alternatives, preparing and presenting recommendations to the Village Manager and/or Village Board.
- Assists with development and management of the Department's annual budget by analyzing budget needs, developing preliminary budget requests and evaluating expenditures.
- Serves as a staff liaison to volunteer boards and commissions; attends Village Board and standing committee meetings; serves as a liaison to other units of government.
- Provides exceptional internal and external customer service, =investigates and resolves citizen requests for service, complaints, and requests for information.
- Assists the Village Manager with the development of all Board of Trustees agenda packets.
- In the absence of the Village Manager and/or Deputy Village Manager, serves as Acting Village Manager.
- Performs all other duties as assigned.

Minimum Qualifications

- **Formal Education:** Bachelor's degree plus additional professional education
 - Field of study: Public administration, business administration, political science, public policy or related field
 - Additional Education Preferred: Master's degree in public administration or business administration
- **Related Work Experience:** Four to six years
- **Professional Certifications or Licenses:** None
- **Driver's License Required:** Preferred or ability to travel to offsite meetings and events, including outside of business hours
- **Specialized Knowledge, Skills and Abilities:**
 - Thorough knowledge of public administration theory, principles and practices and their applications
 - Ability to acquire and apply thorough knowledge of Department operations, Village and Department policies and procedures
 - Strong written and oral communication skills (including public presentation and facilitation); ability to adapt communication style to audience and situation
 - Strong research and analysis skills, including ability to gain working knowledge of administrative and operating conditions/processes, ability to analyze data, formulate and articulate recommendations with a strong focus on the best outcome for the community
 - Strong interpersonal skills, including empathy, listening, appreciation for divergent views and ability to develop excellent working relationships with coworkers and members of the community
 - Strong technology skills and desire to integrate emerging technology into department business processes; high level of proficiency in the use of a personal computer, tablet device, smart phone and associated software (including word processing, desktop publishing, spreadsheets, database software and telephone)
 - Functional knowledge of the Illinois Freedom of Information Act

- Functional knowledge of municipal records retention requirements and practices

Section 2: Working Conditions

Work Location and Shift Assignment

- **Primary Work Location:** Office work only
- **Secondary Work Location:** Outdoors in all weather conditions
- **Normal Shift Assignment:** Monday-Friday daytime, plus occasional evening or weekend work assigned

Environmental Factors¹

Heat: Rarely	Humidity/wetness: Rarely
Cold: Rarely	Dim or bright lighting: Never
Respiratory hazards: Never	Odors: Never
Dust and particles: Never	Other: Choose an item.
Noise and vibration: Never	Other: Choose an item.

Health and Safety Demands¹

Demand	Examples
Mechanical hazards: Never	
Chemical hazards: Never	
Electrical hazards: Never	
Fire hazards: Never	
Explosives: Never	
Toxic agents: Never	
Violence: Never	
Other: Choose an item.	
Other: Choose an item.	

Non-Physical Demands¹

Demand	Examples
Time pressure: Frequently	Completing assigned tasks, project deadlines
Emergency Situations: Rarely	Crisis events, activation of the Emergency Operations Center
Frequent Change of Tasks: Frequently	Responding to citizens, managing multiple projects, adjusting to changes in project prioritization
Irregular or Changing Work Schedule: Rarely	Providing administrative support during Village emergencies; staffing special events and evening meetings
Ability to Perform Multiple Tasks: Frequently	Managing multiple projects, customer service
Work Cooperatively in Team: Frequently	Collaborate with staff in all departments
Work Independently: Frequently	Completing assigned projects
Manage Deadlines: Continuously	Completing assigned projects
Detail-Oriented Work: Frequently	Research and analysis
Noisy/Distracting Environment: Occasionally	Office environment

¹ Frequency Description:

Continuous – More than 2/3 of time

Frequently – 1/3 to 2/3 of time

Occasionally – Up to 1/3 of time

Rarely – Up to one hour per week

Never – Not expected

Other: Choose an item.	
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Physical Demands

The following physical demands are required of the position, with or without a reasonable accommodation.

Demand	Examples
Standing: Occasionally	In office, at job sites
Sitting: Frequently	At work station, in vehicle
Walking: Frequently	Moving about the office
Kneeling: Rarely	At job sites, reaching storage areas
Crouching: Rarely	At job sites, reaching storage areas
Crawling: Rarely	At job sites, reaching storage areas
Climbing: Rarely	At job sites, reaching storage areas
Bending/Twisting: Rarely	Moving objects
Balancing: Rarely	Working on uneven surfaces
Lifting: Up to 20 pounds occasionally and up to 10 pounds frequently	Materials, supplies, tools
Carrying: Up to 20 pounds occasionally and up to 10 pounds frequently	Materials, supplies, tools
Pushing/pulling: Up to 20 pounds occasionally and up to 10 pounds frequently	Materials, supplies, tools
Reaching: Rarely	Overhead at jobsite, storage areas
Handling Objects: Frequently	Hand tools, materials/parts
Fine Dexterity: Frequently	Computer
Vision/Seeing: Continuously	Using computer, operating vehicle/equipment, evaluating job site
Hearing: Continuously	Communicating with employees and customers, at job sites
Talking: Continuously	Communicating with employees and customers
Using Foot Controls: Occasionally	Operating vehicles
Using Hand Controls: Occasionally	Operating vehicles, computer
Other: Choose an item.	
Other: Choose an item.	

Employee Signature: _____

Employee Name (Printed): _____

Date: _____