

## **TOWN OF FAIRFIELD**

### **Job Description**

Job Title: Chief of Staff  
Department: First Selectman's Office, Sullivan Independence Hall – 725 Old Post Road  
Reports To: First Selectman

#### **GENERAL RESPONSIBILITIES**

This individual provides managerial support to the First Selectman in administering the affairs of the Town. The Chief of Staff provides coordination and guidance for senior level staff and advice and recommendations to the First Selectman on various internal and external issues and affairs, including organizational effectiveness and development of policies/procedures and other functions as assigned by the First Selectman. The Chief of Staff provides professional advice to the First Selectman and a variety of officials, departments, boards and committees concerning the development, implementation and administration of the policies, goals, regulations, and statutory requirements related to the administration of the Town.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Plans, manages and directs the day-to-day operations and activities of the First Selectman's office;
- Cultivate positive relationships with businesses, non-profits, and constituents; participate in meetings on behalf of First Selectman;
- Provides analysis as needed to assist the First Selectman to make informed policy decisions;
- Serves on Emergency Management Team and two subcommittees including the Planning Team and the Public Information Office
- Oversees communications on behalf of the First Selectman;
- Assists the First Selectman with strategic and long-range planning for the Town;
- Confers regularly with officials from other municipalities, chambers of commerce, authorities, and commissions and participates in planning efforts at the local and regional level, including MetroCOG and other regional authorities;
- Keeps the First Selectman apprised of developments at the state and federal level that impact the Town;
- Works closely with the Town Attorney to ensure proper procedures and compliance;
- Represents the Administration and the Town at various meetings, functions, and events;
- Serves as a liaison to various civic and governmental organizations and committees, taskforces, boards, and commissions;
- Facilitates problem solving at all levels in the organization;
- Responds to inquiries from the public regarding issues unresolved at the departmental level;
- Performs related duties and special projects as assigned by the First Selectman;

## **KNOWLEDGE/SKILLS/ ABILITIES**

- Knowledge of municipal government organization, ordinances, policies and procedures relating to the administration of an elected official's office;
- Knowledge of Town Charter and Code provisions, ordinances and policies applicable to areas of responsibility;
- Knowledge of principles and practices of effective business communications;
- Knowledge of and constituent service standards, policies, procedures and etiquette;
- Knowledge of principles and practices of effective management and supervision.
- Ability to Plan and direct the operations and activities of the First Selectman's office, including the application of sound, expert knowledge, research and analysis of Town wide issues;
- Ability to evaluate work processes and recommend and implement improvements;
- Ability to present proposals and recommendations clearly, logically and persuasively in public meetings;
- Ability to prepare clear, concise and comprehensive correspondence, reports, studies and other written materials;
- Ability to exercise sound, expert independent judgment and seasoned political acumen within general policy guidelines;
- Ability to maintain sensitive and confidential information;
- Ability to exercise tact and diplomacy in dealing with highly sensitive, complex and confidential issues and situations with broad effects on Town policies and issues;
- Ability to establish and maintain highly effective working relationships with elected officials, all levels of Town management, other governmental officials, business and community leaders, community agencies, employees, the public and others encountered in the course of work; and
- Excellent verbal and written communications skills.

## **REQUIRED QUALIFICATIONS**

Bachelor's degree

## **PREFERRED QUALIFICATIONS**

Minimum of five years government experience preferred.

## **DEPUTY CHIEF OF STAFF**

**Job Title:** Deputy Chief of Staff

**Department:** First Selectman's Office, Sullivan Independence Hall – 725 Old Post Road

**Reports To:** First Selectman

### **GENERAL RESPONSIBILITIES**

The Deputy Chief of Staff serves as the primary administrative support person for the First Selectman's Office. This individual works independently performing a wide variety of specialized administrative and analytical duties in support of the First Selectman and his office. Must have the ability to effectively manage interpersonal interactions at all levels. Contributes to the completion of broader and more complex organizational or program projects and goals. Often provides project leadership or represents the work unit on key projects within and outside the organization.

Exercises initiative and considerable judgement and discretion reflective of a thorough knowledge of a professional administrative specialty and/or program and/or policy areas. Analyzes and addresses problems using reasoning in the interpretation and application of theories and principles to develop and recommend alternatives and best course of action. Work requires coordination with individuals at all levels within the organization and, as needed, acts as a representative to outside entities.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

#### **Scheduling**

- Manage the First Selectman's calendar. Set up meetings with Town and Fairfield Public School employees, elected and appointed officials, community activists, Town volunteers, regional non-profits, business community, clergy, neighborhood associations, and the public.
- Help organize community events that involve the First Selectman's office (ex. Town Halls, Inaugurations, trainings, public informational hearings, Veterans ceremony).
- Reserve meeting rooms for town meetings and events in Independence Hall and Old Town Hall as well as public spaces when required such as the library, school facilities, etc.
- Book conference call bridges, Webex or Zoom for various Boards and Town departments.

#### **Board of Selectmen (BOS) Support**

- Prepare Board of Selectmen agendas twice a month and create agendas for special meetings and budget hearings.
- Gather agenda item wording from department heads or other officials.
- Gather and review backup documentation.
- Invite attendees and presenters and confirm their presence a day before meetings.
- Arrange and confirm room setup, Zoom, FairTV broadcast and the recording secretary attending and hosting meetings.
- Post agendas and backup online.
- Email links of posted agendas and backup and any notes and/or revisions to the Board of Selectmen, presenters and BOS email distribution list.
- Ensure meeting dates are posted on the Town Calendar and agendas and minutes are posted on the Town website.

- Make packets of agendas and backup for BOS members, CFO, Chief of Staff and Recording Secretary prior to meetings.
- Communicate BOS votes to the Board of Finance and/or RTM.
- Follow through on BOS action items such as appointments and tax refunds.
- Review Recording Secretary's draft minutes. Ensure final minutes are posted.
- Submit payment information to Finance Department for Recording Secretary.

### **Boards and Commissions**

- Update and maintain Boards and Commissions master document for over 50 boards that includes board makeup, vacancies, resignations, new appointees, reappointments, terms, party affiliation, date appointed, candidates and former members' history.
- Send thank you emails to applicants. Follow-up with those applicants not appointed.
- Prepare thank you letters from First Selectman to outgoing members for their service.
- Assist various boards and commissions with agendas and provide information to them as needed. Help new Committees set up organizational meeting and find recording secretary.
- Update Board and Commission webpages with members' names, officers and meeting schedules.

### **Correspondence**

- Prepare First Selectman's correspondence, including support letter for grants, recognition or awards, letter of congratulation, written testimony for state legislature public hearings, journal letters for community organizations, welcome letters for Town publications, etc.
- Ensure documents requiring the First Selectman's signature (ex. bids, grants, official State and Town documents, etc.) are signed and returned in a timely manner.
- Prepare proclamations and certificates of congratulations (appx. 70/year).
- Send and respond to emails from a multitude of town and school departments, residents and community organizations (appx. 200/day). Follow through on emails forwarded to appropriate departments or to First Selectman and his staff.
- Handle First Selectman's public email inbox as backup to Constituent Relations Coordinator.

### **Administrative Support**

- Provide support to the Chief of Staff on administrative tasks and projects.
- Oversee office interns.
- Assist employees, community groups, non-profits and agencies.
- Input payroll data for the First Selectman's office into MUNIS.
- Input payment for monthly office invoices into MUNIS.
- Order and maintain inventory for office supplies.
- Coordinate IT equipment updates and repair.
- Organize and maintain numerous shared department file folders.
- Act as department point of contact for building repair/maintenance service requests.
- Help answer phone calls to the First Selectman's office.

## **Constituent Relations**

- Handle requests for Veteran's names to be placed on the Honor Wall. Seek approval and convey information to DPW for placement. Follow-up with requestors.
- Support and provide back up to the part-time Constituent Relations Coordinator to ensure that constituent inquiries, whether in-person or by phone, email or letter, are handled in a timely, courteous and professional manner.

## **Other**

- Represent the First Selectman at meetings and events when needed.
- Serve on Micro-enterprise Program Committee through Community and Economic Development Office.
- Serve as liaison to Merritt Parkway Advisory Committee.

## **Knowledge, Skills & Abilities**

- Ability to effectively handle interpersonal interactions at all levels and handle highly sensitive interpersonal situations.
- Ability to understand problems from a broader prospective and anticipate the impact of office administrative problems and solutions in other areas.
- Ability to take initiative and independently plan, organize, coordinate, and perform work in various situations where numerous and diverse demands are involved.
- Comprehensive and detailed knowledge of municipal government organization, functions and procedures as well as Town-specific departments, ordinances and regulations.
- Ability to interpret and apply administrative and Town policies, laws and regulations.
- Understanding of community, key constituencies and other outside agencies as necessary to assume assigned responsibilities.
- Ability to work collaboratively and prioritize information flow to the First Selectman.
- Ability to troubleshoot office administrative problems and respond to all inquiries and requests related to work area.
- Ability to work effectively with others in a positive, respectful and fair manner.
- Strong skills in using office software packages, especially MS Outlook, Word and Excel.
- Ability to train others on new skills and procedures and provide lead work direction.
- Ability to communicate clearly and concisely, both orally and in writing.

## **Required Qualifications**

- Bachelor's degree, preferably in the field of Human Resources Management, Psychology, Human Services, Political Science or Communication, and directly related work experience, OR a combination of education and experience which demonstrates the ability to perform the essential functions of the position.
- Three (3) years of administrative work experience in a position involving public contact.

## **Preferred Qualifications**

- Master's Degree in Public Administration.
- Experience working in a public sector setting or municipal government.

## **CONSTITUENT RELATIONS COORDINATOR**

**(Part-Time Position)**

**Job Title:** Constituent Relations Coordinator

**Department:** First Selectman's Office, Sullivan Independence Hall – 725 Old Post Rd.

**Reports To:** Chief of Staff

### **GENERAL RESPONSIBILITIES**

This role is first point of contact into the First Selectman's office for many residents. The Constituent Relations Coordinator is responsible for ensuring resident inquiries, whether by phone, email, letter or in person, are handled in a timely and professional manner. As such, strong written and oral communications skills are necessary as well as a courteous and friendly demeanor. As a member of the First Selectman's staff, she is also responsible for constituent outreach.

This individual will work independently to perform a wide variety of specialized administrative and analytical duties and/or services in support of the First Selectman and his office while maintaining a high level of confidentiality. Must have the ability to effectively manage sensitive, interpersonal interactions at all levels. Contributes to the completion of broader and more complex organizational or program projects and goals. Often provides project leadership or represents the work unit on key projects within and outside the organization. Exercises initiative and considerable judgement and discretion reflective of a thorough knowledge of a professional administrative specialty, program and/or policy areas. Analyzes problems and recommends alternatives and best course of action. Work requires coordination with individuals at all levels within the organization and, as needed, acts as a representative to outside entities.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

#### **Constituent Inquiries**

- Greet visitors to the First Selectman's office courteously, determine the nature of their business, and take action or refer the inquiry to the appropriate office.
- Monitor the First Selectman's email inbox and respond to email correspondence sent to him using information obtained through internal and/or external research. Use judgement to determine which inquiries require a personal response from the First Selectman.
- Answer the First Selectman Office's general phone line and respond to all inquiries and issues from constituents with empathy and professionalism. Refer other calls to the appropriate department or person.
- Draft and prepare written letters from the First Selectman as appropriate.
- Use the online ticketing system to create and/or respond to constituent issues. Assign tickets to the appropriate department and follow up to assure resolution.
- Interface with department heads, Town officials, and Board and Commission Chairs to address constituent issues.

## **Research and Communications**

- Research and obtain relevant information and/or data needed to provide timely and exceptional constituent service.
- Review and edit department correspondence sent, ensuring documents and reports are professionally presented and adhere to appropriate policies and procedures.
- Compose emails and letters assuring responses are well-written and use correct grammar, syntax, spelling, etc.
- Edit web content for the First Selectman's page as needed.
- Conduct research for the First Selectman, Chief of Staff or other departmental staff.
- Interact with Federal, State, and Local agencies at First Selectman's discretion.

## **Constituent Issue Tracking**

- Create and manage systems for tracking constituent issues.
- Report on trends and raise awareness within the First Selectman's office of important issues.
- Assist in developing systems/solutions to address town-wide problems.
- Forward to the Communications Director any information that she needs to publicize to the community.

## **Admin**

- Review incoming email correspondence from the State and coordinate with the appropriate Town department to obtain necessary sign-offs. Track progress to ensure signature deadlines are met.
- Back up the Deputy Chief of Staff in scheduling conference rooms in Independence Hall as well as Webex, Zoom Rooms and conference calls for departments or Boards.
- Assist Deputy Chief of Staff in preparing proclamations and certificates and coordinating their presentation.

## **Boards and Commissions**

- Assist the Deputy Chief of Staff with maintaining a database of existing Board and Commission appointments, terms of service, and history as required.

## **Special Projects**

- Assist with special activities that involve the First Selectman's office including hanging artwork, coordinating catering and logistics for training, interview panels, organizational meetings, retirement ceremonies, swearing in ceremonies and coordinating community-related events such as Girl Scouts in Government Day.
- Effectively scope, plan, manage and deliver special projects related to Town operations, constituent services operations or any other special project prioritized by the First Selectman's Office in consultation with the Chief of Staff and/or Deputy COS.

## **Other**

- Maintain confidentiality of all sensitive files and materials.
- Perform other related duties as assigned.

## **KNOWLEDGE, SKILLS & ABILITIES**

- Strong critical thinking skills
- A friendly, courteous and helpful demeanor.
- Ability to effectively handle interpersonal interactions at all levels and handle highly sensitive interpersonal situations.
- Ability to understand problems from a broader perspective and anticipate the impact on the Town as a whole.
- Ability to take initiative and independently plan, organize, coordinate, and perform work in various situations where numerous and diverse demands are involved.
- Ability to work collaboratively with Town partners and prioritize information flow to the First Selectman.
- Ability to troubleshoot office administrative problems and respond to all inquiries and requests related to work area.
- Ability to prioritize issues and inform First Selectman of most pressing issues.
- Ability to maintain confidentiality.
- Ability to communicate clearly and concisely, both orally and in writing.
- Strong skills in using office software packages, technology, and systems, including MS Outlook, Word and Excel.
- An understanding of the organization and operation of the Town and of outside agencies necessary to assume assigned responsibilities.
- Knowledge of municipal government organization, functions and procedures.
- Ability to interpret and apply administrative and Town policies, laws and regulations.

## **REQUIRED QUALIFICATIONS**

- Two (2) years of work experience assisting in the administration of a municipal program or agency, OR Two (2) years administrative support work experience other than an entry level clerical position.

## **PREFERRED QUALIFICATIONS**

- Bachelor's degree in business, public administration, marketing, communications, liberal arts or a closely related work experience, OR a combination of education and experience which demonstrates the ability to perform the essential functions of the position.





## **TOWN OF FAIRFIELD**

### **Job Description**

**Job Title:**      **Communications Director**

**Department:**   First Selectman's Office, Sullivan Independence Hall – 725 Old Post Rd.

**Reports To:**    Chief of Staff

### **GENERAL RESPONSIBILITIES**

The Communications Director will establish the tone for messaging for the First Selectman's Office, develop and execute comprehensive communication strategies to enhance the town's public image, disseminate information effectively, and engage residents, stakeholders and media outlets.

This individual works independently, performing a wide variety of specialized administrative and analytical duties and/or services in support of the First Selectman's office while maintaining a high level of confidentiality. Must have the ability to effectively manage sensitive, interpersonal interactions at all levels. This position is responsible for researching, writing, designing, and creating communication to inform citizens, businesses, visitors, stakeholders, and others about all aspects of the Town of Fairfield. This includes media contacts, public relations, and/or public involvement, as well as the design and development of information for the website, social media, and other communications materials for both internal and external audiences. The position requires coordination with individuals at all levels within the organization and, as needed, acts as a representative to outside entities.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

#### **1. Strategic Communications**

- Implement a strategic communications plan aligned with the First Selectman's goals and objectives.
- Identify key messages and create communication strategies to reach diverse audiences within the community.
- Collaborate with town departments to ensure consistent messaging and branding.

#### **2. Media Relations**

- Serve as the primary point of contact for media inquiries, press releases and public statements.
- Cultivate and maintain relationships with local, regional and (as necessary) national media outlets.
- Proactively pitch stories to garner positive coverage of town initiatives and events.

## **Digital and Social Media Management**

- Oversee the town's digital presence, including the website, social media platforms, and other online communication channels.
- Create compelling content, manage posting schedules and monitor engagement metrics, with assistance from interns and other town departments.
- Develop strategies to leverage digital platforms for effective communication and community engagement.

### **3. Public Outreach and Engagement**

- Organize and execute semi-monthly e-news outreach from the First Selectman's Office.
- Define and produce additional messaging as necessary to lead public perception for press and residents.
- Build relationships to work effectively across different town departments for consistent messaging among myriad stakeholders.

### **4. Crisis Communications**

- Develop and implement crisis communication protocols and strategies.
- Act as a spokesperson during emergencies or critical incidents, ensuring timely and accurate information dissemination.

### **5. Resource Management**

- Ensure optimal allocation of communications resources.
- Oversee contracts with external vendors or agencies for communication-related services.
- Performs other related duties as requested

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Strong written and verbal communication skills with the ability to craft compelling messages for various audiences.
- Proficiency in digital and social media management, website content management systems, and analytic tools.
- Crisis management experience and the ability to remain calm and composed in high-pressure situations.
- Excellent interpersonal skills with the ability to collaborate effectively across departments and engage diverse stakeholders.
- Ability to perform in a courteous and professional manner at all times
- Ability to express oneself succinctly and professionally, both orally and in writing
- Proficiency in computer software and report writing skills, specifically in MS Word and Excel

## **DESIRED QUALIFICATIONS**

- Bachelor's or Master's degree in Communications, Public Relations, Journalism or related field.
- Proven experience in communications, public relations or related field, preferably in a governmental or public sector environment.

## **SCHEDULE**

- Part-time/flexible hours to respond to demands of the position

## **PAY RANGE**

- \$60/hour

## **AFFILIATION**

- No affiliation

### **THE TOWN OF FAIRFIELD IS AN EQUAL OPPORTUNITY EMPLOYER**

It is the policy of the Town of Fairfield to ensure equal employment opportunity for all employees and to prohibit unlawful discrimination because of race, color, religion, creed, age, marital status, national origin, gender, gender identity or expression, sexual orientation or physical and mental disability.