

Town of West Yellowstone

Town Council Work Session

Monday, March 2, 2015

West Yellowstone Town Hall, 440 Yellowstone Avenue

West Yellowstone, Montana

12 Noon

Agenda

Public Comment Period/Council Comments

Employee Recruitments

- Operations Manager

Discussion

No action will be taken, the Public is invited to attend.



WEST YELLOWSTONE MUNICIPAL CODE

Chapter 3.16 OPERATIONS DEPARTMENT

Sections:

- [3.16.010](#) Department of operations created.
- [3.16.020](#) Operations manager--Position created.
- [3.16.030](#) Operations manager--Accountability.
- [3.16.040](#) Operations manager--Duties and responsibilities.
- [3.16.050](#) Operations manager--Job performance standards.

3.16.010 Department of operations created.

There is created a department of operations for the town, the function of which is to oversee and coordinate all the operations of the various departments and personnel of the town in accordance with the town Charter and other law. (Ord. 172 §2, 1995: Ord. 151 §1, 1993)

3.16.020 Operations manager--Position created.

To head the department of operations, there shall be an operations manager who shall be a person hired on a full-time basis. The position shall be filled by appointment by the town council, and the operations manager shall be paid such salary and given such benefits as are expressly approved and set forth in a written contract between the town and him or her. (Ord. 172 §3, 1995: Ord. 151 §2, 1993)

3.16.030 Operations manager--Accountability.

- A. The operations manager, as head of the department of operations, shall be accountable to the West Yellowstone town council through the West Yellowstone mayor. The operations manager shall work with and coordinate all actions with the town mayor to the fullest extent reasonable.
- B. The operations manager shall be present at all town council meetings and shall make his or her report to the council with respect to all responsibilities and tasks assigned. (Ord. 151 §3, 1993)

3.16.040 Operations manager--Duties and responsibilities.

- A. The operations manager shall perform tasks requiring significant skills in analyzing operations; developing and implementing approved changes to operations of existing departments within the town; assessing and planning for future needs of the town; and assisting the town council and mayor in management of the town departments and personnel.
- B. The operations manager's performance responsibilities shall be to:
 - 1. Apply knowledge and experience of the principles, practices and ethics of public management;
 - 2. Recommend, effect and monitor approved changes required in the operation of town departments;

3. Prepare preliminary budgets in conjunction with the town finance officer in accordance with the goals established by the town council;
4. Oversee budgets and track progress of the same;
5. Work with the finance officer and finance committee to maximize return on investments for the town in accordance with the objectives established by the town council;
6. Recommend long-range planning strategies and economic development issues affecting public services and fiscal solvency;
7. Draft departmental job descriptions and vacancy announcements;
8. Appoint, suspend or remove all employees of the town under the supervision and direction of the mayor and the town council;
9. Supervise and direct all department heads and town employees;
10. Work with department heads to update and/or change policy and procedure as required by changes in operations or in accordance with the town council's request;
11. Prepare drafts of bids to be let by the town;
12. As needed, respond to requests and complaints of the public;
13. Attend all town council meetings;
14. Assist in the development of evaluation criteria and instruments;
15. Manage requests for use of town facilities and equipment;
16. Prepare agenda for town council meetings;
17. Communicate town council action to department heads;
18. Develop management objectives;
19. Prepare annual department status reports in conjunction with department heads to facilitate budget planning;
20. Develop and oversee a community relations program;
21. Assist the mayor and town council in maintaining a work environment compatible with achieving the maximum potential performance of each employee;

22. Establish and maintain effective working relationships with the general public, fellow employees, elected or appointed officials, labor unions and other government agencies;

23. Other such duties as assigned by the town council. (Ord. 172 §4, 1995: Ord. 151 §4, 1993)

3.16.050 Operations manager--Job performance standards.

Evaluation by town council and mayor of the operations manager performance will be based primarily upon the preceding duties and responsibilities. Satisfactory job performance criteria include, but are not limited to, the following:

- A. Performs all assigned duties in a safe, competent, accurate and timely fashion;
- B. Establishes and maintains productive working relationships with co-workers, other department heads and the elected town officials;
- C. Deals respectfully, tactfully and courteously with the public;
- D. Produces timely and accurate work products under conditions of stress;
- E. Adheres to standards of confidentiality with respect to all matters involving the dealings of individual citizens with their town government or sensitive information related to town government;
- F. Observes established work hours;
- G. Takes timely action to assist the council, mayor and other appropriate officials to assure that the property, equipment and facilities of the town are protected from abuse or loss and that a safe working environment is maintained for all employees and the public. (Ord. 202, 2000; Ord. 151 §5, 1993)

CURRENT CHARTER

Section 3.06 Operations Manager

(1) The Town council shall appoint a Town operations manager who shall serve under contract as the chief executive and administrative officer of the Town.

(2) The operations manager shall implement and enforce the ordinances, resolutions, policies, directives and contracts approved by Town council. The operations manager shall administer the affairs of the Town, prepare the budget for council approval, supervise all Town departments and offices, and shall, after consultation with the appropriate department head, appoint, suspend or remove all employees of the Town under the supervision and direction of the Town council.

(3) The Town council shall enter into a contract with said operations manager, which shall specifically outline the conditions of employment. Said contract shall not exceed duration of two years unless specifically renewed by majority vote of the Town council.

(4) The Town operations manager may be removed from office by three affirmative votes of the Town council.

Section 3.07 Town Departments

The Town council shall establish by ordinance any departments necessary to perform the duties and obligations imposed upon the Town by law or this charter.

**TOWN OF WEST YELLOWSTONE
SEPTEMBER 2011**

POSITION: Operations Manager

DEPARTMENT: Operations

ACCOUNTABLE TO: Council

STATUS: Exempt, regular full time

PRIMARY OBJECTIVES: Under administrative direction, coordinates and manages the day to day operations of the Town. Directs, administers and coordinates the activities of various town offices, departments and boards in implementing the requirements of town ordinances and the policies adopted by the Town Council.

JOB CHARACTERISTICS:

Nature of Work: This position directs, administers and coordinates the activities of various town offices, departments and boards in implementing the requirements of town ordinances and the policies adopted by the Town Council.

Personal Contacts: Frequent contact with department heads, town staff, public agency staff and citizens.

Supervision Received: Administrative direction from the Town Council.

Supervision Exercised: Department heads

Essential Functions: Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of essential functions is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class.

Duties are generally performed in office setting where hazards and discomforts are controllable and modifiable; work involves walking, climbing stairs, talking, hearing, using hands to handle, feel or operate objects, tools or controls and reach with hands and arms; position may be required to push, pull, lift and/or carry up to 50 pounds. Position may require some travel and is subject to calls outside of normal working hours; tools include standard office machines, multi-line telephones and personal computers.

TYPICAL DUTIES AND RESPONSIBILITIES:

Directs and controls overall operations of Town; represents Town to community, state, legislature and other governmental entities; interacts with elected officials to ensure Town operations; develops short and long term plans to meet goals and objectives; works with department heads to develop administrative and departmental goals; presents policy recommendations to Town Council; implements policies established by Town Council; recommends, assigns project and program responsibilities to department heads; effects, and monitors changes required for the operation of town departments;

Oversees preparation of Town's annual operating budget; establishes administrative objectives for budget and identifies revenue sources and budgetary constraints; evaluates budget proposals submitted by department heads; prepares preliminary budgets in conjunction with the town Finance Director and in accordance with the goals established by the Town Council; works with department heads to implement budget; prepares drafts of bids to be let by the town; works with the Finance Director to ensure a

reasonable return on investments for the town in accordance with the objectives established by the Town Council;

Monitors Town's financial condition by evaluating revenue/expenditure trends, authorizing specialized studies, and recommending changes in service levels or user fees as necessary to maintaining a sound financial condition; plans and prepares data for grants and loan funded programs; establishes and maintains intergovernmental coordination related to available funding;

Directs Town recruitment and selection process; drafts departmental job descriptions and vacancy announcements; maintains pay and classification systems; responds to employee complaints and grievances; negotiates and administers collective bargaining agreements; reviews and revises personnel policies, benefit levels and procedures; recommends appointment of department heads to Town Council; monitors and documents department head performance; attends Town Council meetings; prepares agenda for Town Council meetings; communicates Town Council action to department heads; maintains a work environment compatible with achieving the maximum potential performance of each employee; assists in the development of evaluation criteria and instruments; manages requests for use of town facilities and equipment; meets with civic and business leaders regarding concerns, priorities and services; responds to requests and complaints of the public; performs other duties as assigned.

EDUCATION AND EXPERIENCE:

The knowledge, skills, and abilities required for this position are typically acquired through a combination of education and experience equivalent to a Bachelor's degree in public administration business management or related field and two years of relevant experience. Five years of progressively responsible public sector management experience preferred.

JOB PERFORMANCE STANDARDS:

Examples of job performance standards include, but are not limited to, the following:

- Knowledge of the Montana Code Annotated and Town Ordinances;
- Knowledge of town, county, state and federal regulations, programs, policies and procedures;
- Knowledge of the principles and practices of public administration, including budgeting, planning, program development, evaluation, assessment and administration;
- Knowledge of employment practices and laws;
- Ability to operate computers, software, telephones and other office equipment;
- Ability to maintain current knowledge of public administration practices;
- Ability to apply and maintain current knowledge of social work practices and regulations;
- Skill in managing day-to-day operations of a municipal departments and programs;
- Skill in understanding and interpreting laws, regulations, policies, procedures, and guidelines;
- Skill in supervising and training employees;
- Skill in planning, organizing, developing and implementing public sector programs, activities and events;
- Skill in negotiating and communicating, in person and in writing;
- Skill in establishing and maintaining effective relationships with state, municipal and federal agencies, local businesses, schools, community service organizations, town employees and citizens.

JOB ANNOUNCEMENT TOWN OF WEST YELLOWSTONE

**Position: Operations Manager
September 2011**

The Town of West Yellowstone is seeking applicants for full-time Operations Manager. Located next to Yellowstone National Park, West Yellowstone is visited by more than 1 million visitors each year. Work surrounded by one of the country's premier recreational areas managing a small town that offers a full range of municipal services.

Wage: \$69,041-\$81,225 Annual Salary (depending on qualifications) plus benefits package

For application form, detailed position description and qualifications contact the Town of West Yellowstone, PO Box 1570, West Yellowstone, MT 59758, 406-646-7795, info@townofwestyellowstone.com. Application materials are also available online at www.townofwestyellowstone.com.

All applications must be submitted to the West Yellowstone Job Service Office by close of the business (5:00 p.m.) October 21, 2011. **TOWN WILL NOT ACCEPT FAXED APPLICATIONS.** Applications delivered by mail must be mailed early enough to allow for mail service delivery by the closing date. Applications that are incomplete or unsigned as of the closing date will not be considered in the selection process. Women, minorities and individuals with disabilities are encouraged to apply. Town is an EEO/ADA employer.

All applicants are encouraged to read the position description for other position responsibilities and essential functions. This is a full-time position. Funding for this and all positions is contingent upon annual budgetary consideration by the Town Council.

Application procedure

1. A cover letter addressing qualifications for the position.
2. A completed and signed Town of West Yellowstone application (www.townofwestyellowstone.com) or State of Montana application (www.mt.gov/statejobs/stateapp.doc).
3. A current resume.

Submit to:

Town of West Yellowstone
PO Box 1570
West Yellowstone MT 59758
(406) 646-7795

The Town of West Yellowstone is an Equal Employment Opportunity employer.

CHAPTER III: RECRUITMENT AND SELECTION

Section 03-01- Recruitment and Selection Policy

The Town will conduct recruitment and selection processes in accordance with sound personnel practices. The Town is dedicated to Affirmative Action, non-discrimination, and Equal Employment Opportunity Guidelines. Recruitment shall be designed to ensure that selection is made from the best-qualified candidates who have applied for the position. Where ever possible and appropriate, Town employees shall receive preference for open positions within the Town. The Town Operations Manager and the department staff member designated to oversee recruitment shall have joint responsibility for handling the duties and responsibilities associated with recruitment.

Section 03-02- Recruitment and Selection Process Guidelines

Recruitment guidelines shall be followed for Regular and Seasonal status position unless the Operations Manager has granted a waiver altering the process. The Operations Manager must determine that any alteration meets the stated policy objectives of Section 01-02, Section 01-03, Section 01-04 and Section 03-01. Promotions are covered separately in Chapter V, Promotion, Transfer and Termination.

A. Initiating a Recruitment Process

The recruitment process begins when the Operations Manager receives a request to fill a vacancy from the department head in conjunction with a letter of resignation from the employee currently in the position or other substantiation that the position is vacant. A copy of the resignation letter shall be submitted to the Operations Manager at the beginning of the recruitment process.

In the case of a newly created and budgeted position, the recruitment process will begin when the department head notifies the Operations Manager that the position is authorized through the budgetary approval process. Positions also must be included on a staffing plan authorized by the Town Council.

In all cases, the department head or designee will meet with the Operations Manager to review the job description, minimum qualifications, status, salary, application deadlines, and proposed date of hire based upon adopted budgets.

B. In-house Recruitment Guidelines:

1. In consultation with the department, the Operations Manager shall determine whether it is appropriate to initiate a separate in-house recruitment process. Wherever possible, departments and the Operations Manager should attempt to determine whether a sufficient number of well-qualified in-house candidates exist to justify a separate in-house recruitment.

All regular status employees shall be eligible to apply for positions open to in-house recruitment. Seasonal and temporary employees actively on the payroll at the time the in-house recruitment notice is posted shall be considered eligible to apply for a position open to an in-house recruitment. Temporary and seasonal, status applicants must have actually worked compensable hours during the posting period in order to apply for a position as an in-house applicant.

2. The in-house recruitment process is initiated by preparing and circulating a position vacancy announcement to all departments for posting.

The in-house posting period shall last for at least five working days and may run concurrently with an out-of-house recruitment.

The in-house posting period may run concurrently with the out-of-house posting period.

3. At the close of the application period, the Operations Manager or designee will screen the applications, based on job-related criteria that are discussed and agreed upon in consultation with the person from the department responsible for the recruitment. The Operations Manager will then transfer to the department the applications of all candidates recommended for interview. The department may also choose to review all applications.

The in-house screening may be combined with the screening of out-of-house candidates.

4. The department shall conduct interviews of best-qualified candidates. Interview panels shall be composed of representatives from both genders and shall include representatives from different levels of the organizational hierarchy. At least one member of the panel shall be from outside the department.

5. In the event that there is a disagreement between the recruiting Department and the Operations Manager about which candidates to recommend for an interview, the parties will attempt to reach agreement through consultation and discussion.

6. All applicants who will be interviewed shall be notified. All other applicants will be notified in writing after the selection decision has been made.

An employee may contact the department or Operations Manager for further clarification of the selection decision.

7. The department head, with consent of the Operations Manager, may decide to open the position up to outside applicants and consider the in-house applicants with the entire applicant pool.

C. Out-of-house Recruitment Guidelines:

1. If the department head decides or the Operations Manager recommends expanding the applicant pool beyond Town employees, the Operations Manager will publicize the position vacancy by sending position vacancy notices to the following agencies:
 - a. Town web site.
 - b. The West Yellowstone News and/or the Bozeman Chronicle.
 - c. West Yellowstone Job Service/Montana Workforce Job Service.
 - d. Advocacy organizations for historically under-represented groups.
 - e. Any other organization that seeks to place itself on the Operations Manager's mailing list with prior approval of the Operations Manager.
 - f. Any other appropriate publications, including newspapers and professional journals.
2. Following the close of the application period, the Operations Manager or designee shall forward the list of applicant for the position to the department head for review. The list forwarded to the department shall contain the following:
 - a. Names of all applicants whose applications were received by the deadline posted for the vacant position.
 - b. A list of the applicants with those who claim eligible veteran or disability preference noted. Preference points or consideration will be assessed as part of the candidate evaluation process.
3. The department head or designee in consultation with the Operations Manager shall designate a selection committee. The committee shall be composed of representatives from both genders and shall include representatives from different levels of the organizational hierarchy. At least one member of the panel shall be from outside the department.

The screening committee shall screen applications as follows:

1. Minimum qualifications.
 2. Essential knowledge, skills and abilities required for the position to determine best qualified candidates for the position.
4. After the committee has screened the applicants, they shall conduct structured interviews of best-qualified candidates.

5. The Operations Manager or designee shall review the results of the screening prior to arranging interviews. The Operations Manager may reject an applicant if:
 - a. The applicant does not possess the minimum qualifications or equivalent for the advertised position.
 - b. The applicant is not among the best-qualified applicants in the applicant pool.
 - c. The Operations Manager determines that the applicant has given false information on the application.
 - d. The applicant has established an unsatisfactory employment record that demonstrates unsuitability for the position.
 - e. The applicant is physically, mentally, or otherwise unable to perform effectively the essential duties of the position.
6. The department may administer qualified written examinations for prospective applicants if the position so requires. Test results shall be submitted to the Operations Manager for review and inclusion with other recruitment materials. All testing materials, including interview questions, must be approved prior to use.
7. By Resolution 416, the Town Council has granted hiring authority to the Operations Manager and department heads. The Operations Manager must authorize the job offer before the department head can extend an offer to a prospective candidate. In the case of department head appointments, the Town Council must approve the appointment before the hire letter is issued.
8. The Operations Manager, or the hiring department under advisement of the Operations Manager, will send a letter to the applicant selected for the position outlining the job title, salary, date of hire, and other pertinent information. A copy of the letter shall be sent to the Operations Manager to be placed in the recruitment file with a second copy to the Financial Administrator for inclusion in the employee's personnel file.
9. A department may require a post-offer physical, psychological test or background investigation, subject to relevant state and federal laws. Prior consultation with the Operations Manager and Town Attorney is required.
10. Any Town employee who has been discharged for cause shall not be re-employed without the written authorization of the Operations Manager.
11. All paperwork associated with recruitment, including but not limited to applications, scoring sheets and interview notes must be returned to the Operations Manager at the conclusion of the process.