

MEMORANDUM

To: Board of Selectmen
From: Joshua Ostroff
Date: January 20, 2009
Re: Town Administrator 2009 Goals and Objectives

cc: Martha White, Town Administrator

Following up on our January 5 meeting discussion of 2009 Goals and Objectives, I have consolidated two items into one under the Communications heading, so that the web site and newsletter are cited as examples of timely and comprehensive public communication, rather than specific goals.

As before, the following changes have been made to the 2008 Goals and Objectives.

- Since the establishment of Goals and Objectives for Department Heads was introduced in 2008, I propose to monitor progress on this area as item 3f.
- As we have seen with the state's budget situation, the Town's response to unforeseen events is a yardstick by which government is sometimes measured, and these events have the potential to affect performance in other areas. Therefore I have added a new section 5 with items relating to communications, internal coordination and external collaboration.

Thank you for your comments and consideration.

1/20/2009 Draft

| 2009 Town Administrator Draft Goals and Objectives | |
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| (Subject to revision and approval by the Board of Selectmen) | |
| 1. Financial Management The Town Administrator provides leadership, timely updates and prudent advice on financial matters, gives effective assistance to the Board of Selectmen and other committees as appropriate, promotes coordination and cooperation among the town's financial departments, and develops capital and operating budgets in line with sound municipal practice and the town's bylaws. | |
| a. Executes a well-organized budget development process | |
| b. Timely updates to operating and capital budget programs | |
| c. Effective coordination among Administration, Comptroller, School Department and state agencies | |
| 2. Communications The Town Administrator maintains and improves communications with the public and among town committees and departments, identifies and pursues opportunities for effective public communication, and is responsive to public and official inquiries. | |
| a. Timely notification of issues that require Board attention or action | |
| b. Public communication, such as web site and newsletter, is timely and comprehensive | |
| c. Town departments are responsive to citizen communication | |
| 3. Operations The Town Administrator identifies opportunities to improve productivity, innovation, staff development and cost efficiencies; promotes a positive work environment, encourages accountability and cooperation within and between departments, and provides status reports while working to further major projects and initiatives. | |
| a. Identifies and proposes specific areas to improve productivity, service and cost-efficiency | |
| b. Proposes staff development, training and accountability initiatives | |
| c. Meets deadlines and provides advance notice of changes and delays | |
| d. Delegates responsibility to department heads and staff as appropriate | |
| e. Coordinates Natick projects with legislative delegation, state and regional agencies, etc. | |
| f. Establishes and reviews progress on departmental goals and objectives | |
| 4. Long Range Planning The Town Administrator participates in the Strategic Planning Process, and acts in a way to protect the long-term financial, social, economic and environmental interests of the community. | |
| a. Coordinates development efforts to involve appropriate boards, departments and the public | |
| b. Provide a management response to the approved Strategic Plan | |
| c. Executes aspects of the Strategic Plan as directed by the Board | |
| 5. Short Term Response The Town Administrator responds appropriately to unexpected and unforeseen conditions and events | |
| a. Board members are informed of issues and consequences | |
| b. Town and department level response is appropriate | |
| c. The Town's response is coordinated with state and regional agencies | |