



# The City of Jacksonville **North Carolina**

Invites Your Interest in the Position of  
**Assistant City Manager**



A search is underway to hire a community-minded Assistant City Manager to be a part of the leadership for the City of Jacksonville, North Carolina. Our City leadership strives for excellence, focusing on actions for the betterment of our Community now and for the future, with a willingness to act boldly and creatively to achieve our goals and objectives.

The City of Jacksonville is a vibrant military host City with an overall population of 72,800. Our leadership team is committed to improving the quality of life for all Citizens through focused efforts on dynamic projects and initiatives that help shift economic development. Based on Council priorities we strive to provide unparalleled services, programs and opportunities for Citizens of all ages, and expand on the sustainable health of our people, waterways and public spaces that help make Jacksonville a great place to work, live and play.

Jacksonville's strong military presence of Marine Corp Base Camp Lejeune and New River Air Station makes this community unique. Our long standing positive relationship and partnership with our military is a key factor to our community success. Tangible experience at a military installation, understanding protocols and an energetic vision for continual collaboration within the City's leadership team is vital.

With tourism growth and economic development in mind, the City is planning and implementing several economic development initiatives. Prime among these is the development of a 400 acre parcel which, upon completion, will function as a hub for community recreation, organized sports as well as a nexus for regional sporting and other events.



*An Assistant City Manager with deep understanding of Military Installations and community partnerships is highly desirable.*

Jacksonville seeks an Assistant City Manager who is open-minded and is ready to engage with community partners that work to keep our community thriving and economically sustainable. The successful candidate is a well seasoned civil servant with deep understanding of successfully navigating community and military partnerships.

As part of the City leadership team, the Assistant City Manager will join our forward thinking, high-functioning management team that works together to implement City Council vision and strategic goals. The Assistant City Manager acts as an extension of the City Manager's leadership where the working relationship is one of trust, collaboration and transparency.

***The next Assistant City Manager will join a forward thinking, caring leadership team focused on economic development, sustainable living, and unparalleled services for the community.***

While members of the City Manager's Office have assigned areas of responsibility, a team-based approach that includes functional partnerships to achieve results is important to the organization's culture.

The successful candidate will bring an energy and influence, build on our positive military partnership and broaden our community networks. The Assistant City Manager plans, organizes, integrates, directs and coordinates activities and plays a central role in developing and providing direction to staff related to implementation of City policy, strategic goals and priority programs.

The Assistant City Manager will have the opportunity to work within a focused and positive work environment along side our 600+ work force of talented professionals and skilled workers that are dedicated to excellent customer service.



Montford Point Marine and Vietnam Veterans Memorial at Lejeune Memorial Gardens

# About the Community

The City of Jacksonville, the commercial hub of Onslow County, is a waterfront community with the New River and its tributaries flowing through the City center to the North Carolina coast. Jacksonville is the youngest City in the United States, with a median age of 22.7 years (US Census), which can be attributed to its significant military presence.

Once known as a quiet farming community, Jacksonville has evolved (mainly due to the establishment of Camp Lejeune in 1941) into the business, retail, medical, banking, and cultural center for Onslow County. Jacksonville has held the distinction as "Tree City USA" for more than 40 years, an honor bestowed by the National Arbor Day Association for its dedication to nurturing green spaces in the community.

City leaders are committed to enhancing and preserving the quality of life in the City. Green space protection, environmental protection from water and sewer installations, beautification projects, water quality and flood control projects, and redevelopment and revitalization are just some efforts of Jacksonville leaders to preserve and protect what makes their community valuable and desirable.



Home to Marine Corps Base Camp Lejeune and New River Air Station



6,000+ Veterans live in Jacksonville



Kayaking on the New River

Take a stroll through the City of Jacksonville and it's not hard to see the love this community has for its military presence and heritage. Many memorials and monuments pay homage to the sacrifice of those in the military. The Freedom Fountain is at the gateway to downtown and honors those who serve. The Lejeune Memorial Gardens include the Beirut Memorial, the Onslow Vietnam Veterans Memorial (the second largest Vietnam memorial in the USA,) the 9/11 Memorial Beam, the national Montford Point Marine Memorial, the Corpsmen Memorial and the Eagle, Globe, and Anchor sculpture.

Jacksonville is also known for its rich culinary culture. Visit one of the nearly 30 restaurants along the City's International Food Trail. The international fare and diverse culinary culture of these establishments will surely inspire you.

This unique waterfront community features many relaxing landscapes and water access to popular fishing spots along Wilson Bay, the New River and it's tributaries.

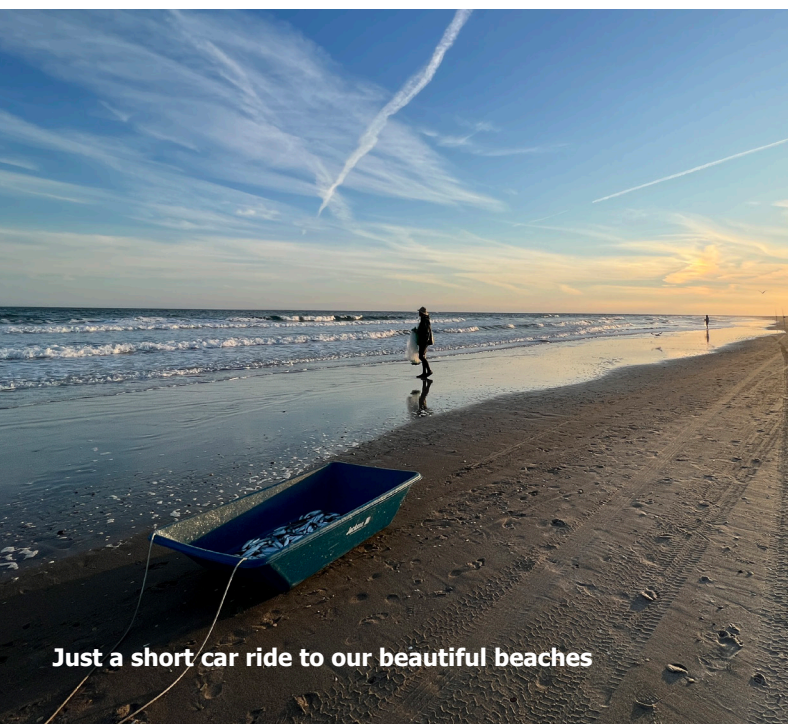
In Jacksonville's historic district, Riverwalk Crossing Park and the LP Willingham Park sit along the New River and host many annual events and festivals, including the New River Splash, Oktoberfest, Winterfest, and National Night Out. Along Wilson Bay, Sturgeon City Park and Wilson Bay Park are great recreational spaces for children and adults.



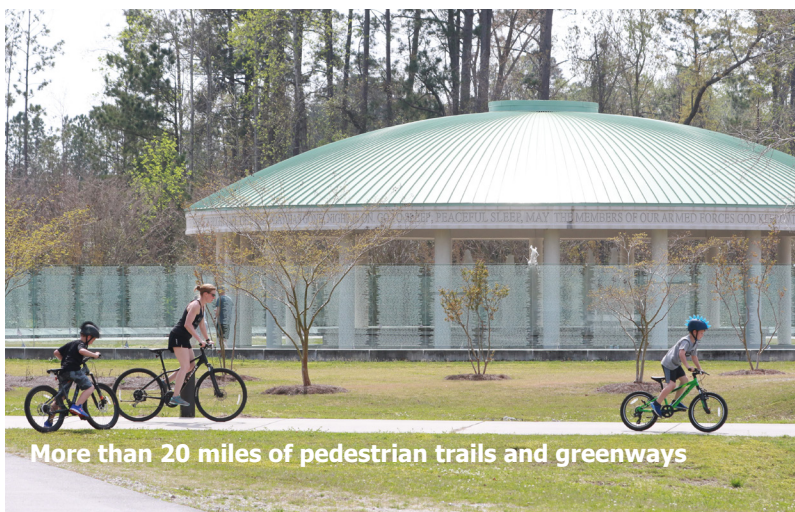
Home to the Jacksonville Ospreys



Many Festival and Events



Just a short car ride to our beautiful beaches



More than 20 miles of pedestrian trails and greenways

# About the Organization

The City of Jacksonville operates under a Council/Manager form of government. The Jacksonville City Council and City leaders are committed to providing the leadership, vision, and oversight necessary to ensure the responsible stewardship of Jacksonville’s environment and natural resources for the effective and efficient delivery of municipal services and the proper planning for the future. The City’s FY 24-25 budget is \$119.5 million.

The City of Jacksonville provides a full range of services, including planning and community development; police and fire protection; water, sewer and sanitation services; the construction and maintenance of streets and other infrastructure; and cultural and recreational activities. To serve Citizens in the way they would like to be served, the City has a workforce of more than 650 across 19 departments.

Our leadership in the organization, just like our transient and diverse community, bring their talent from areas throughout the state and from around the country. The Jacksonville City Government is highly-regarded as a fiscally-conservative, well managed and technologically-advanced local government.

Jacksonville takes pride in our Caring Community; we are One City. A Caring Community is written in our seal and is a part of who we are. Jacksonville’s One City initiative began in 2017 to further emphasize that Jacksonville is a Caring Community. Initial discussions centered around the need for tolerance, understanding and civility. The City workforce embraces this sentiment and takes pride in providing every Citizen the best in customer service. Jacksonville is our home; we work, live and play here.



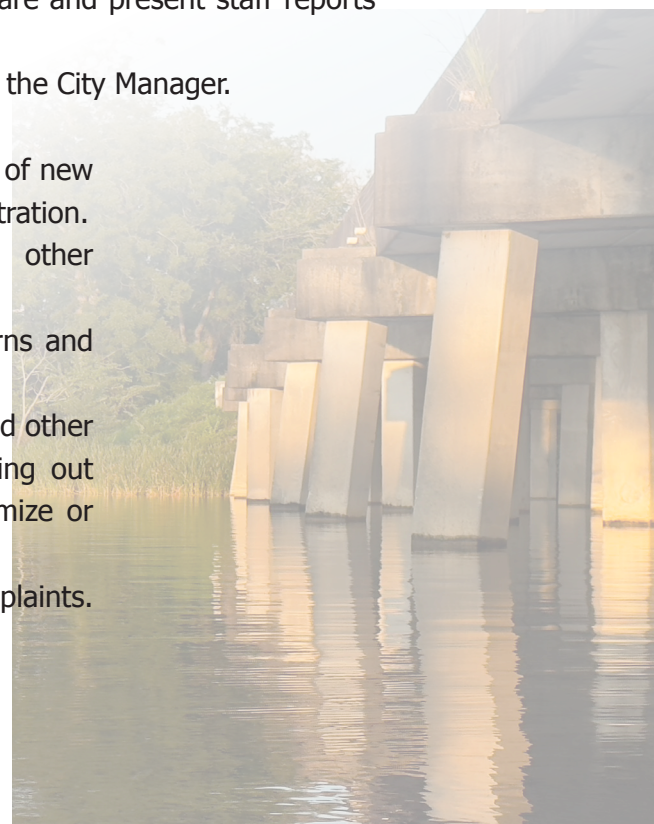
## The Successful Candidate is:

- skilled in developing trust among members of the community and the organization while leveraging opportunities for collaborative problem-solving and partnerships;
- an individual with impeccable integrity and a proven record of consistency in managing both internal and external relationships to mitigate challenges and maximize opportunities;
- one who embraces a community of diversity and who proactively brings members with conflicting values and cultures together using innovative solutions;
- an outstanding communicator who speaks clearly, assertively and transparently with internal and external stakeholders;
- experienced working in a council-manager form of government and has expert skills in navigating complexities of varying roles (e.g., need for building relationships, educating Council, clear communication, maintaining trust);
- consistently updating personal knowledge regarding public policy and public perception;
- skilled in budget development and management as well as policy development and application;
- engaged, accessible, and visible within and across departments and in the community;
- appreciative of the significance of diversity within all aspects of the organization and community and is dedicated to promoting diversity;
- an outstanding communicator verbally and in writing and possesses well-developed interpersonal skills and abilities; and,
- goal-oriented; maintaining high standards of self and others, thriving in a culture of high-performance and personal accountability.



## Key Position Priorities

- Assume management responsibility for assigned departments, including supervision of Department Directors, oversight of organizational planning, resource allocation, evaluation of objectives, and coordination of interdepartmental operations.
- Facilitate and support policy development with the support of the City Manager and communications with the policy body and community engagement.
- Direct the development and implementation of City goals, objectives, policies and priorities for each assigned service area.
- Advise the City Manager and Deputy City Manager in the determination of program needs, the preparation and presentation of programs for approval by the City Manager and City Council, and the coordination of the implementation of approved programs.
- Lead organizational strategic planning initiatives and accountability measures.
- Work with staff to develop and implement operational plans, timelines, metrics and milestones to track progress and provides regular progress reports to achieve the City's direction.
- Establish, within City policy, appropriate service and staffing levels; monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend allocation of resources accordingly.
- Plan, direct and coordinate, through department directors, the work plan for all assigned City departments; assign projects and programmatic areas of responsibility; review and evaluate work methods and procedures; meet with management staff to identify and resolve problems.
- Assess and monitor work load, administrative and support systems and internal reporting relationships; identify opportunities for improvement.
- Explain and describe City programs, policies and activities; negotiate and resolve sensitive and controversial issues.
- Represent the City with outside agencies; coordinate City activities with those of cities, counties and outside agencies and organizations.
- Provide staff assistance to the City Manager and City Council; prepare and present staff reports and other necessary correspondence.
- Responsibly exercise signature authority as specifically delegated by the City Manager.
- Provide staff support to assigned boards and commissions.
- Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of City management and administration.
- Negotiate contracts and agreements with representatives of other governmental agencies and businesses.
- Respond to media inquiries, City Manager and City Council concerns and issues, and community needs.
- Meet and correspond with various citizens, professional, business and other groups to answer questions and secure their assistance in carrying out various programs; address areas of community concern and minimize or maximize City government's impact on the community at large.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints.
- Performs related tasks as required.





## Knowledge, Skills and Abilities

Comprehensive knowledge of modern public sector principles, practices and techniques; comprehensive knowledge of strategic and long range planning; thorough knowledge of metrics and their use in evaluating progress; knowledge of the application of current information systems technology to business processes; Knowledge of public information, public relations and public affairs principles and practices; thorough knowledge of City programs, services and plans; thorough knowledge of the methods, procedures and techniques of public information; ability to plan, develop and direct comprehensive departmental programs; thorough knowledge of conducting meetings, communicating on multiple platforms and influencing preferred outcomes; skill in the use of basic office technology and use of diverse software applications within the organization; ability to plan and supervise the work of others; ability to establish and maintain effective working relationships with other staff, elected officials, member agencies, the media and the general public; ability to negotiate and establish agreements for organizational benefit.

## Qualifications

This position requires a Baccalaureate degree with major course work in business administration, public administration, or related field and a minimum of 10 years of leadership experience to include 6 years' experience at a strategic level in government or large organization which includes leading the planning and coordination of resources, both human resources and financial resources, for designated programs within multiple departments of responsibility.

A Master's degree is preferred. Possession of an appropriate driver's license valid in the State of North Carolina. Residency must be established within 6 months of appointment to the position.



## Salary and Benefits

The full pay range for the Assistant City Manager position is \$114,663.77 – 183,461.99. Starting salary is based on the individual's demonstrated knowledge, skills, abilities, experience, and education. The preferred hiring range for the position is \$114,663.77 - \$149,062.91

The City of Jacksonville provides an excellent benefits package, including health and dental coverage and NC Local Government Employee Retirement Plan participation.

## Application Process

E-mail your cover letter and resume by October 11, 2024, to [Recruit33@cb-asso.com](mailto:Recruit33@cb-asso.com). Please do not send it to the City as it will only delay receipt.

Questions should be directed to Scott Krim at (801) 628-8364 or Colin Baenziger at (561) 707-3537.

Successful semi-finalists will be invited to participate in virtual interviews and skill evaluations between October 16th and 22nd. Finalists will be selected on November 20th and interviews conducted on December 4th. A selection will be made shortly thereafter.



The City of Jacksonville is an Equal Opportunity Employer.

All qualified applicants are considered for employment without regard to race, color, sex, national origin, age, marital status, religion, or disabilities unrelated to the essential function of the position.

