

THE CITY OF
NEW BRITAIN
CONNECTICUT

INVITES CANDIDATES TO APPLY
FOR THE POSITION OF:

CHIEF OPERATIONS OFFICER



About the Community:

In 2021, New Britain celebrated 150 years of incorporation as a City. New Britain has evolved tremendously over the past 150 years, growing from a small agricultural community to a manufacturing center to the large and diverse community that it is today.

The City of New Britain is located near the center of Connecticut, southwest of Hartford and northwest of New Haven. It has easy access to major highways and is only a 2-hour drive to New York City, Boston, and Rhode Island. However, you don't have to travel far to participate in a rich environment of museums, theatres and professional musical ensembles. If sports and recreation are your interest, the City of New Britain is home to the New Britain Bees, (affiliates of the Atlantic League of Professional Baseball), the Willow Brook Park Sports Complex, redesigned 27-hole award winning Stanley Golf Course, and many recreation activities at historic Walnut Hill Park.

The City of New Britain started as a farming community in the 1800's and developed quickly into an industrious city which still to this day is home to the world headquarters of Stanley Works now known as Stanley Black & Decker. Today the City of New Britain has approximately 73,000 residents of various nationalities. This rich diversity makes New Britain the vibrant a cultural center that it is today. The City boasts numerous museums, most notably the New Britain Museum of American Art, theaters, the nationally known 'Little Poland' section of town and is also home Central Connecticut State University – the state's flagship State Institution.

New Britain's business community is a rich mix of manufacturing, medical, high-tech industry and small to mid-sized businesses. Central Connecticut State University's Institute for Technology and Business Development is located in the heart of downtown and has proven a great partner to the City of New Britain's business leaders. The City of New Britain has an Enterprise Zone and a strong Chamber of Commerce, which promotes development and has a special Downtown District Program.

The Consolidated School District of New Britain educates over 10,000 students each year through on New Britain High School, three middle schools and ten neighborhood elementary schools.

The vision of the Consolidated School District of New Britain is to pursue excellence one student at a time. The mission of the Consolidated School District of New Britain is as follows: "In partnership with family and community, the Consolidated School District of New Britain works to provide the best personalized and comprehensive whole-child education so our students will be prepared for, and positively contribute to, a profoundly different future."

Economy:

New Britain has long been a world leader in manufacturing innovation and is known as the “Hardware City.” While the economy has diversified over the last 50 years, manufacturing plays an important role in the City’s economy. Today, manufacturers such as Stanley Black & Decker, Polamer Precision, Creed Monarch, and B&F Machine produce modern hardware, including tools, aerospace components, machines, and fabricated metal. New Britain is also a leader in the healthcare industry and is home to the Hospital of Central Connecticut and the Hospital for Special Care, two of the City’s largest employers. The healthcare sector employs nearly 7,000 workers in New Britain, making it the largest employment component of the local economy. New Britain has seen positive fiscal indicators in recent years. The Grand List has grown by nearly 40% over the last 5 years, with the fastest growth in commercial property and personal property. The lack of vacant land and the large number of tax-exempt uses continue to be challenges that New Britain will tackle head-on over the coming decade. The City continues to prioritize economic development initiatives that grow the tax base and promote the “highest and best use,” prioritizing the Downtown, the TOD station areas, brownfield sites, and business parks. New Britain is home to three federally designated Opportunity Zones, one Tax-Increment Financing (TIF) district, and a State of Connecticut Enterprise Zone promoting industrial development and job creation.

Key Employers

Stanley Black & Decker

Hospital of Central CT (HOCC)

Central Connecticut State University (CCSU)

Guida’s Dairy

Rich’s Foods

Fiscal Indicators

Standard & Poor’s: A, outlook negative

Fitch: A-, outlook stable

Grand list: \$2,806,713,725

Median Home Value - \$160,800

Self-Employment Rate – 10%

Labor Force Employed – 33,166

Jobs in Municipality (non BOE) – 569

About the City Government:

The City of New Britain has a strong Mayor form of government with a 15-member legislative body—the Common Council whose members represent five separate wards. All elected officials serve a two-year term. The Mayor, with the approval of the Common Council, appoints all Department Heads. Other elected officials include: City Clerk, Treasurer, Registrar of Voters, Constables, and a ten member Board of Education.

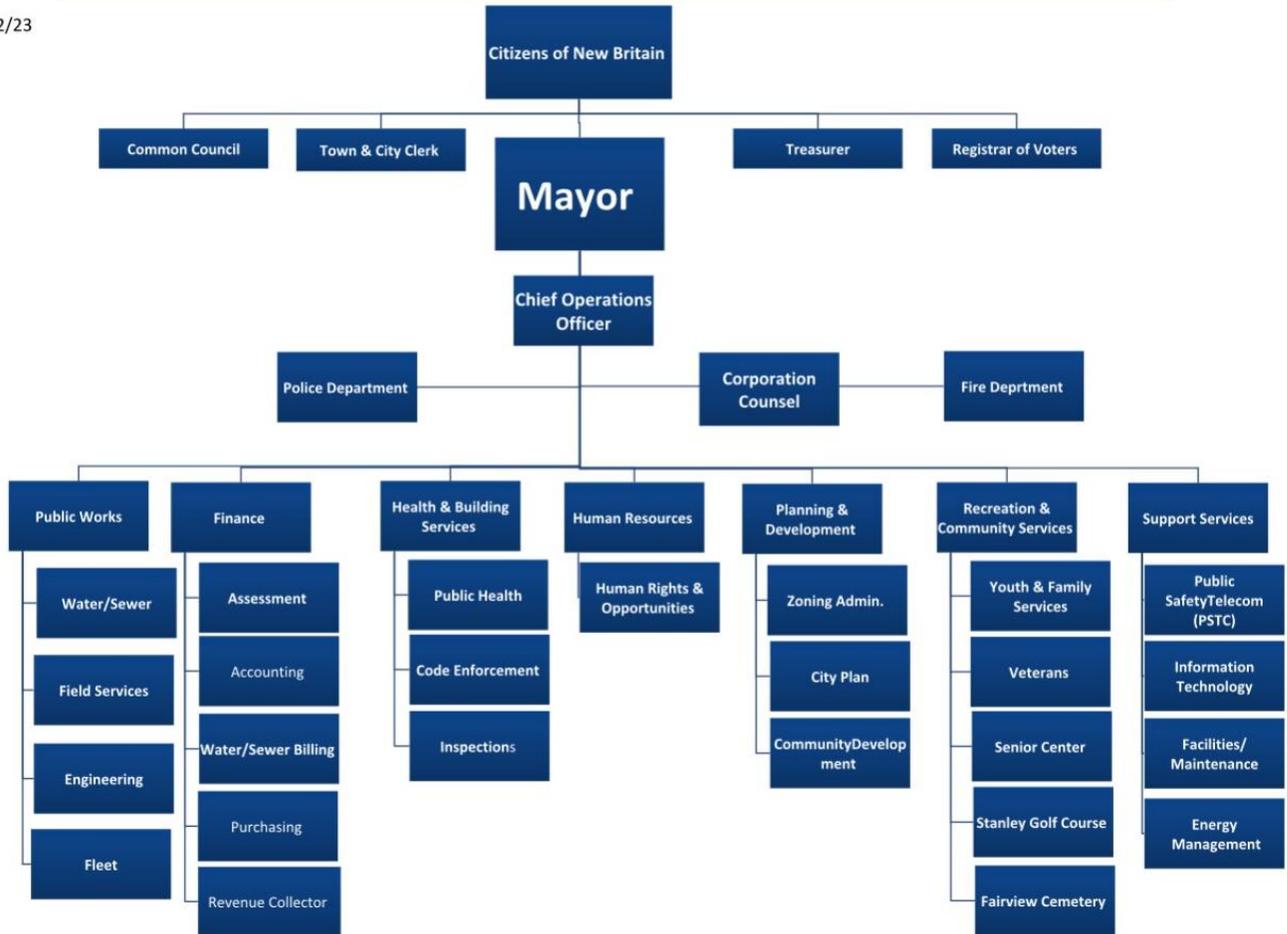
The City of New Britain is a full-service city including the following departments and functions:

- Assessor's Office
- Corporation Counsel
- Building/Housing Inspections
- Human Resources/Civil Service
- Department of Planning & Development (Planning, Zoning, Community Development, Conservation, HUD Grant Management)
- Support Services (Information Technology, Dispatch, Facilities & Energy)
- Finance (Revenue Collection)
- Fire Department (paid)
- Health Department
- Human Rights & Opportunities
- Town Clerk's Office
- Recreation & Community Services (Senior Center, Stanley Golf Course, Fairview Cemetery, Veterans' Affairs, Disabilities Services Advocate)
- Police
- Public Works (trash collection, roads, water, sewers, engineering, traffic, snow removal, fleet management, parking operations)

<https://library.municode.com/CT/New%20Britain/codes/charter>

City of New Britain Organization Chart

Rev. 7/12/23



Vision for the Future:

New Britain's vision for the future is organized around five planning themes: Live, Grow, Play, Connect, and Sustain. These five themes also serve as the organizational structure of this document. The topics that are discussed under each theme are described in the graphic to the right. A vision statement with each theme describes where New Britain aspires to be in 2031.

Live: New Britain's greatest asset is its people. The City will continue to embrace its longstanding culture of diversity and innovation. The City will maintain strong residential neighborhoods that provide safe and affordable housing choices for all households. These neighborhoods are anchored by vibrant and unique neighborhood business districts. High-quality community facilities and efficient public services will ensure access to opportunity for all residents.

Grow: New Britain will continue to pursue smart and deliberate growth, with an emphasis on its Downtown, TOD districts around CTfastrak station areas, and business parks. The City will prioritize grand list growth, while pursuing the "highest and best" use on remaining development sites. Through redevelopment, rehabilitation, and adaptive reuse, the City is committed to returning underutilized and obsolete properties to productive use. New Britain will provide an educated workforce that meets local needs and promotes business retention and expansion.

Play: New Britain is a statewide center for arts and culture. Visitors are drawn to the City from throughout the region and state, bolstering local economic activity. As part of revitalization efforts, historic buildings and sites are preserved and enhanced, helping foster a unique sense of place. New Britain's excellent public park system and strong program offerings enhance public health and quality of life for all residents.

Connect: New Britain is a recognized leader in complete streets improvements, ensuring that the transportation network is balanced and serves all users and connects residents with employment, services, and shopping. Investments have been made to utility infrastructure, ensuring that it continues to meet resident and business needs. 21st century internet and telecommunications infrastructure will be expanded throughout the City, providing equitable access to digital opportunities.

Sustain: New Britain is a state leader in sustainability promoting policies that meet the City's environmental, social, and fiscal goals. The City has accomplished a reduction in waste and energy consumption, promoted green energy, and invested in technologies that result in more efficient service delivery. New Britain supports policies that bolster health and wellness, and make the City more resilient to natural hazards.

<https://www.newbritainct.gov/gov/mayors-office/plan-of-conservation-and-development>

About the Position:

This senior leadership position reports directly to the Mayor and is responsible for the management, direction and coordination of all City operations and activities. The Chief Operations Officer is responsible for the oversight of all City Departments. The Chief Operations Officer is responsible for reporting and advising the Mayor on all operations and activities. The Chief Operations Officer periodically reports to the Common Council and shall attend all Common Council meetings.

Examples of Duties:

- Directs and supervises all City Department Heads with broad oversight of all departmental operations and administration to ensure compliance with established policies and applicable law. Meets and interacts with department heads and division heads on a regular basis to discuss and act on departmental matters
- Periodically reviews the operations of City departments to establish citywide work standards and to improve efficiency.
- Directs the preparation of the Mayor's annual budget.
- Provides overall direction for the financial management of the City at the highest level of competence and integrity to ensure proper controls and accountability.
- Provides information and guidance to the Mayor for the formulation of City policy based on data, research and analysis.
- Accurately interprets and implements the policy and priorities of the Mayor and demonstrates support for such policy to staff and the public.
- Establishes systems for the development of effective short term and long term planning to assure continuous improvement of government operations and activities.
- Engages in ongoing assessment of City's needs and interests in order to develop policy initiatives for recommendations to the Mayor and Council.
- Works collaboratively with Mayor, Council, Human Resources and Corporation Counsel in preparing for collective bargaining contract negotiations.
- Strives to gain respect and support of the community on the conduct of municipal government operations and services.
- Develops positive working relationships with the City's legislative delegation at both state and federal levels.
- Interacts with the public on a regular basis to keep residents and business representatives informed of City policies and procedures; hears and responds to citizen concerns, issues and requests.

NOTE: The duties and responsibilities listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Supervision Received: Reports directly to the Mayor

Supervision Exercised: Exercises supervision over all city employees

Qualifications:

Master's Degree in Public Administration or Business Administration with a minimum of 10 years of progressively responsible government experience as a Chief Administrative Officer, City/Town Manager, Assistant Manager or Senior Departmental Director. The ideal candidate will have relevant experience in Operations, Financial Management, Labor Negotiations and Human Resources.

Special Requirement: Permanent residency in the City of New Britain is required within one (1) year after completion of the probationary period. The probationary period shall be twelve (12) months.

Knowledge, Skills and Abilities Required:

- Principles and practices of public administration, including human resources development and management, budgeting, and financial planning.
- Functions and accountabilities of municipal government and relationships with other government agencies.
- Principles and practices of developing and implementing a business communication plan that is clear, concise and responsive.
- Principles and practices of long-range and strategic planning.
- Demonstrated leadership ability to evaluate complex operational and program strategies and develop approaches that maximize return on investment, contain costs, and improve operations and services.
- Analyze complex problems, review and analyze alternatives, formulate conceptual frameworks and identify best practices to develop integrated, efficient, and cost effective solutions.
- Present information, proposals, and recommendations clearly and persuasively in public settings.
- Prepare clear, concise and comprehensive reports, studies and other written materials.
- Direct, oversee, control and manage the work of others including executive management personnel.
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.

Licenses; Certifications; Special Requirements:

Valid Driver's license

Physical Demands and Working Conditions:

Work is performed primarily in an office environment with some travel to different sites; May be required to work extended hours including evenings and weekends.

Background Investigation: Background Investigation and Reference Checks will be required for top finalists.

Probationary Period: The probationary period for this position shall be (12) months.

Compensation and Application Process:

The salary range is \$120,000-\$150,000. The salary is negotiable upon qualifications and experience. The City provides a generous benefits package with includes health, dental, life insurance, paid vacation, 14 paid holidays and sick leave. The City participates in CMERS pension plan.

New Britain is an AA/EOE Employer

If you are interested in this position or have questions, please contact Linda Guard at 860-826-3408 or linda.guard@newbritainct.gov.

In order to be considered for this position, you must meet the qualifications and submit a City of New Britain application, cover letter and resume to humanresources@newbritainct.gov or linda.guard@newbritainct.gov.

Applications must be on file with the Civil Service Commission/Personnel, Room 409, City Hall, no later than 4:00 P.M. on Thursday, February 29, 2024. Application forms may be obtained at the office of the Civil Service Commission/Personnel, Room 409, City Hall, 27 West Main St., New Britain, CT 06051. Tel (860) 826-3404 or online at www.newbritainct.gov.

Additional information is available on our website: <https://www.newbritainct.gov>.