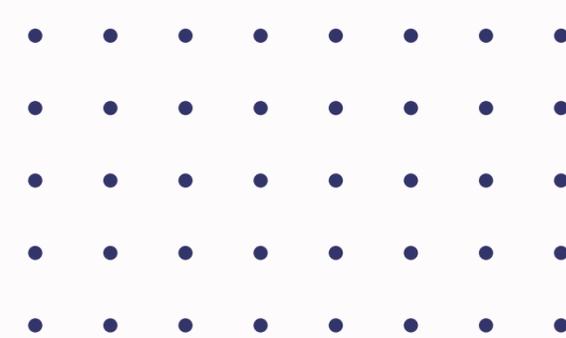




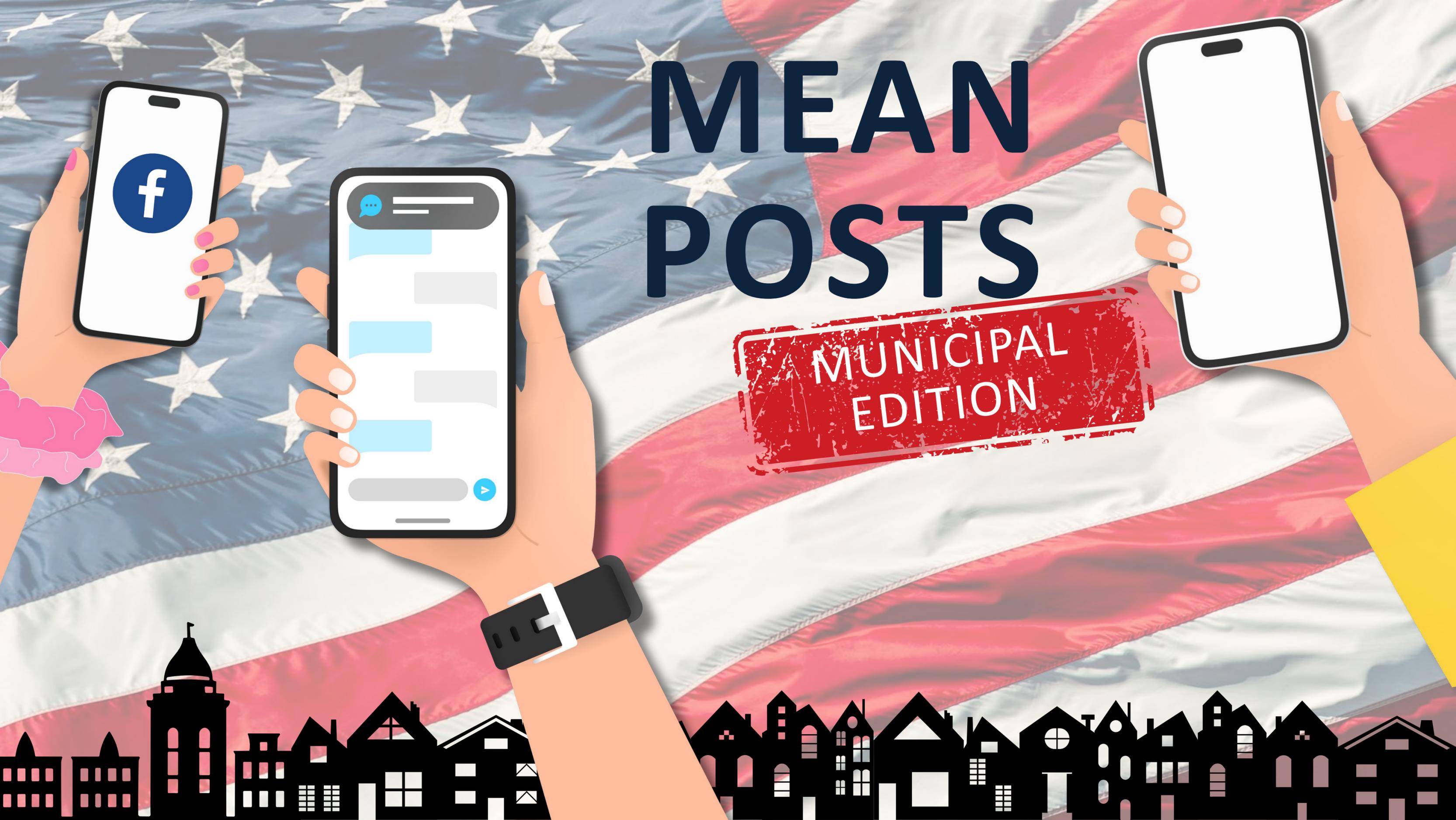
Good Afternoon Newly Elected,
Re Elected, and Experienced
Municipal Officials

Susan Danson, MPA, QPA
January 25th, 2025



MEAN POSTS

MUNICIPAL
EDITION





Top Contributor

Sadly this has been a long time coming - what burns me is that the Township Manager has far too much authority and is incompetent.

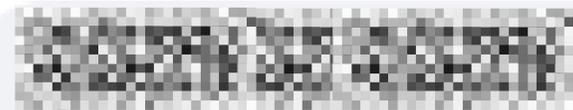
11w

Like

Reply

10





She lives in Cinnaminson and that's where she should stay. We need to vote her out of office she's ruining everything

7w Like Reply Edited

14   

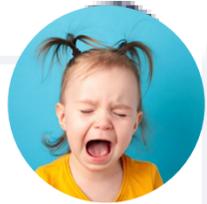


Twp mgr is horrendous!

9w

Like

Reply



yeah we really should organize something if we get 1,000-2,000 people to show up to the municipal building and refuse to depart until she resigns. They will have no power. The power belongs to the people Not some authoritarian non resident.

7w Like Reply



We've had this issue last year. Time to bring out the pitchforks. Get a new township manager or entire council.



9w

Like

Reply





Author Top Contributor

Sounds to me like she wants to have total control.

This town council votes yes to whatever she says.

I've heard quite a few township employees are afraid of her and fear for their jobs.



Elected Officials & the Manager – Your Leadership Role and Working with Your Professional Staff

Susan Danson, MPA, QPA

NJMMA Executive Board Secretary
Township Manager – Maple Shade



Success Begins with your Relationship with Your Manager/ Administrator





Relationship Must Have s...

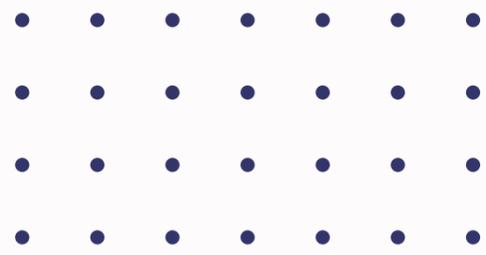


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Who's Running Town Hall?



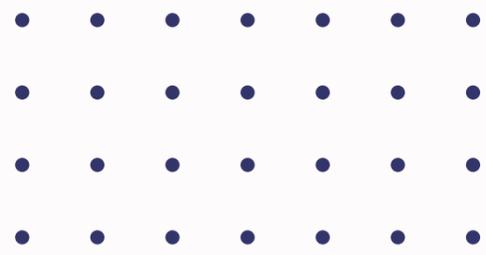
Elected Officials are the
Key Policy Developers
and Political Leaders

Through rigorous vetting process,
Elected Officials are responsible for
the hiring of a Manager/Administrator





Who's Running Town Hall?



Manager/ Administrator bears an obligation to supervise the daily operations with integrity, efficiency, and transparency

Manager and Department Heads constitute your management team



Attributes of the Manager/Administrator

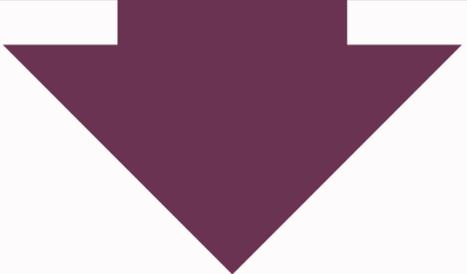
Criteria used by Elected Officials to select a
Manager/Administrator

- Qualifications and Performance – not skillful navigation of politics
- Professional Manager/Administrator uses his/her education, experience and training to select department heads and other key personnel to help oversee the efficient delivery of services

Helps Maintain Checks and Balances to ensure
accountability throughout the organization

Role of the Township Manager/ Administrator

Manager/ Administrator is
hired to serve the
council/committee and
the community



Brings the benefits of
training and experience in
administering local
government projects and
programs on behalf of the
governing body

Typical Duties of the Manager/Administrator

Manage Municipal Finances,
Prepare Annual Budget and
submit to the elected
officials for approval,
oversee capital budgets

Human Resources,
supervise department
heads, recruitment and
retention of employees,
contract negotiation &
employee relations

Manage Day-to-Day operations
of the town, ensure the
delivery of essential services
to residents ranging from
public safety to infrastructure
maintenance

Strategize for community
development, balancing
growth, redevelopment and
preserving green space

Typical Duties of the Manager/Administrator

Foster inclusivity and
consensus building among
the various stakeholders

Serve as a liaison between
the public and the elected
officials, seeking feedback
to address and solve
problems

Apply for and administer
federal, state and local grants

Maintain balance between
honoring the past,
addressing current needs
and planning for the future

Most Important Roles



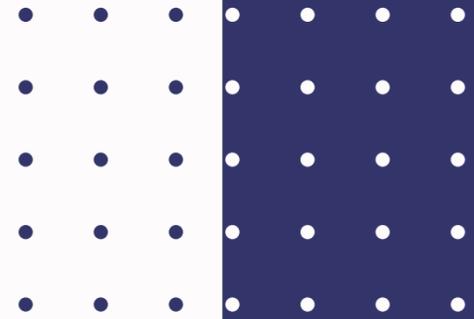
Uphold the highest ethical standards, expecting the same from our staff

Ensuring Effective Service Delivery & Accountability

Executing YOUR Plans, Visions and Goals

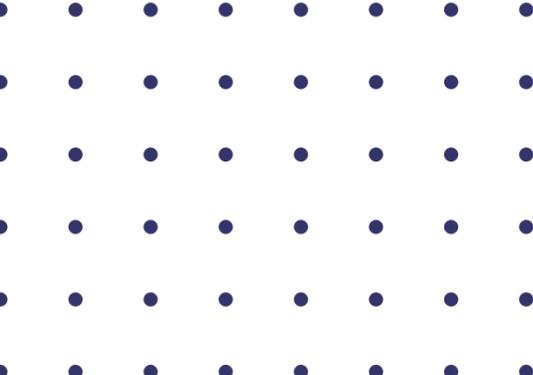
Supporting YOU, so you look good





Your Relationship with the Staff

The Critical Importance



What YOU Can Do For Your Staff

- Communicate, communicate, communicate
 - Seek to build trust and rapport with your Administrator/Manager
 - Support necessary investments in personnel and tools, especially professional development
 - Most licensed positions require CEUs that the municipality should support to retain good staff
- 

What YOU Can Do For Your Staff

- 3 Most Important people that support elected officials:
 - Administrator/Manager
 - Clerk
 - Attorney
- Ask questions, especially before a public meeting
- Communicate policy direction clearly and frequently
- Priorities must be established, agreed upon, reviewed and updated as needed
- Respect chain of command with staff – it avoids confusion and fear
- Manager / Administrator must be a conduit for policy
- Let us be your buffer

Helpful Reminders to Make Your Job Easier

Know Your Form of
Government

Don't be victim to Tunnel
Vision –
When you only focus on
what's familiar, you fail to
notice what is beyond your
comfort zone

Public Servants carry the
burden of knowing that even
the best decisions won't
please everyone

Your role isn't to cave to
every passing opinion.
Our responsibility is to
safeguard the public good .

Closing Thoughts.....



Leadership in local government means more than maintaining operations.

Leadership means making choices that sometimes challenge “the way it has always been.”

Local government’s role is not to save the world; instead provide the foundation so that your community can stand tall.

It means resisting the temptation to be everything to everyone and focusing instead on what truly matters.





Thank You & Best of Luck!