

## City Manager Goals:

### **Openness**

Open and honest in dealings with the Council; keeps the Council well informed and strives to adhere to a “no surprises” philosophy; utilizes communication skills necessary to maintain effective flow of information to the Council and the public.

Demonstrates ability to be open and honest in all dealings with members of City Council and the public, using communication skills necessary to maintain effective information flow and adherence to a “no surprise” philosophy.

- All communications regarding the operation of the City of St. Ignace that may require City Council involvement and action will be communicated to the Mayor and Council Members **weekly** or more often if time sensitive to keep Council well informed and reduce or eliminate surprises.
- Utilize **quarterly** newsletters, **monthly** press releases, and develop a web presence to keep Citizens informed and to maintain the flow of information.
- Establish e-mail addresses for Council members to use for City Business to eliminate security concerns, improve the flow of communication, and ease response to citizen inquiry.

### **Security Employee Relations**

Manages labor issues and problems with respect to City employees in a courteous, equitable, and professional manner; resolves problems to the reasonable understanding of the parties.

Demonstrates ability to manage labor issues and problems with respect to City employees while being courteous, equitable and professional. Demonstrates ability to resolve problems to the reasonable understanding of all parties.

- Identifies potential labor issues and takes steps to resolve immediately, following contract requirements of Union and non-union employees.
- Initially responds to employee complaints or reports of problems immediately but not later than **24 hours** to acknowledge receipt or take action to resolve immediately.
- Set suspense dates for self and provide suspense dates to all parties to ensure continuous progress toward resolution within **72 hours**, or sooner if required by Union and Non-Union agreement.

- Demonstrates ability to resolve problems timely, equitably, and professionally and explain actions taken to the reasonable understanding of the parties involved.
- Documents for the record, complaints identified or received, actions taken to resolve, and any lessons learned to prevent reoccurrence.

## **Public Relations**

Manages relations with citizens, the news media, other governmental agencies, community organizations, businesses, and similar organizations in a courteous, equitable, and professional manner; resolves problems to the reasonable understanding of the parties.

Demonstrates the ability to manage relations with Citizens, the news media, other Governmental agencies, community organizations, businesses, and similar organizations.

- Demonstrates ability to respond or delegates response to questions, complaints, or inquiries from Citizens as soon as possible but no later than **48 hours** from receipt.
- Demonstrates ability to respond to media inquiries clearly, accurately, and timely to keep Citizens and visitors informed and meet publishing deadlines.
- Develop **bi-weekly** media presence in local newspaper. Provide articles of interest about City operations, plans and goals, outstanding employees, challenges, and accomplishments.
- Demonstrate ability to enhance relations with the Downtown Development Authority, Visitors Bureau, Chamber of Commerce and other Community Organizations.
- Create **monthly meeting and bi-monthly** newsletter to ensure stakeholders are informed of current City goals, projects, and procedures and the City is informed of their goals and how to support.