

**CITY OF NEW HAVEN, CONNECTICUT
IS SEEKING CANDIDATES FOR
CHIEF ADMINISTRATIVE OFFICER
TO REPORT TO MAYOR AND OVERSEE
THE OPERATIONAL DEPARTMENTS**



Community Highlights about the City of New Haven

History

First settled in 1638 by English Puritans, a government formed in 1640 was originally called Quinnipiac (named after the local Indian tribe). It was renamed New Haven and set up based on a grid of nine squares with a central square as the public commons and now known as the Downtown New Haven Green. In 1701 New Haven became the co-capital of Connecticut with Hartford until 1873. In 1718 a Puritan college known as Collegiate School moved from Old Saybrook to New Haven after receiving a large benefaction from Elihu Yale and was renamed Yale College and has become the world renowned Yale University which is a major economic factor in the City. In 1784 New Haven was incorporated as a city and Roger Sherman, one of the signers of the Declaration of Independence, was elected the first Mayor.

New Haven history includes the inventor of the cotton gin by Eli Whitney a Yale graduate, Whitney also established a gun factory which made New Haven one of the major American arms manufacturing centers. Whitney Arms Company was bought by Winchester Arms Company. New Haven is also known for the Amistad story of slaves that were freed after a three year trial. During the Civil War era the industries of carriage building, rubber goods, clocks, beer and piano's flourished.

During the 1900's New Haven grew due to immigration (28% were foreign-born). After World War I and the anti-immigration laws reduced European immigrants, the growth in population came from southern African Americans and Hispanics from Puerto Rico.

TOGETHER
NEW HAVEN



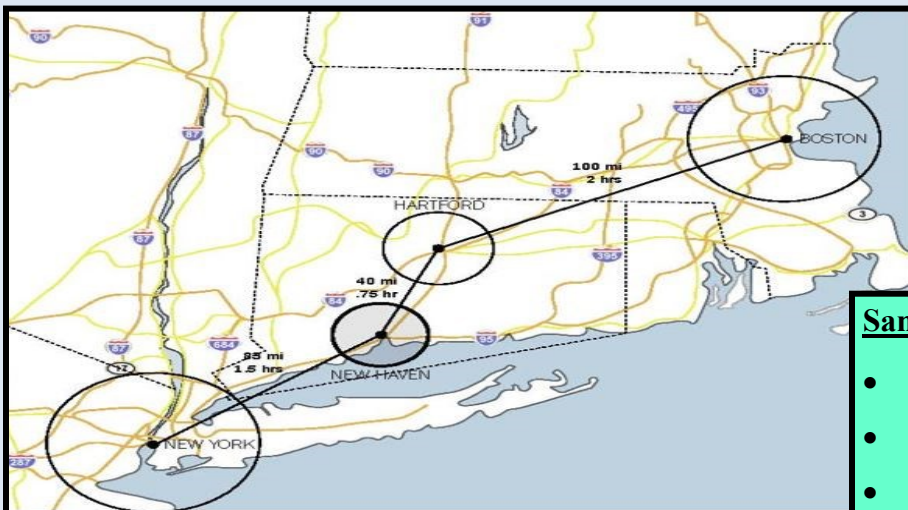
Demographics of the City of New Haven

- ◆ Population 2019—130,250
- ◆ Population density—6,947 per square mile
- ◆ Housing Units—54,983 units
- ◆ Households—47,094 average size 2.46
 - ◆ 29.3% had children
 - ◆ 34.6% had married couples
 - ◆ 33.4% female head of households
- ◆ Median Age—32 lower than national average
- ◆ Average housing density of 2,933 per sq. mile
- ◆ Racial Composition
 - ◆ 32.6% Black/African Amer.
 - ◆ 31.2% Hispanic or Latino
 - ◆ 29.5% White
 - ◆ 5% Asia
 - ◆ 1.7% Other

WHY NEW HAVEN

New Haven is both steeped in history and booming with creativity and innovation. New Haven is the socio-economic center of southern Connecticut, and the hub of innovation driving southern New England's economic resurgence. The City is home to Yale University, a global academic powerhouse, and to Yale-New Haven Health, a leader in patient health care. These centers of excellence are the economic base for mature companies and innovative startups in technology, precision medicine, bioscience, food, and advanced manufacturing across the region. New Haven increasingly functions as one large business incubator and accelerator for dozens of biotech, pharmaceutical and medical device companies.

Centrally located between New York and Boston, New Haven offers high-quality transit connections to major markets with far lower costs of living and doing business. Along with the panache of a big city, New Haven features a dense and compact urban form and high-quality offerings in arts, culture, and tourism. New Haven is known for its food scene, recreational opportunities including beach, parks, hiking and bike trails. These assets are coupled with the passion of residents and the value of place that people who live and work both Downtown and in the many neighborhoods feel about the City. In no uncertain terms, New Haven is well-positioned to retain its highly skilled workforce and attract new talent to support economic development. Working together, these economic forces sustain a growing, increasingly diverse and vibrant community. New Haven is one of the most attractive small cities in the country in which to work, live and visit. The City's diversity, various types of neighborhoods, culture, arts, lower housing cost for Connecticut and engaging citizenry makes it the place for everyone.



Sample Historic & Cultural Attractions

- Site of Roger Sherman's house
- Yale Center for British Art
- Yale Repertory Theatre
- College Street Music Hall
- Gateway Community College
- Wooster St/New Haven's Little Italy
- Long Wharf Theatre
- Amistad Schooner –Long Wharf Pier
- Lighthouse Point Park & Carousel
- Judges Cave-West Rock State Park
- Albertus Magnus College
- Peabody Museum of Natural History
- Ethnic Heritage Center at SCSU
- Soldier & Sailors Monument
- Shubert Theater
- Artspace



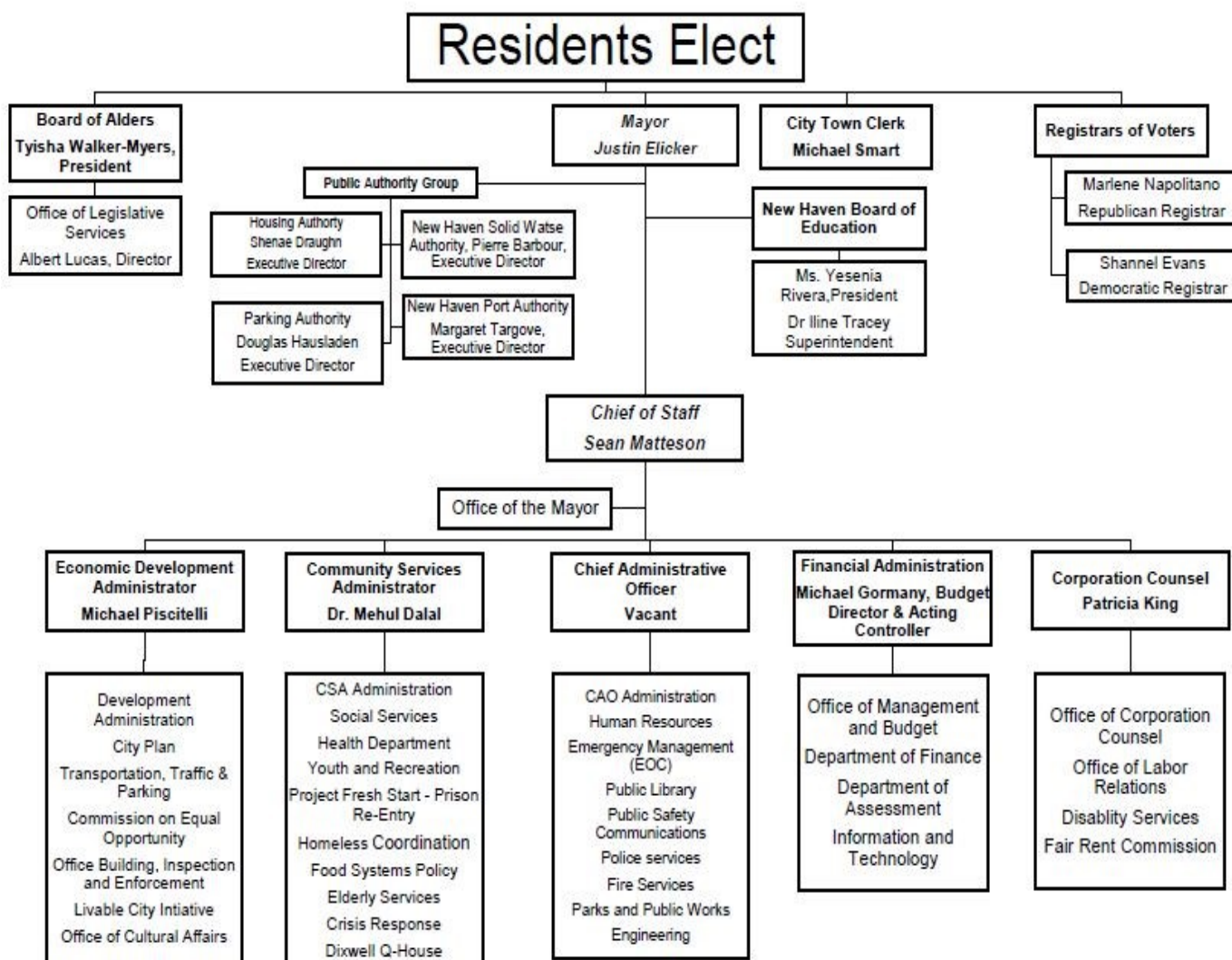
Form of Government

The City of New Haven has a strong mayor form of government elected every two years. The legislative body is called the Board of Alders. There are 30 Alders representing 30 individual districts and are elected every two years. The Board of Alders approves the City budget presented by the Mayor’s office. It is a major piece of legislation that creates a plan of services to the citizens of the City. The Board of Alders also develops and passes ordinances and laws for the City that need to be implemented by the Mayor who is the Chief Executive Officer of the City. The Mayor administers all the City services through five coordinators listed below that supervise the various departments listed.

Sample of Key Efforts & Governing Values of the City of New Haven

Social justice & racial equity	Work to create a more efficient & sustainable government	Affordable housing through public/private partnerships
Move forward with resiliency for all residents	Prepare a highly productive workforce	Continue to promote bioscience and tech careers
Promote the City’s global marketplace	Grow neighborhood business & entrepreneurs	Advance manufacturing & facilitate Innovation
Improve City Infrastructure with such projects as safe routes, smart streets, Downtown Crossing Project, Union Station Transit Oriented Development, renovations to Tweed Airport, etc.		

City of New Haven Organizational Structure



The Departments that Report to the Chief Administrative Officer (CAO)

Engineering

The Engineering Department provides professional engineering services to all departments, the Mayor's staff and the public concerning technical and construction management issues associated with design, construction, inspection and operations of the City's infrastructure. Bridges, roads, storm sewers, drainage, parks, buildings and sidewalks often require engineering services. Additional services are provided in reviewing development plans, maintaining mapping and records and providing the public with data concerning infrastructure and as-built information, street lighting, flood control issues and the management of governmental buildings.

Police Department

The New Haven Police Department will engage, empower, and partner with the community to create a safer and more inclusive city; and pledge to protect life and property, prevent and fight crime, and stand against injustice. The Police Department is organized with four divisions of: Administration & Support Services; Professional Standards & Training; Investigative Services and Operations (Patrol & Community Policing). The Police Department is working with social services and public communications to develop a community crisis team to respond to public safety calls that may not need a police presence.

Fire Department

The New Haven Fire Department is committed to providing the highest quality and level of courteous and responsive services to the citizens. This is accomplished by implementing comprehensive strategies and training in fire prevention, fire suppression, emergency medical services, all risk mitigation and all-hazard responses including: human-caused and natural disasters, emergency preparedness, 9-1-1 services and community-based fire services. All firefighters are certified as EMT's with some also being Paramedics to handle medical calls. The City uses a contracted ambulance service for transport to local hospitals.

Parks & Public Works

New Haven Parks and Public Works work as one entity to improve and preserve New Haven's infrastructure and environment for all residents, visitors and businesses in the diverse neighborhoods. Services provided include: maintenance of roads, parks, greenways, bridges, stormwater systems and sidewalks; solid waste and recycling pickup with own staff; snow removal, maintenance of trees (New Haven is known for their elms and other trees); maintenance of fleet and facilities; and assistance with clean up during emergencies.

Public Safety Communications

The mission of the Department of Public Safety Communications is to perform the following functions: (1) Handle all 911 calls for Fire, Police and Emergency Medical Response; (2) dispatch Fire, Police and EMS services as appropriate; (3) coordinate emergency communication matters with Fire and Police Departments and Emergency Management staff; (4) Maintain appropriate and required records pertaining to all 911 calls and City emergency responses; (5) manage State and Federal funds received .

Emergency Operations

The Emergency Operations Manager along with one staff person is responsible for the Emergency Operation Center during all manmade or natural disasters such as large snow storms, hurricanes, tornadoes or flooding. The Manager maintains the EOC and all the equipment and coordinates with all departments to prepare for emergencies along with the CAO.

Human Resources

The Manager of Human Resources & Benefits is responsible for recruitment of all positions, implementation of employee benefits, and maintenance and enforcement of all Personnel Policies. There is a separate Labor Relations Director under the Corporations Counsel and Risk Manager that handles workers compensations under Finance.

Library

The New Haven Free Public Library (NHFPL) fosters lifelong learning, inspires curiosity, and builds community through shared access to resources, experiences, and opportunities for all. Now and tomorrow, the New Haven Free Public Library will transform lives and contribute to the creation of a strong, resilient, and informed community where everyone can thrive. The NHFPL system has four facilities in addition to the Main Library off the New Haven Green Downtown and it operates a Read Mobile that travels to early childhood learning centers, schools and after-school sites, Elm City Community's locations, summer camps and numerous community events.



Summary of Job Description

The position reports to the Mayor (appointed by Mayor and approved by Board of Alders) and manages 8 operational departments through their department heads including: Police, Fire, Engineering, Human Resources, Library, Public Safety Communications, Parks & Public Works and Emergency Operations. Expectations for the management role of this position is to remain deeply committed to developing and bringing out the strengths of the City departments while holding staff accountable for their goals and the Mayor's desired programmatic, financial and operational outcomes. The role of this position seeks to champion the vision of the Mayor internally and externally by valuing diversity, equity and inclusion for all City employees and constituents, as well as maintain an unyielding focus at all times on what is best for the residents and for the City. Work involves responsibility for assuring that services to residents are delivered fairly and cost effectively in a data-driven approach to government. Emphasis is on independent problem-solving in the conduct of the government on behalf of the Mayor; and on fostering a team-centered environment that inspires collaboration and supports all colleagues in leveraging their passions towards advancement of public service.

Responsibilities:

- Work closely with department heads to build their skills and confidence so that they can mentor, encourage and motivate their staff
- Set up accountability systems to ensure continued delivery of high-caliber public service
- Coordinate and analyze appropriate data for decision making while fostering innovation
- Establish measurable performance goals to assess City service quality, impact and sustainability
- Resolve conflicts between departments and between citizens and their government
- Engage closely with Finance and Budget Departments to ensure sound fiscal management
- Represent the administration in public meetings such as the Board of Alders, their committees, and state and regional agencies.
- Monitor legislation on the local, state and federal levels that may impact municipal operations

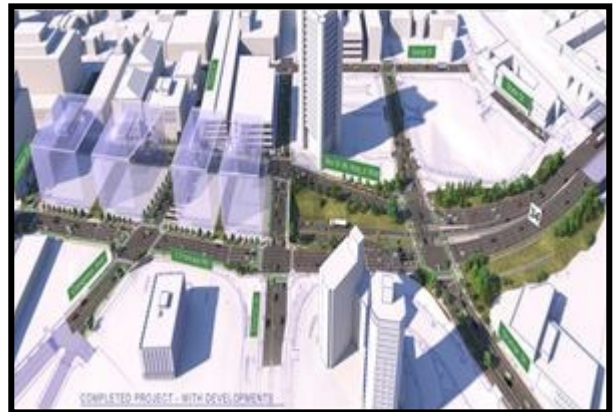
Additional Information:

- ◇ Position also serves as Deputy Emergency Operations Manager as needed
- ◇ Supervises a Deputy CAO (union position) who has over 14 years with New Haven and has served as Director of Parks & Trees and also served in legislative office and Office of Management and Budget.
- ◇ Promotes new innovative options to resolve problems after thorough research
- ◇ Works closely with other Coordinators—Economic Development, Community Services, Finance/Budget, Corporation Counsel, and Chief of Staff to the Mayor since most issues do not fall within one Department



Characteristics of the Ideal Candidate:

- ⇒ Visionary to anticipate future needs and requirements for the City.
- ⇒ Hardworking, self-motivated, and promoting a team effort
- ⇒ Collaborating with all departments supervised as well as all within the City along with regional and state agencies
- ⇒ Ability to develop great relationships with department heads, staff, Board of Alders and residents
- ⇒ Provide honest feedback to the Mayor in a proactive and productive manner to assist with decision processes
- ⇒ Ability to deal with numerous challenges/stresses from internal and external stakeholders in an efficient manner
- ⇒ Knowledge and experience of working with a strong union workforce (including managers and deputies of offices)
- ⇒ Be a strong manager with the ability to make decisions and hold others accountable
- ⇒ Ability to point out the difficulties of implementation of programs and find resolutions to problems
- ⇒ Have a can do attitude and motivate others to do the same
- ⇒ Ability to implement new ideas and best practices and look for innovative and alternative methods
- ⇒ Thorough understanding of how municipal government works, knowledge of municipal law, legislation, finance and labor relations
- ⇒ Politically savvy to understand the complexities of the various relationships to work with public and Alderman
- ⇒ Ability to work with and collaborate with Public Safety Chiefs who are appointed by the Mayor and Alderman as well as reporting to the Chief Administrative Officer
- ⇒ Great organizational skills for a very fast paced City
- ⇒ Ability to manage multiple projects at one time as well as respond to citizen complaints
- ⇒ Excellent oral and written communications skills with the ability to connect with different personalities—everyone wants a personal connection to Chief Administrative Officer
- ⇒ Be the captain that steers the boat for the Mayor as related to operational services
- ⇒ Skilled in strategic planning, project management and organization; able to focus on key organizational priorities without losing sight of the details
- ⇒ Experience with budget preparation and management for multiple departments
- ⇒ Demonstrated ability to increase efficiency and effectiveness of municipal government through integrated process and system improvements
- ⇒ Ability to demonstrate cultural competency and self-reflection in providing leadership and in understanding the effects of race, class, ethnicity, income, sexual orientation, gender identity and national origin in society and on policy making
- ⇒ Experience with an urban environment with complex issues and implement substantial projects and innovations in municipal government but also small enough government to allow for cooperation and collaboration of all department for a better City



Downtown Crossing Planned Development

Qualifications:

The qualifications required would generally be met with graduation from an accredited college or university with a minimum of a bachelor with a strong preference for a master's degree in public administration or other related field; with at least 10 years of high level experience in government administration. Preference and familiarity with knowledge, skills and experience in: municipal finance, labor relations, municipal laws and legislations, strategic planning, implementation of operational services, budget and municipal management. Residency in the City of New Haven is required within six months of appointment.

Initiatives & Opportunities

- ◆ Promote the recruitment and hiring of entry level public safety positions and expanding the diversity of candidates
- ◆ Review lessons learned for emergency operation plans to ensure improved performance
- ◆ Implement new policies around City/neighborhood events to ensure the City remains vibrant and fiscally responsible
- ◆ Continue to work to facilitate department and intradepartmental efficiencies through technology and collaboration
- ◆ Study, plan and review of potential options to reduce the amount of and cost of solid municipal waste (possibly pay as you throw) and promoting recycling and finding markets for the recyclables.
- ◆ Begin pre-construction of new Department of Public Works facility
- ◆ Support Police Department with violent crime reduction tactics
- ◆ Enhance the Clean and Safe Neighborhoods program with more community engagement
- ◆ Coordinate with Public Safety Communication, Police Department and Community Services Administration with the implementation of a Community Crisis Response team
- ◆ Continue to promote New Haven as a vibrant, engaging city with big city diversity, culture and arts and a small town neighborhood feel which is walkable and bikeable and a great place to live and work.
- ◆ Assist with integrating the Parks employees into the Parks and Public Works Department (including union contracts)
- ◆ Coordinate and support the work of the Health Dept. on Covid mass vaccination for public and City employees
- ◆ Support efforts to launch transparency and government accessibility initiatives
- ◆ Investigate ways to reduce Fire Dept. overtime and look for efficiencies in operations
- ◆ Assist the Mayor with recruitment of qualified individuals
- ◆ Study and planning on municipal fiber network to assist the City
- ◆ Assist with Charter changes and revisions expected
- ◆ Continue the investigation of City fleet electrification
- ◆ Launch of a vacant building registration program
- ◆ Assist with the renegotiations of the Police Union Contract



Compensation and Application Process

Beginning salary DOQ's supplemented by an excellent benefit package.

- ⇒ Benefits provided in accordance to Executive Management Plan—includes 4 options of Health Insurance Plans for employee & family with a PPO at 25% to a High Deduction Plan at 10% for premium share—Defined Contribution Retirement Plan (401a) with the City Contribution of 7.5%. Deferred Comp. Plan available for additional employee contributions
- ⇒ Vacation Days—20; Sick Days—15 with accrual up to 150 days; Personal Days—2; Holidays—12
- ⇒ Serves at the pleasure of the Mayor (Salary Range \$73,560-\$132,920).

New Haven is an AA/EOE employer –Residency required within 6 months of hire date

If you are interested in this position please email your cover letter and resume to Ms. Randi Frank, if you have any questions. please contact Ms. Frank.

Position available immediately and will remain open until filled. The City is anxious to fill the position as soon as possible, so a quick response is strongly recommended. Ms. Frank will screen resumes as they arrive. Well qualified applicants will immediately be asked to complete a comprehensive supplemental questionnaire. Therefore, early applicants will have more time to complete the questionnaire.

Ms. Randi Frank
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More information is available on websites: <https://www.newhavenct.gov/default.htm>
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