



Invites Your Interest in the Position of
TOWN MANAGER



The rapidly growing suburban community of Waxhaw, in the Charlotte, NC, metropolitan area, seeks an experienced municipal leader to strategically and passionately lead as its next **Town Manager**. Waxhaw's **Town Manager** astutely oversees the town's full-service operations of more than forty municipal services, genuinely empowers and motivates its team of 100+ staff members to excel, and humbly engages with our beloved community members and other stakeholders.

Waxhaw desires a **Town Manager** who is:

- A visionary and patient leader with a verifiable track record of well-developed interpersonal skills and abilities to unite the Waxhaw community around a cohesive vision;
- Experienced at cultivating commercial and mixed-use development in communities with a predominantly residential tax base;
- Very knowledgeable on municipal land use and development legal practices needed to navigate development challenges;
- A strong advocate and assertive consensus builder; experience working effectively with an active and engaged Board, educating the Board on statutes, and constructively advising and providing guidance to the Mayor and Board to remain united around the town's goals and priorities;
- Experienced managing the many moving pieces of a municipal organization, remaining calm in crisis, and utilizing innovative methods to streamline processes and procedures, improve workflow, and ensure quality service delivery;
- An excellent communicator both verbally and in writing and a proponent of open and transparent government who proactively communicates in multiple forums and encourages community participation and input; and,
- An influential and trusted manager with a track record of empowering and encouraging staff to excel while holding themselves and staff accountable to high standards of excellence.

This position is for the leader with experience working in Council/Manager forms of government and the ability to skillfully facilitate resolution of different perspectives into strategic direction with the Board of Commissioners. Maintaining the town's family-friendly reputation is paramount. Over the last decade, Waxhaw has experienced significant residential growth. The town's downtown center is currently its largest employment hub. Waxhaw's solid entrepreneurial base of small business owners, particularly in its downtown core, take great pride in calling the charming town of Waxhaw home.

Waxhaw's Town Manager will work collaboratively to maintain and enhance the vibrancy of downtown, which is a NC Main Street accredited program.

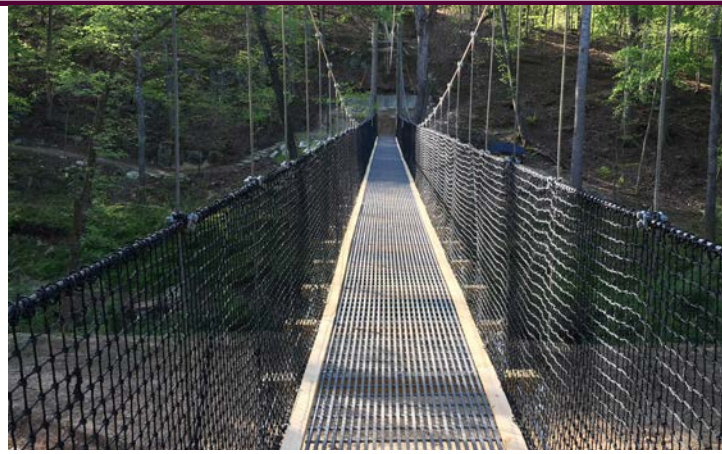


About the Community:

Conveniently located just 20 minutes from the bustling City of Charlotte and adjacent to the South Carolina state line, the Town of Waxhaw offers an excellent quality of life. Dating back to the 1800s, Waxhaw is one of the oldest towns in Union County. With a population of over 23,000 people – a 110% increase from 2010 - Waxhaw has managed to maintain its unique charm and continues to achieve quality growth. Waxhaw is a North Carolina Main Street Program member and is committed to balancing downtown economic development with historic preservation.

Waxhaw's thriving community has a variety of housing options, highly rated schools, excellent medical care facilities, and outdoor recreation, all within the town's geographic footprint of 12 square miles. Waxhaw's vibrant downtown is a regional attraction and has become a culinary destination. Downtown is also the primary community gathering spot for a multitude of seasonal events held throughout the year. With parks, Carolina Thread Trail, year-round events and programs, the charm of Waxhaw will surely draw you in. Community members and visitors love Waxhaw's temperate climate and proximity to easily explore the states of NC and SC – from the mountains to the Atlantic Ocean beaches.

The Waxhaw Historic District (below), at the heart of town, is on the National Register of Historic Places and boasts proud old buildings and unique attractions.



The suspension bridge along the Carolina Thread Trail is a popular destination for residents and visitors alike!



Waxhaw has a vibrant downtown with an eclectic variety of shops and restaurants.





Life is on track in the Town of Waxhaw!

Downtown Waxhaw abounds with historical landmarks, such as the Water Tower constructed in 1941 and refurbished in 2011. It now serves as one of the Town's most iconic landmarks. The Waxhaw Railroad Bridge, which was once used by automobiles, is now designated for pedestrian traffic only and leads to a downtown of vibrant arts, unique boutiques, diverse cuisine and professional business services.



About the Organization, Department and Position:

The Town of Waxhaw operates under the Council-Manager form of government, with the Town Manager reporting to the Mayor and a five-person, non-partisan Board of Commissioners. The Town employs 112 full-time employees, including the Town Manager position, across ten departments. Waxhaw's FY [24-25 general fund budget](#) of \$21.6M is supported by a tax rate of \$.385 per \$100 of assessed tax value. Waxhaw receives 89% of its property taxes from residential and 11% from commercial uses.

Waxhaw's municipal services include police, parks and recreation, waste pickup, planning and zoning, and others. Union County provides water and sewer service, which significantly influences the growth patterns of the town and its surroundings. Growth in and around the town is inevitable. Town leaders are focused on identifying an ideal approach to commercial and employment-based business growth while maintaining the town's high-quality services and amenities, protecting low property taxes, and improving overall sustainability.

To preserve what makes Waxhaw unique, the town's [2040 comprehensive plan](#) examines emerging trends and needs and recommends strategies on a variety of issues, including transportation, housing, recreation and cultural activities, the environment, utilities, and land use zoning. The town's long-term Capital Improvements Plan features a 5-year plan for capital improvement projects to further support the town's continued growth. The plan, evaluated and revised annually, ensures that the town's equipment and infrastructure support the ever-growing demand for increased services and operating expenses. Since 2021, the town has completed 29 capital projects including a new downtown park, Town Hall, and Public Services/Parks and Recreations Operation Center.



Waxhaw's Administration team includes seven full-time and four part-time positions.

Reporting to the Board of Commissioners, the **Town Manager** leads a team of nine direct reports: Assistant Town Manager, Town Clerk, Police Chief, Technology Director, Business Development Director, Communications Director, HR Director, Finance Director, and Administrative Services Manager. The **Town Manager** also serves on the Downtown Waxhaw Association board, a non-profit board, supported by public and private investment, that is charged with preserving and promoting Downtown Waxhaw, historically and economically. The next **Town Manager** will value open communication and nurture a working environment of transparent communication across all departments.

Key Position Priorities:

- Intentionally learn the culture and needs of the community and organization; Eagerly build sustainable relationships with stakeholders (community members, employees, Board of Commissioners, regional, state, and federal authorities, etc.).
- Evaluate staffing levels, compensation, training, and work factors; fill vacant leadership and director-level positions while advocating for short- and long-term solutions to improve morale, retention, and recruitment; and further position the department as a competitive employer.
- Utilize strategic policies to guide decision making, implement strategies and approaches to navigating the Board's different philosophies about town growth, development and community goals, and maintain continued funding of the town's successful Capital Improvement Program.
- Facilitate the development of a facility maintenance plan for the town's new administration campus/facility and evaluate opportunities to generate income through vacant spaces in the town's campus.

Qualifications:

A minimum of a bachelor's degree and at least 5 years of progressively responsible management experience are required. **Preferred qualifications** include familiarity with NC municipal management, a master's degree, ICMA credentialing, and five years of progressively responsible experience as a department head, Assistant Town Manager, or Town Manager within small—to mid-sized municipal government organizations.

Salary and Benefits:

The hiring range for the Town Manager is \$160,000 - \$180,000. The town offers a comprehensive benefits package including a 5% 401K or 457 contribution, NCLGERS enrollment, paid medical, dental, vision, long and short-term disability insurance, life insurance, PTO, tuition assistance, a wellness program, and more. There is a residency requirement to live within 25 miles of the town limits of Waxhaw within 6 months of appointment to the position.

To apply, please visit <https://www.governmentjobs.com/careers/developmentalassociates> and click on the title of **Town Manager – Town of Waxhaw, NC. Please note the following:**

- All applications must be submitted online via the Developmental Associates application portal (link above) – NOT the town's employment application portal or any other external website.
- Resumes and cover letters must be uploaded with the application.
- Applicants should apply by **November 27, 2024**.
- The hiring team will invite successful semi-finalists to participate in virtual interviews and skill evaluations on **January 9-10, 2025**. Candidates are encouraged to reserve these dates for virtual meetings should they be invited to participate.
- Direct inquiries to hire@developmentalassociates.com.

The Town of Waxhaw, NC, is an Equal Opportunity Employer.



Downtown Waxhaw serves as a primary community gathering spot for a multitude of seasonal events held throughout the year.



Developmental Associates, LLC manages the recruitment and selection process for this position. To learn more about our selection process, visit <https://developmentalassociates.com/client-openings/>, and scroll down to "Important Information for Applicants."