

TOWN OF RANDOLPH

Randolph Town Manager Position Profile

The Randolph Town Council invites candidates to learn about the opportunity to be the next Randolph Town Manager, who serves as the day-to-day leader of the municipality. Randolph has a Council - Manager form of government as of 2010. The Town Manager serves as the chief executive and administrative officer of the Town, reporting to a nine-member elected Town Council. The Town Council serves as the legislative branch, with all members serving concurrent two-year terms.

The Town Council is looking for an experienced municipal leader with finance and management expertise to be the next Town Manager. The successful candidate will have a track record of building consensus and engaging with a wide-ranging set of community stakeholders to effectively balance varied interests. The next Town Manager must be adept at overseeing organizational change in a complex and dynamic environment.



ABOUT RANDOLPH

Randolph is a suburban middle-class community with a diverse population of approximately 35,000. It offers residents a high quality of life with abundant recreational opportunities, considerable public services, close proximity to major employment centers, and numerous avenues of transit connecting the town to the larger region. The town's proximity to major transportation networks has resulted in an influx of families from Boston and other localities who live in Randolph but work throughout the metropolitan area.

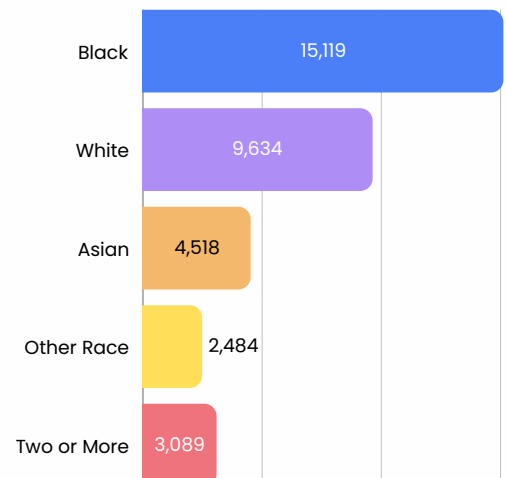
It will be important for the next Town Manager to build strategies to enhance community engagement, acknowledging the diversity of the community and employing effective methodologies to encourage participation.

Working together to meet the challenges of a changing society and economy, town residents celebrate their unique heritage and strive to build for a future in which all can take pride.

Randolph faces challenges such as budget limits, tax burdens, affordability, and ongoing work to increase community engagement and communications. Residents value seeing fairness reflected in both municipal government and the community. The next Town Manager must exhibit professional leadership, fiscal expertise, political adeptness, and foster a positive, collaborative work culture while prioritizing the town's interests.

Today, Randolph is one of the most culturally diverse municipalities on the South Shore. Based on the most-recent census data, the town is nearly 50% Black/African American, 33% White, and 14% Asian.

Population By Race



FINANCIAL MANAGEMENT

Randolph has a solid financial base, including an A+ bond rating, positive free cash, and positive stabilization fund balances. The FY27 budget is approximately \$145 million with \$64 million appropriated to the School Department and regional school districts serving Randolph. There is a robust capital planning process and a five-year capital plan.

However, like many communities in Massachusetts, Randolph's finances are being impacted adversely by rapidly rising health insurance costs and other inflationary increases. Residents are concerned about affordability and the tax burden on seniors. The next Town Manager will play a leading role in analyzing and proposing next steps, which likely will include an override and/or a debt exclusion. The new Town Manager must have strong financial skills including budgeting, projecting future needs, and strategic planning abilities to balance competing financial demands. Crafting and implementing a sustainable and stable financial plan will be a key measure of success. The new Town Manager must be adept at communicating and engaging with the Town Council and residents to ensure plans and policies are clear, fair and based on factual need. The following is a summary of the Town's finances.



MUNICIPAL OPERATING BUDGET

	FY27	FY26	FY25	FY24
	\$145,089,372	\$136,671,149	\$126,471,237	\$120,063,253
REVENUE	FY2027	FY2026	FY2025	FY2024
Tax Levy	\$82,982,341	\$79,202,482	\$76,188,171	\$73,585,400
State Aid	\$40,176,441	\$37,885,609	\$33,621,580	\$31,518,211
Local Receipts	\$14,822,056	\$13,646,334	\$11,767,637	\$11,201,237
Ambulance Receipts	\$2,000,000	\$2,000,000	\$1,850,000	\$1,650,000
Indirect Costs – Enterprise	\$1,631,795	\$1,567,551	\$1,316,524	\$1,496,573
ARPA Revenue Loss	\$0	\$2,369,173	\$1,990,461	\$469,972
Undesignated Fund Balance	\$3,476,740	\$0	\$0	\$0
Other Finance Sources	\$7,108,534	\$5,936,724	\$5,156,985	\$3,616,545

GROWTH & COMMUNITY DEVELOPMENT

Randolph wants to maintain the Town's small-town charm while addressing the need for more affordable housing options, especially for young families and older adults. Strategic planning and thoughtful zoning are critical priorities. The new Town Manager will need experience and skills to empathetically and skillfully engage and coordinate with the public, the Redevelopment Authority, Town businesses and other stakeholders, as well as work with the Town Council to balance all the needs of the Randolph community.



STAFFING & HUMAN RESOURCES

Despite some recent turnover and retirements, Randolph has a strong and dedicated group of managers and employees. The next Town Manager should have experience and knowledge concerning organizational assessments and innovative approaches to human resources including a strategy to create a human resources department, including policy development, creating reliable systems and practices and ensuring employee opportunities and accountability. The next Town Manager will need to recruit a new Assistant Town Manager and assist in recruiting the Town Council appointed Town Accountant. Efforts will be needed to improve employee retention and development, continuity of operations, and succession planning.



PUBLIC ENGAGEMENT & TRUST

Maintaining trust with the Town Council, community, and staff is essential to Randolph's vitality. The Town Council seeks a candidate with experience designing and executing effective public outreach and engagement campaigns. Building trust, a sense of community and collaboration in the local civic space will be critical. The next Manager is expected to be highly visible at community events and to gain an understanding of public sentiment, as well as demonstrate cultural competencies and a commitment to ensuring that communication and engagement strategies reach all segments of the communities within the Town.



TOWN MANAGER ROLE

CORE RESPONSIBILITIES

- The Town Manager is the chief executive and administrative officer of the Town, managing the operations and departments of the general government;
- Prepare for the Town Council a complete financial plan of all town funds and activities, including preparing the annual budget and proposed capital expenditures, maintaining financial records, and providing regular reports to the Council;
- Appoint and supervise most town employees (except school department), administer personnel policies, and negotiate contracts;
- Keep the Town Council informed on developments in municipal administration, grants, and other items of significance at the local, state, and federal level;
- Responsible for compliance with laws, ordinances, and Council Orders;
- Manage town property and facilities (excluding schools and conservation land) and maintain an inventory of assets;
- Provide reports and factual information to the Town Council to facilitate policy formulation and best practice decision making.



LEADERSHIP STYLE & CHARACTERISTICS

- Integrity, professionalism and sound judgement
- Strong communication skills
- Visible and approachable management style
- Collaborative approach involving stakeholders and the ability to make tough decisions
- Strong analytical and fiscal management skills
- Commitment to accountability, transparency and continuous improvement



TOWN MANAGER ROLE

TOWN COUNCIL KEY PRIORITIES

- Build a strong working relationship with the Town Council and foster cooperation among diverse viewpoints while maintaining a focus on community-wide interests;
- Develop long-term financial strategies to address budget pressures, capital needs, and affordability concerns;
- Advance economic development initiatives and strengthen coordination with the Randolph Redevelopment Authority and other partners;
- Evaluate organizational structure, operational systems, and departmental processes to improve efficiency and modernization;
- Analyze the need for a Finance Department and Finance Director position for Town Council consideration;
- Analyze the need for a Human Resources Department for Town Council consideration;
- Develop methods for communication, evaluation and accountability with managers;
- Address workforce succession planning, employee retention, and leadership development in anticipation of retirements and organizational turnover;
- Continue strengthening public engagement efforts that ensure all residents feel informed, heard, and represented;
- Build on productive relationships with school leadership to foster communication, collaboration and mission driven priorities;
- Include community partners to support long-term planning and service coordination.



QUALIFICATIONS

The Town Charter states that the Town Manager shall be a person of proven administrative ability, specially qualified by education and training, with at least 5 years of full-time paid experience as a city or town manager, or an assistant city or town manager, or the equivalent public or private sector level experience.

The Town Manager shall devote their full-time to the office and shall not hold any other public office, elected or appointed, nor shall they engage in any other business, occupation or profession during his term unless such action is approved, in advance, by the Town Council.

SALARY & BENEFITS

The anticipated entry-level annual salary range for this position is **\$220,000 - \$250,000, depending on experience and qualifications**. The Town will negotiate a comprehensive employment contract, including standard and voluntary benefits offered by the Town. The position is full-time and requires in-person presence on-site.

APPLICATION PROCESS

Submit a cover letter and resume to the Collins Center for Public Management recruitment email at: CollinsCenterRecruit@umb.edu and include in the subject line "LAST NAME – RANDOLPH". The **deadline** for applications is **September 22, 2026**. Please contact Mary Flanders Aicardi, HR Practice Leader, at 508-215-8992 with any questions.