



City of Framingham, MA

August 21, 2026

Position Vacancy

RFP #27-021-01

Position: Chief Operating Officer
Department: Executive Offices
Grade: DH-4 Full Range: \$178,500 - \$249,900
Anticipated Hiring Range: \$178,500 – \$200,800
Schedule: 37.5 Hours per week
Monday, Wednesday & Thursday 8:30 a.m. to 5:00 p.m.
Tuesday 8:30 a.m. to 7:00 p.m.
Friday 8:30 a.m. to 12:30 p.m.
Night/Weekend meetings & events



The City of Framingham is currently a 100% onsite work environment.

- Position will remain open until filled.
- Framingham City Hall (The Memorial Building) is located at 150 Concord Street, Framingham, and is accessible by the [MBTA Commuter Rail](#) and the [MWRTA](#).
- The City of Framingham offers a robust benefits package and is an eligible employer for the [Federal Student Aid Public Service Loan Forgiveness Program](#).
- We seek to hire a candidate who shares our commitment to Framingham and values civility, collegiality and working in a coordinated team environment to serve the City of Framingham.
- The City of Framingham is committed to the ongoing pursuit of strategic diversity initiatives that help to position diversity, equity, and inclusion as central to municipality and community-wide excellence in the City of Framingham.
- The City of Framingham is an Affirmative Action Equal Opportunity Employer.

Position Purpose:

Under the direction of the Mayor, the Chief Operating Officer supports the day-to-day operations of the City. The position includes oversight of all City divisions/departments and coordination of special projects and interdepartmental initiatives. The Chief Operating Officer performs a variety of management duties involving municipal projects, budgeting, collective bargaining, and purchasing, and is responsible for the implementation of all policies set by the Mayor. The Chief Operating Officer provides professional advice to the Mayor, City Council, and a variety of officials, departments, boards and committees concerning the development, implementation and administration of the policies, goals, regulations, and statutory requirements related to the administration and operation of the City.

Essential Functions/Primary Duties:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

1. Facilitates the operations of the City in accordance with City Ordinances, City Charter, and all state and federal laws: serves as a liaison between the Mayor and department heads, keeping the Mayor apprised of division/departmental activities; provides oversight of professional contractors and consultants as needed; assists departments with resolution of issues requiring the attention of the Mayor; monitors and evaluates progress of departments towards the goals and objectives of the Administration.
2. Supervises all division/department heads and administrative staff under the direction of the Mayor, and participates in the hiring, training, performance evaluations, and discipline of senior management personnel;
3. Establishes policies and procedures for all City functions;
4. Oversees and participates in the resolution of inquiries and complaints from the public and other organizations.

5. Serves as the Mayor's liaison to the City Council: attends all meetings of the City Council; briefs the Council on pending agenda items and other City issues; responds to inquiries and provides Council Members with information on the status of City operations and projects; provides analysis as needed to assist the Mayor and Council to make informed policy decisions; and provides administrative support to the Mayor.
6. Performs financial and managerial analyses for the Mayor and City Council, as required by the Mayor pertaining to City operations and programs; evaluates data and makes recommendations based on findings; prepares financial reports and projections; and makes necessary presentations to the Mayor and, as needed, to the City Council and other interested parties.
7. Provides executive direction to the labor relations and collective bargaining function: serves as lead negotiator representing the City's position; drafts responses to grievances in consultation with Mayor.
8. Assists the Mayor with strategic and long-range planning for the City: participates in planning efforts at the local and regional level; keeps the Mayor apprised of developments at the state and federal level that impact the City; monitors pending legislation for impact on the City; oversees compliance with new legislation.
9. Represents the Mayor and the City at various meetings, functions, and events: serves as a liaison
10. to various civic and governmental organizations and committees, taskforces, boards, and commissions; confers regularly with officials from other municipalities, chambers of commerce, authorities, and commissions; provides information about City operations; participates in discussions and decisions and keeps the Mayor apprised of such activities.
11. Facilitates problem solving at all levels in the organization: works with division/department heads and senior management to ensure effective coordination and cooperation among divisions/departments; coordinates the continuous review of interdepartmental processes for quality control and improvement; responds to inquiries from the public regarding issues unresolved at the departmental level.
12. Coordinates special projects for the City, including the planning, design, implementation, and evaluation of projects, management studies, introduction of new programs, and various professional services: defines the scope of the project; identifies and ensures proper allocation of financial, material, and human resources committed to the project; formulates solutions and resolves problems; facilitates implementation of the project; and provides administrative support to the project as needed.
13. Other duties as assigned by the Mayor.

Position Requirements:

- Minimum of five years of executive management experience in municipal government, including responsibilities for operations, budgeting, and managing personnel.
- Proven experience in government finance and administering a multi-million dollar budget.
- A Master's Degree in public administration, public policy, public finance or other appropriate field is strongly preferred.
- Massachusetts Certified Public Procurement Officer is preferred, or the ability to attain certification within one year of employment.
- Ability to work well with others in a fast-paced, deadline-driven environment
- Ability to maintain composure, decorum and confidentiality
- Satisfactory results of a MA CORI/SORI background check
- Strong communication skills and ability to interact personally with others is required
- Knowledge of:
 - All aspects of municipal management including labor relations, collective bargaining, procurement, financial management, and budgeting, and relevant Massachusetts General Law
- The ability to:
 - Guide and direct diverse city departments, ensuring alignment with strategic goals.
 - Foster a cooperative work environment across departments to improve daily city operations and public service delivery.
 - Interact objectively and professionally with the public, state and local officials and co-workers.

- Establish effective working relationships with City officials, government representatives, colleagues and community partners.
- Lead and support the hiring and supervision of city division heads.
- Develop City-wide plans, policies, and procedures relative to the City's operations.
- Maintain confidential information.
- Required skills:
 - Data analysis and interpretation to clearly communicate findings to decision-makers.
 - Effective written and oral communication to staff, elected officials and members of the public.
 - Time management to address multiple simultaneous projects and competing demands.
 - Planning, delegation, accuracy and diplomacy

An equivalent combination of education, training and experience which demonstrates the preferred and required knowledge, skills, aptitude and abilities to perform the essential functions of the job will be considered.

Supervision Scope:

The Chief Operating Officer works in accordance with the Massachusetts General Laws. The Chief Operating Officer performs highly responsible work of a complex nature requiring the exercise of considerable judgment, initiative, and attention to detail.

Supervision Received:

The Chief Operating Officer works under the direction of the Mayor and works closely with members of the City Council.

Supervision Given:

The Chief Operating Officer supervises all division heads and administrative staff under the direction of the Mayor.

Job Environment:

The Chief Operating Officer's work is performed under typical office conditions. This position is required to frequently work outside of business hours, including evening meetings. In addition, the Chief Operating Officer may be required to work on weekends and may be contacted at any time to respond to important situations and emergencies.

The Chief Operating Officer maintains contact with other organizations, particularly regional, state and federal organizations, attorneys, members of the press, and the general public. He or she has access to City-wide confidential information, including personnel records, litigation matters, criminal investigations, collective bargaining strategies, contract negotiations, and bid documents.

This position requires the operation of a computer and other standard office equipment.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions. Please contact the City of Framingham's Director of Human Resources at koleary@framinghamma.gov.

The work is primarily of an intellectual nature with:

- Sedentary Desk Work: Sits or stands at a desk for long periods while using computer screens and keyboards.
- Site Visits: Must be able to move safely across uneven ground when inspecting public facilities or construction sites and to move about a number of city facilities.

- Communication: Must be able to communicate to be understood while leading public meetings and speaking at Framingham City Council meetings.
- Vision: Reviews large amounts of text documents, complex financial spreadsheets, legal contracts, and engineering blueprints with close visual focus.
- Lifting: May lift, carry, or move office files, briefing materials, or presentation items weighing up to 20 pounds.

Occupational Risks:

Duties generally do not present occupational risk to the employee. Personal injury could occur, however, through the employee's failure to properly follow safety precautions or procedures.

(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)

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