

City/County Management IN ILLINOIS

Volume 12 No. 5

Strengthening the quality
of local governance through
professional management

DECEMBER
2016



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this
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Editor's Notice

The ILCMA Secretariat's Office will close from December 23, 2016 thru January 2, 2017. Therefore, there will be no January newsletter.



Calendar of Events

For complete details on events please visit the ILCMA calendar at <http://www.ilcma.org/calendar.aspx>

December 1
SWICMA Luncheon
Highland, IL

December 8
Legacy Luncheon
Naperville, IL

December 14
IAMMA/Metro Holiday Luncheon
Lombard, IL

January 18, 2017
(Tentative Date)
IAMMA Regional Meetings
Gurnee & Schaumburg

January 20, 2017
ILCMA/CGS Financial Forecast Forum
Lombard, IL

January 25, 2017
(Tentative Date)
IAMMA Regional Meetings
Northbrook & Downers Grove

January 28, 2017
SWICMA Annual Dinner
O'Fallon, IL

February 2, 2017
SWICMA Luncheon
New Baden, IL

February 8 – 10, 2017
ILCMA Winter Conference
Peoria, IL

March 2, 2017
SWICMA Luncheon
Carlyle, IL

March 8 - 9, 2017
Emerging Professional Leaders Institute

March 9 – 10, 2017
ICMA Midwest Regional Meeting
Elk Grove Village, IL

March 16, 2017
ILCMA Professional Development
Lombard, IL

March 16, 2017
Metro Manager Luncheon
Lombard, IL



*We Wish you Happy Holidays and a
Very Happy, Healthy New Year!*

**Dawn S. Peters
Cory Poris-Plasch
Alex Galindo**

DISCLAIMER. Statements or expressions of opinions appearing herein are those of the authors and not necessarily those of the Association or its editor. The publication of any advertisement is not to be construed as an endorsement of the product or service offered.

President's Column

by Michael Cassady – Winter Conference Chair and ILCMA VP

If it doesn't play in Peoria, it doesn't play anywhere – the saying goes. It is appropriate that the ILCMA Winter Conference will take place in Downtown Peoria, a transforming hub of manufacturing, higher education, entertainment and cultural excellence. I am grateful to our Winter Conference Committee for composing a timely and relevant score that will appeal to Main Street managers across the State of Illinois. The Winter Conference is a great opportunity to seek out innovation and best practices in leading edge service delivery and customer service. Networking with entrepreneurial municipal leaders and corporate partners will provoke ideas for value creation in your organizations. Be a part of the progress and invest in your own professional development – join us in Downtown Peoria.

The Conference will be hosted in the newly renovated Hotel Pere Marquette from Wednesday, February 8th to Friday, February 10th, on the heels of the Presidential Inauguration. Content from previous Winter Conferences suggest that the new normal will almost always include dynamic change. The new President will encounter many obstacles to change as rigid bureaucratic entitlements resist this polarizing force and personality. Let us remain optimistic that the change occurring at the federal level will force stakeholders in Illinois to dethrone those entitled leaders that support dysfunction and financial decay for their political ideals.

Our Opening Keynote Speaker, futurist Joel Kotkin, believes the election result will drive a movement towards a new localism, with new responsibility and power being decentralized to local government. This movement will impact cities and counties significantly, but should expedite positive results. His latest book "The Human City" provides interesting insights to what cities and suburbs are and what they need to become to stay relevant. The conference agenda includes a vast array of panels and presentations on issues emerging in local government management. The diversity of topics will speak to all attendees: Millennials, Boomers, Assistant's, Manager's, Cub fans, Card fans... In addition to exceptional continuous improvement opportunities, there will be social activities in the Riverfront District to allow us all to catch up with old friends and make new ones. We will wrap the Conference with a high energy presentation from acclaimed global futurist and best-selling author Jack Uldrich, who suggests the greatest change in the near future is the acceleration of change itself. His keynote will

draw on his forthcoming book "Business as Usual: The Big Aha! This book is instructional to all leaders seeking to gain an understanding of the principles of Awareness, Humility and Action to prepare for an unpredictable future. Thank you again to our Winter Conference Committee that volunteered their ideas and research to develop a conference with an eye on change and the future. We hope to see you in Peoria! Registration is open! The registration deadline is January 31, 2017.

[Click here to register](#)

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thinking ahead

Who's Who Directory Update

Doug Petroschius has been appointed as the new village administrator in Lake in the Hills. He was previously the assistant village manager in Lincolnwood. He starts his new position in mid-December.

Eric Tison has been appointed as the Planning & Development Administrator for Jo Daviess County. His new contact information is:

Eric Tison
Jo Daviess County
Planning and Development Department
1 Commercial Drive, Suite 1
Hanover, IL 61041
Phone: 815-591-3810
Fax: 815-591-2728
Email: etison@jodaviess.org

Christopher Clark has been appointed as the new village administrator in Libertyville. He was formerly the village administrator in Cary.

Welcome New Members!

Cheryl Domby, BoardDocs
John Duguay, Assistant City Manager, City of Wheaton
Megan Hoffman, Management Analyst,
Village of Glencoe
Melissa Hon, Assistant to the City Manager,
City of Bloomington
Diane Johnson, Assistant Marketing Manager,
BoardDocs
Andrea Lamberg, Acting Finance Director,
City of Park Ridge
Thomas Lia, No. IL Fire Sprinkler Advisory Board
George Sakas, Village Administrator, Village of Gilberts
Sharon Schallhorn, County Administrator, Bureau County
Miao Yang, Student, University of Illinois at Chicago

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log-on today!

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Corporate Partner Spotlight

As part of the "Friends of ILCMA" Corporate Partnership Program, partners at the highest level get the opportunity to submit a one-page written educational piece in the ILCMA newsletter.

Ayres and Asset Management: Giving you the tools to make better decisions

By Thomas Tym, Technology Solutions Leader, Ayres Associates

It's no secret that the state of America's infrastructure system is poor at best. While increased funding to repair or replace our country's ailing transportation resources, waterways, electrical distribution systems, municipal utilities, and public facilities would be ideal, additional investment in all areas at once is simply unrealistic. The solution? Spend the available funding diligently and responsibly in order to get the most bang for your community's buck.

Applying the concept of asset management, Ayres Associates can help.

Asset management is a tool for helping municipalities, utilities, governmental agencies, and commercial property managers make smart decisions about their operations, maintenance activities, and capital improvement projects. It's a way to be proactive, rather than reactive, and it can help you make sound decisions based on the condition of your assets and the available funding.

Ayres can help you:

- Complete an asset inventory. If your community doesn't have a thorough inventory of all its assets, we can help with data collection and inventory.
- Conduct a condition rating to evaluate the current condition of your roads, sewer system, water supply systems, and other infrastructure assets.
- Perform a risk assessment. If a road is out of service, how will that impact traffic in your community? We can help assess the potential impacts.



- Assist with the selection of an asset management software solution to manage daily activities and long-range project planning.
- Assist with budget forecasting. After reviewing your assets, we can help you look ahead and suggest an effective budget.

With this critical information in hand, you'll be able to look at your infrastructure differently and devote dollars appropriately based on current life cycle status. You'll better understand the state of your infrastructure and be better able to determine whether you can extend the life cycle of your assets through various levels of maintenance efforts or if it's time to do full-out replacement.

Ayres also expertly uses geographic information systems (GIS) to deliver spatially accurate asset inventories for municipalities, and we can offer your municipality customized applications tailored to your unique needs. Some of our asset management services include:

- Field data collection
- Utility inventory management
- Aerial imagery
- Aerial and terrestrial LiDAR
- Pavement condition monitoring
- Engineering design
- Utility modeling
- Master planning

For more information about asset and inventory management – or to schedule a conference call to discuss your community's situation in greater detail – please call 800.666.3101 or visit www.AyresAssociates.com.

Corporate Partner Spotlight

As part of the "Friends of ILCMA" Corporate Partnership Program, partners at the highest level get the opportunity to submit a one-page written educational piece in the ILCMA newsletter.

Effective Building Department Services Using Electronic Plan Submittals Increases Efficiencies, Reduces Costs & Accelerates Community Development

By Frank Urbina, NCARB, AIA

Licensed Architect - Chief Building Official

HR Green, Inc. – Midwest Region

Building Department services play a critical role in community development by monitoring codes and standards that safeguard health, property, and public welfare. They assure compliance with life safety standards that begin with groundbreaking and continue through the entire construction sequencing with the goal of achieving final occupancy code compliance approval of all building disciplines. These code compliance controls are paramount; however, project momentum is also important. Momentum can be negatively impacted by inefficient plan review processes. Municipalities can benefit from accurate, timely reviews when operating in an effective project review system.

Effective Building Department services can help communities increase efficiencies, reduce costs and help accelerate community development, which will get buildings on your tax roll sooner. Something as simple as implementing new technologies can have a significant impact on development review efficiencies. For example, if a community is still using a paper-based plan review process they are missing an opportunity to significantly improve the performance of their development review process. When using paperless, electronic plan review solutions, communities can deliver a more timely and accurate review process. In addition to saving trees, there are many benefits that communities can gain from a paperless plan review process, such as:

- Providing quicker turnaround times
- Increasing speed and ease of submission for residents, developers and design professionals





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- Better communicating review progress throughout the process
- Saving costs incurred for printing, scanning, and archiving paper plans
- Reducing costs by not having to invest in software, licensing fees or hardware when using Adobe™ software

By allowing your residents, developers, and design professionals the ability to simply submit an electronic plan for review to a municipality's Building Department, they save time and money by eliminating the need for multiple paper copies (e.g., associated printing, shipping, and storage costs) as well as transportation costs and time associated with the delivery of the plans. Residents and developers can save a significant amount of money on reproduction costs alone by submitting plans electronically. For example, printing costs and courier/overnight mail costs can total an average of \$475 for a typical three-round submittal of a set of plans (\$225 and \$250, respectively). In addition to this cost savings, municipalities will be taking great strides at reducing waste, needed storage space and promoting a green, paper-free environment.

For many municipalities, the process of managing submitted plans and utilizing a dated paper-based plan review workflow causes delays, errors, and inefficiencies. Using a paperless process can produce efficiencies, and collaboration will be enhanced as multiple plan reviewers can perform the review concurrently, versus having plan reviewers in several technical areas review the plans sequentially.

The process for electronic plan review is more streamlined than the traditional paper-based method. By comparison, the traditional process consists of:

- Creating multiple copies of each plan submittal

continued page 7



The ICMA Voluntary Credentialing Program recognizes professional local government managers qualified by a combination of education and experience, adherence to high standards of

integrity, and an assessed commitment to lifelong learning and professional development. Managers are recognized by ICMA through a peer review credentialing process, and this self-directed program offers an opportunity for interested ICMA members to quantify the unique expertise they bring to their communities. The program also assists ICMA members in focusing and reflecting upon their lifelong professional development experience. Members who participate in the program may earn the designation of ICMA Credentialed Manager granted by the ICMA Executive Board. ICMA Credentialed Managers are viewed with growing distinction by local governing bodies and progressive, civically engaged communities.

What Are the Benefits?

- Recognition as a professional local government manager
- Quantification of the unique expertise you offer
- Demonstration of adherence to high standards of integrity
- Demonstration of commitment to lifelong learning
- Structured and focused professional development plan
- Peer review of professional development activities and learning
- Eligibility for Legacy Leaders Program
- Access to special workshops and other training for ICMA Credentialed Managers and Candidates, such as the ICMA Gettysburg and ICMA SEI Leadership Institutes

All of us know the importance of continuous learning. ICMA's Credentialing Program gives us an easy way to focus and structure that learning, as well as become involved in coaching younger managers. As members of ICMA, we are already required by Tenet 8 of the Code of Ethics to commit to at least 40 hours of professional development every year. This program encourages you to reflect on your learning and receive feedback and recognition. Please consider beginning the process today and join your colleagues who are already credentialed.

For complete information please visit <http://icma.org/en/icma/members/credentialing>.



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- Having plans physically delivered and routed
- Relying on manual recordation of the transaction activity
- Creating design correction lists issued as a separate document

- Getting physical stamping of each plan sheet, bond calculation, and specification

The paperless electronic process is more efficient as:

- Only one electronic copy is submitted
- File generation and revision activity is digitally recorded
- Review of the plans can be done simultaneously by multiple staff
- Design correction lists are embedded in the set for easy reference
- Approvals can be done with an electronic signature

Electronic Plan Review does streamline the building permit submittal process by allowing design professionals and residents to submit paperless plans, increasing efficiencies by aiding in the management of workflow to multiple disciplines simultaneously, improving plan review turnaround time and benefitting to the environment by reducing the carbon footprint.

These improved efficiencies and decreased review times may help a community's developers finish their projects earlier and with fewer delays. Effective Building Department services, such as electronic plan review, can be another way that municipalities can optimize service, save time, and reduce cost for communities.





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Legacy Project

ADVANCING WOMEN IN LOCAL GOVERNMENT

4th Quarter 2016 Luncheons

Brown Bag (bring your own)

Thursday, December 8

Sikich LLP

1415 W. Diehl Road, Ste. 400

Naperville, IL 60563

[RSVP for Naperville](#)

Luncheons begin at 11:30 a.m. and end promptly at 1:00 p.m.

Please join us for interactive discussion on topics of particular interest to women working at all levels of local government.

Working with Elected Officials

Speakers: Robin Weaver & Greg Bielawski

Building effective relationships with city councils and village boards brings its own challenges and frustrations. This quarter's luncheons will

discuss the ups and downs of council relations. Regardless of what position you hold in local government, this series will provide you some insight on how to work with demanding board members, handle stressful board meetings, and build strong relationships with your elected officials.

We are also trying something new this quarter: in order to help address your specific concern without calling out your community, you can email your question, comments, or advice to Yordana at ywysocki@hcbattorneys.com to be compiled confidentially. At the luncheon, the facilitators will hold an open dialogue, while discussing real life scenarios and addressing questions or concerns raised via email or at the luncheon.

Robin Weaver & Greg Bielawski were both city managers who now volunteer as Senior Advisors to members of the Illinois City/County Management Association (including Legacy members).



To learn more about the Legacy Project, please visit our website:

www.legacyprojectnow.org

IML Managers Monthly Column

State Shared Revenue Concerns

By Patrick Ulrich, Peoria City Manager and Joe McCoy, IML Legislative Director

Recently, Illinois Municipal League (IML) Executive Director Brad Cole sent an email to all mayors, clerks, and managers concerning state shared revenues with municipalities. Numerous municipalities have inquired of the IML about the declines and fluctuations in the Local Government Distributive Fund (LGDF) distributions during this fiscal year. The IML reviews state shared revenues for accuracy to their published financial forecasts, and because of these declines and fluctuations, the IML staff have begun investigating the reasons why. Executive Director Cole has discussed and met with the Governor's Office and the Director and senior officials at the Illinois Department of Revenue (IDOR) about the inconsistencies and irregularities.

Individual Income Tax (IIT), Corporate Income Tax (CIT), and Personal Property Replacement Tax (PPRPT) returns have been affected. Municipalities are seeing significant revenue reductions. The IML team of economists and revenue experts that provide financial forecasts have been working closely with IDOR staff to more fully understand how these changes will affect both the current fiscal year and the upcoming fiscal year for planning purposes. To date, there has not been much clarity as to the reasons for the fluctuations.

IML issues a revenue estimate and financial forecast each January and will do so again on that same schedule. As soon as any clarity comes to light on this issue, the IML will share the information with its membership. According to Executive Director Cole, "Prominent concerns remain about the processes involved with handling state shared municipal revenues and public confidence is quickly eroding." Hopefully, some clarity will emerge soon.

In their October Report, the General Assembly's Commission for Government Forecasting and Accountability (COGFA) issued a sobering report. "Through one-third of the fiscal year, base receipts are down \$449 million, reflecting growing concern with revenue performance for the first part of FY2017. In particular, both personal and corporate income taxes have disappointed and federal sources to



Educate. Advocate. Empower.

the general funds are on pace for yet another poor fiscal year." To date, gross corporate income taxes are down \$258 million, and gross personal income tax, is down \$171 million. Sales tax receipts are virtually flat.

IML is committed to providing municipalities with as much information as soon as possible to assist in budget management and financial planning. The dire State fiscal climate is adversely affecting all municipalities. It is incumbent upon managers and finance directors to remain vigilant to any discrepancies, and to monitor this situation closely.

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ILCMA is Pleased to Announce Participation in the ICMA 1-1 Coaching Program

OPEN TO ALL ILCMA MEMBERS REGARDLESS OF ICMA MEMBERSHIP!

Are you looking for personal guidance in your local government career? 1-1 Coaching may be great for you.

Welcome to 1-1 coaching!

ICMA has been re-vamping its ICMA Coaching Program (formerly known as CAL Coaching) and through the support of ICMA-RC as a major contributor, is now ready to roll it out to state association partners, which includes ILCMA. Below you will find details of how best to take advantage of this great resource, both as a coach and a player. The original method, the Coaches Gallery, will remain up for the time being. You will also see a link for CoachConnect, a digital matchmaking method to locate a coach, register as a coach, or sign-up as a player. This is an off-the-shelf tool ICMA is using as a sandbox to gather information and test how a resource like this works in practice while they design a custom solution. You will see (soon) a survey link to offer your input on CoachConnect. You can also email any feedback or issues. Since this is a new platform, we're still rebuilding our coaches list - so if your search finds no coaches, let us know at coaching@icma.org!

What's the benefit of 1-1 coaching?

Volunteer Coaches can help you chart a path in local government. They also can help you find information you need. Rather than being "Answer Persons," good Coaches guide you to find the answers that are right for you.

Coaching offers value for people at any stage in their careers. As in sports, coaching helps even the best players do better. Why? Because everyone can benefit from Coaches who can help them see their situation and opportunities from a fresh perspective.

What do you do in a coaching session?

Coaching sessions can take many forms. Some are casual, informal networking, and check-ins. See the two-page handout for Being a Great Coach and a Winning Player. Other pairs set up a more formal relationship and continue over time. See the ABCs of 1-1 Coaching. You also may choose to get perspectives from more than one Coach.

Watch videos to be a great coach and a winning player! Learn the critical elements for productive and enjoyable 1-1 Coaching. You can watch them on your own or as a team. If you want to jump to a particular insight or resource, click on "Watch on YouTube" mode, which will give you access to an index of topics by time in the YouTube description. Click on the time segment for what you'd like to see.

Videos available include:

- The introductory video on "Being a Great Coach and a Winning Player."
- How can you be a great coach?
- How can you be a winning player?
- Would you like a proven template for a coaching conversation? Insights from neuroscience, psychology, and years of successful coaching results provide a foundation for effective coaching. With the two-page Talent Catalyst Conversation outline, you can tap a script with 10 steps that a Coach and Player can complete within an hour. The following video provides a live, unrehearsed sample of a 39-minute coaching conversation.

Find a volunteer coach

There are three ways to find a coach:

1. Tap your personal network or ask someone in your ICMA State Association to suggest a Coach for you.
2. Review the volunteer Coaches listed in the Coaches Gallery. Most of the current Coaches are in California where the Coaching Program began. We are encouraging other ICMA State Association Coaching Partners to nominate additional volunteer Coaches. All of the Coaches in the Coaches Gallery have volunteered to help rising stars and colleagues in the field. You'll see that there are Coaches from different types and sizes of local government and different stages within them. You are welcome to sort through the Coaches Gallery yourself and identify prospects.
3. Tap the ICMA Senior Advisors in a state of interest to you to help you find a match and perhaps offer a warm introduction for you, if you like. You can find them through the state association websites.
4. Use our pilot CoachConnect platform linked on the menu, or by visiting icma.org/coachconnect. You will need to use your ICMA login credentials (member or non-member) and then complete a separate coaching profile, either as a coach or player - or both, to get started. All coaches will be vetted by ICMA or our State Association Coaching Partners, but you will receive an email when your profile has been approved.

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How do I contact a Coach?

You can contact them directly via phone (recommended) or email. CoachConnect will broker the initial exchange by email, but both parties will then follow-up directly for scheduling.

Coaches Gallery

Our Coaches Gallery profiles 100 senior managers at multiple levels who have volunteered to serve as coaches. Would you like to be a volunteer coach in the coaches gallery?

The ICMA State Association Coaching Partners are vetting seasoned professionals interested in being volunteer coaches for listing in the Coaches Gallery. Please contact Dawn Peters, ILCMA Executive Director at dpeters@niu.edu.

Do you have further questions or feedback about 1-1 Coaching?

Please send an email to Don Maruska, Director, ICMA Coaching, at ICMACoaching@donmaruska.com.

Advancing Civic Leadership

CLA Courses Qualify for ICMA's Voluntary Credentialing Program

**December 8, 2016 – Giving DuPage / DuPage County
Administration Building**

Are You the Perfect Board Member? What You Need to Know In Order to Lead and Govern

December 13, 2016 – NIU-Naperville

Collaboration, Coordination, and Consolidation in Local Government

January 18, 2017 – NIU-Naperville

Participatory Budgeting - Engaging the Public in Public Decision Making

January 24, 2017 – DeKalb County Community Foundation

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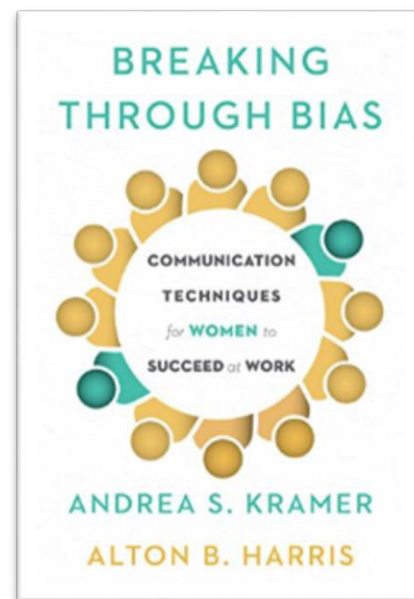
LEGACY PROJECT BOOK DISCUSSION

**Facilitated by Dr. Alicia Schatteman, Associate Professor,
Department of Public Administration, Northern Illinois University**

The Legacy Project's next professional training opportunity is our book discussion featuring *Breaking through Bias: Communication Techniques for Women to Succeed at Work* by Chicago-area authors Andrea S. Kramer and Alton B. Harris. This book addresses stereotypes about women, men, work, leadership, and family that often hold people back. The authors also present communication techniques that can be used to avoid the consequences of these stereotypes.

Dr. Schatteman will help lead attendees through an enriching dialog on the book and the facts, ideas, and practices presented.

[Available at amazon.com and
many local public libraries](#)



Read the Book • Discuss • Learn • Have Fun

Friday, January 27, 2017 | 8:30 am to 12 noon

Registration at 8:30 a.m. • Book Discussion 9:00 a.m. until 12 noon

Warrenville City Hall

28W701 Stafford Place, Warrenville, IL 60555

REGISTRATION

Advance Registration suggested by [Friday, January 20, 2017](#)



January Regional Luncheons

Join fellow Assistants, Managers, Analysts and Interns in your region for a luncheon to discuss local issues affecting your area.

Cost: Attendees are responsible for their own meal cost.
Meals range from \$10 - \$20.

Wednesday, January 18, 2017

11:30 a.m. Networking & 12:00 Noon Lunch

Far North – Gurnee: Timothy O'Toole's 5572 Grand Ave, Gurnee, IL 60031

Register: iamma-gurnee.eventbrite.com

West – Schaumburg: Chevy's 1180 Plaza Drive, Schaumburg, IL 60173

Register: iamma-schaumburg.eventbrite.com

Wednesday, January 25, 2017

11:30 a.m. Networking & 12:00 Noon Lunch

North – Northbrook: Granite City 992 Willow Rd, Northbrook, IL 60062

Register: iamma-northbrook.eventbrite.com

Southwest - Downers Grove: Emmett's 5200 Main Street, Downers Grove, Illinois 60515

Register: iamma-downersgrove.eventbrite.com

Questions can be directed to: Brian Southey (bsouthey@elkgrove.org) or Joe Carey (JoeC@vhills.org)



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2017 ICMA Midwest Regional Summit

March 9-10, 2017, 10:00 AM - 12:00 PM CST

Sheraton Suites Chicago, Elk Grove
12 Northwest Point Blvd, Elk Grove, IL

\$295 ICMA members/ \$395 Non-Members

REGISTRATION OPENS IN DECEMBER

THE DETAILS

Thursday, March 9- Friday, March 10, 2017

The Emerging Professionals Leadership Institute precedes each regional summit. Managers are encouraged to invite early career professionals and emerging leaders to attend this leadership institute.

WORKSHOPS AND SPECIAL SESSIONS

Inclusiveness and Diversity Session Lunch

A special session will begin at 10:00a.m. This session is included in the registration fee and includes lunch. Check back soon for details!

ICMA UNIVERSITY WORKSHOP

Check back soon for information on the ICMA-University to be presented during the Summit!

A CONVERSATION WITH ICMA'S NEW EXECUTIVE DIRECTOR

Come meet ICMA's new Executive Director and hear what he/she has to say! Details to come.

AGENDA

THURSDAY

9:15-10:00 am
Summit check-in

10:00am-1:00 pm
Special Session on Inclusiveness and Diversity (lunch included)- details coming soon!

1:00-1:30 pm
Summit check-in continues for anyone not attending the morning session

1:30-5:00 pm
Summit Workshop

5:30-8:30 pm
Reception (sponsored by ICMA-RC) and dinner

FRIDAY

7:30 am
Breakfast

8:1 5am-12:00 pm

Regional Summit concludes- Details to come. ICMA Midwest Regional Business Meeting to be included.

VENUE DETAILS

Rooms are available at the Sheraton Suites Chicago Elk Grove

ICMA ROOM RATE

\$115 (plus taxes)/night

HOTEL RESERVATIONS

Reserve by phone: 1-888-421-1442, indicate that you are attending the ICMA Midwest Regional Summit. You may also reserve online.

IMPORTANT DATES

February 21 | Hotel Special Rate Deadline

February 23| Cancellation Deadline with \$35 processing fee: Notice of cancellation or substitution must be received in writing to flittky@icma.org. No refunds given for cancellations after this date. March 1 Online registration closes

QUESTIONS?

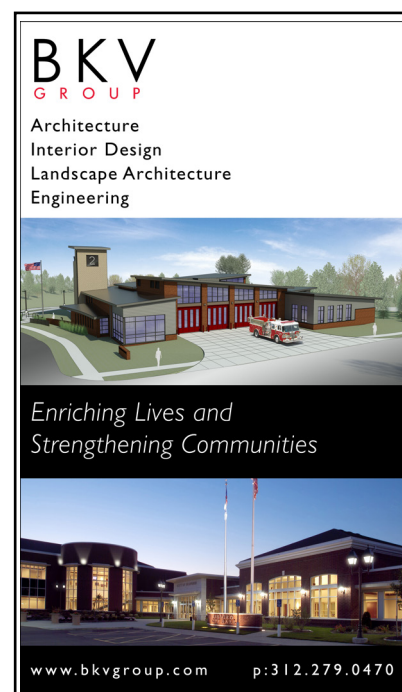
Contact Felicia Littky at flittky@icma.org or call 202-962-3656.

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Join and save \$100 off the registration fee!

Learn more about joining ICMA.

Learn more about ICMA membership and benefits.





***Illinois Financial Forecast Forum: Private Sector Views
that will Impact the Public Sector
January 20, 2017***

REGISTER TODAY!

8:00 – 8:45 a.m.	Registration/Continental Breakfast
8:45 – 9:00 a.m.	Welcome and Introductions
9:00 – 10:00 a.m.	Economic & Industry Perspectives <i>Rick Mattoon</i> , Senior Economist, Chicago Federal Reserve
10:00 – 10:15 a.m.	Break
10:15 – 11:15 a.m.	New Trends in Land and Property Use: Impacts on Taxation Mary O'Connor, Partner, Sikich, Moderator <i>Paula Hewson</i> , Assistant Village Manager, Village of Schaumburg <i>Erika Storlie</i> , Deputy City Manager, City of Evanston <i>Christian Beaudoin</i> , Director, Research & Strategy, JLL
11:15 – 11:30 a.m.	Break
11:30 – 12:30 p.m.	Future Trends in Financial Governance: TIF and Taxing Bodies; Alternative Financing Tools/Instruments; the Impact of the Evolving Municipal Advisor Rules on Practices Scott Anderson, Finance Director, Buffalo Grove, Moderator <i>Aleks Granchalek</i> , Managing Director, Fifth Third Securities <i>Jennifer Tammen</i> , Municipal Advisor/Principal, Ehlers <i>Stephen Friedman</i> , President, SB Friedman Development Advisors
12:30 – 1:15 p.m.	Lunch
1:15 – 2:15 p.m.	The Future of Retail and Automotive Sales <i>C. Kelly Cofer</i> , CCIM, President & CEO, The Retail Coach <i>Carl Woodward</i> , CPA, Woodward Associates
2:15 – 2:30 p.m.	Break
2:30 – 3:30 p.m.	Future Trends in Labor Markets Greg Kuhn, Assistant Director, Center for Governmental Studies, Moderator <i>Mike Wojcik</i> , Senior Vice President/Principal, The Horton Group <i>Heidi Voorhees</i> , President, GovHR USA <i>Ben Gehrt</i> , Attorney, Clark Baird Smith

THANK YOU TO OUR CORPORATE SPONSORS





The Illinois City/County Management Association, Illinois Government Finance Officers Association, and the Northern Illinois University Center for Governmental Studies invite you to attend the eighth annual **Illinois Financial Forecast Forum: Private Sector Views that will Impact the Public Sector** Friday, January 20, 2017

Check in and continental breakfast: 8:00 - 8:45 a.m.

Seminar: 8:45 a.m. – 3:30 p.m.

Harry Caray's, 70 Yorktown Center, Lombard, IL (Inside the Westin Hotel)

Credits: CEU – Earn 0.5; CPE - Earn 6

ICMA Credentialed Manager Practice Area: Practice Area 11 Financial Analysis

Cost before Jan. 1: \$ 99 for first attendee

\$ 79 for each additional attendee from same organization

\$ 35 for students

Cost after Jan. 1: \$139 for first attendee

\$119 for each additional attendee from same organization

\$ 45 for students

ILCMA Members in Transition please use MIT code when registering.

Thank you to our Sponsors



REGISTRATION FORM

Illinois Financial Forecast Forum

Event Number 15130

FAX: 815-753-6900

MAIL: Outreach Services Registration Office
Northern Illinois University
DeKalb, IL 60115

Name _____

Title _____

Organization _____

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http://registeruo.niu.edu/iebms/wbe/wbe_p1_main.aspx?oc=40&cc=WBE4015130

Cancellation Policy: Cancellations must be received by Outreach Registration by January 13, 2017 for a full refund. You may cancel by e-mail (outreachregistration@niu.edu) or by fax (815) 753-6900. Cancellations after January 13, 2017 and no-shows are responsible for the full registration cost. Hosting organizations reserve the right to modify the agenda and/or speakers, cancel the training due to low enrollment, or to close registration if full. **SPACE IS LIMITED ~ REGISTER TODAY!**

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ILCMA Membership Responsibilities For Members In Transition

ILCMA members are encouraged to contact fellow members that are in transition. ILCMA members can help members in transition in the following ways:

- Hire members in transition for interim work and special projects.
- Provide office space and equipment for members in transition.
- When going to ICMA or ILCMA conferences, invite a member in transition to share your room at no cost.
- Invite them to an ILCMA, Downstate, Metro, IACA, SWICMA, Legacy Project, or IAMMA meeting as your guest.
- Monitor the environment. As one hears about a member that may be in trouble, members are encouraged to contact either the ILCMA Executive Director or one of the Senior Advisors.

ILCMA members are asked to help identify ILCMA members as soon as it appears that they are leaving a management position and do not have a new position identified. In addition to monitoring local papers, members should also frequently advise their regional counterparts to notify them of members who may be in transition. Once a member in transition (MIT) is identified, the member should advise the ILCMA Secretariat so that ILCMA support can be offered. ILCMA members are encouraged to personally contact the MIT to provide support. A Board liaison will be assigned to maintain regular (weekly or bi-weekly) contact with the MIT, encourage others to contact the MIT, and will keep the ILCMA Secretariat aware of the MIT's status. The Board liaison will coordinate closely with the Senior Advisors and between the two entities should provide the MIT with the support services available through the ILCMA and the ICMA.

Do you have Special Projects for which you need Additional Help? Has your Staff been Cut Back, but your Workload Increased or Stayed the Same?

If so, ILCMA has a solution to your problem. Have you ever considered utilizing one of ILCMA's programs to help fill temporary job assignments or conduct a special project? ILCMA has two programs that may meet your needs:

Member in Transition Program (MIT) – ILCMA keeps a list of Illinois managers and assistants in transition. These members are willing and able to fill positions, do special projects, and provide expert service to you and your community (list of MIT's below).

Professional Resource Program (PRS) – The PRS program consists of retired, semi-retired, and MIT's who are again able to do special projects, fill positions, and provide expert professional services to your local government. For information please visit the ILCMA website at <https://www.ilcma.org/programs-and-services/ilcma-professional-resource-service/>

The ILCMA Senior Advisors have the most current list of Members in Transition and Professional Resource Program participants. Please do not hesitate to contact either Dawn Peters at ILCMA or one of the Senior Advisors.

Also, don't forget about recent MPA graduates. This is a tough job market and many of them are searching desperately for a position. They may be willing to provide services on contract for short-term projects. This will help them gain additional experience while searching for their first full-time position. Contact any of the graduate schools in your area to identify students who may be willing to do this type of work.

Members in Transition Who Agreed to Publicize their Information: (Visit the Members Only section of the ILCMA website to view resumes of those who have submitted them.)

George Gray	write463@gmail.com	219-765-7014
David Nord	dave3441@yahoo.com	815-520-9757
Tim Ridder	timothyridder@hotmail.com	309-236-0929
Ed Cannon	edwardcannon@mac.com	847-624-4669

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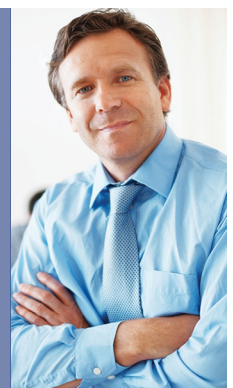


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Mentor the Future through
Speed Coaching:
A Professional Development
Session for Aspiring
Local Government Leaders
Honor the Future
at the
IAMMA/Metro Holiday Luncheon



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ILCMA Professional
Development Committee

BRING YOUR ASPIRING LEADERS

Who: Municipal and County Managers/
Administrators, Department Heads,
Senior Staff, Division Managers and
Aspiring Local Government Leaders

What: A chance for aspiring leaders to con-
nect one-on-one with Municipal and
County Managers/Administrators and
Department Directors

When: Wednesday, December 14, 2016
10:30 am to 11:30 am

This session will be immediately before
the IAMMA/Metro Holiday Luncheon

Where: Harry Caray's in Lombard
70 Yorktown Shopping Center Lom-
bard, IL

Why: In the spirit of building the leadership
bench, we know that networking op-
portunities provide new ideas and ex-
citement to advance the careers of
emerging leaders

Cost: \$25 per person for the Speed Coaching
and Luncheon

RSVP: By Friday, Dec. 8th by going to
<https://2016angeltreelunch.eventbrite.com/>

Registration 10:15 am

Speed Coaching 10:30 to 11:30 am
*Participants will have the opportunity to
network with City/County Managers and
Administrators in a fun yet time-sensitive format!*

Bring Business Cards!

IAMMA/Metro Holiday Luncheon 11:30 am

**Attendance for both the Speed Coaching
and Luncheon will be \$30!**



How to Make the Most out of Speed Coaching....and have fun doing it!

Congratulations on your decision to join in the fun of the Speed Coaching and Networking Lunch for Aspiring Government Leaders.

You will be engaging with local government leaders from various disciplines across the Chicago Metropolitan area. Here are a few suggestions to help you get the most out of this lively, fast-paced opportunity to expand your network and develop professional connections:

1. Arrive on time for the event so you can receive instructions, pick up resources and informally mingle prior to the speed coaching.
2. You'll participate in 10-minute coaching sessions. Come with a playful spirit; this is intended to be a high-level, low-risk way to get acquainted.
3. Think about what you'd like to give and take from the 10-minute sessions. This is intended to be a high energy, low-risk way to get acquainted.
 - Pick one or two items from a particular session.
 - Make up your own ideas or questions.
 - Just be yourself.
 - If you don't click with someone, no worries; you'll move onto someone else soon.

***** FOR ASPIRING LOCAL GOVERNMENT LEADERS, YOU MIGHT THINK ABOUT...**

- Hopes you'd like to realize in your career.
- Some career issue you'd like to get different perspectives about.
- Feedback about options you're considering.
- Connections for volunteer coaches to help you make to advance your interests.
- Gratitude for the opportunity to personally meet and learn.
- Something that you found useful from the exchange.

***** FOR LEADERS/COACHES, YOU MIGHT THINK ABOUT...**

- Your understanding of what's important to the person you are speed coaching.
 - Some options that you think he or she may wish to consider.
 - A brief story or experience that may be relevant.
 - A vision or action that you invite them to embrace.
 - People, resources or education that you think might be useful to them.
4. ***BRING YOUR BUSINESS CARDS!!!*** There is no pressure for further discussion, just opportunities!
 5. At the end of the event, there will be a short feedback session to share the great connections made during the event. Feel free to share—we all want to learn!

Tips adapted from Cal-ICMA Coaching Program



IAMMA/Metro Managers Angel Tree Luncheon

11:30 a.m. Wednesday, December 14, 2016

10:30 a.m. Join us for Speed Coaching

Location: Harry Caray's Italian Steakhouse,
70 Yorktown Shopping Center, Lombard, IL 60148

Cost: \$30 (Cash or Check Only)

Checks made payable to IAMMA

Please RSVP by Friday, December 9th via the link below:
<https://2016angeltreelunch.eventbrite.com>

Speed coaching is a quick method of mentoring new professionals. Each coach is paired for five minutes with someone who would like to be coached. It's a great way to expand your network and gain new perspectives. Please register above.

Spots available for both Speed Coaches and Participants!

Need an Angel Tree Tag?

Contact Melissa DeFeo at
mdefeo@northfieldil.org

**With your help we will collect
gifts for 200 needy children!**

Questions can be directed to: Brian Southey (bsouthey@elkgrove.org) or Joe Carey (JoeC@vhills.org)

Tis the Season...to give something back...

IAMMA and Metro Managers

In partnership with The Salvation Army

2016 Angel Tree Giving

Angel Tree tags may be obtained at:

November 17th—Metro Manager Luncheon

OR

By contacting Melissa DeFeo at
mdefeo@northfieldil.org

Gifts (unwrapped) must be dropped off at the:
December 14th IAMMA/Metro Managers Luncheon at
Harry Caray's in Lombard



2017 Emerging Professionals Leadership Institute-Midwest Region

When: March 8-9, 2017

Where: Sheraton Suites Chicago, Elk Grove 12 Northwest Point Blvd, Elk Grove, IL

Cost: \$99



Registration: opens in December and runs through March 1, 2017

Cancellations: due by February 23 to receive a refund (a \$25 processing fee will be assessed). No refunds after this date.

Venue Details: [Sheraton Suites Chicago Elk Grove](#)

Reservations: Call 847-290-1600. Mention you are with the ICMA Midwest Regional Summit. You may also reserve your room [online](#).

ICMA Room Rate: \$115 (plus tax)/night

Hotel Cut-off: February 21, 2017

Questions? Contact Felicia Littky at flittky@icma.org or call 202-962-3656

Program of events

March 8, 2017

1:30-4:00 PM - ICMA University Workshop- **StandOut2.0 - Building a culture of strength within the organization**

4:00 – 5:00 p.m. - [Work session with ICMA-RC](#)

March 9, 2017

8:30 – 10:00 a.m. - Conversation with the new ICMA executive director

10:00 a.m. – Noon - **Inclusiveness and Diversity followed by lunch.** ICMA Midwest Regional Summit participants will join in this session as well

The Midwest Regional Summit will follow the EPLI, beginning at 1:30 p.m. Add this event to your calendar! Separate registration is required!

Job Mart

<http://www.ilcma.org/index.aspx?NID=298>

Village of Hoffman Estates, Assistant to the Village Manager

The Village of Hoffman Estates is seeking a motivated individual to perform a variety of duties related to the implementation of General Government Department (Village Manager's Office) and Village goals, with an emphasis on management of all communications functions and coordination and leading various programs and employee teams in support of overall department operations. This position reports to the Village Manager and Deputy Village Manager and has regular interface and collaboration with all operating departments of the Village. The successful candidate will be adept at working both independently and in a team environment with other professional staff members. Specific duties include: management of the Village's Communication Division including oversight of newsletter, website, press releases and social media; management of the performance measurement program; coordinating grant applications; performing research, preparing analyses and reports; assisting in the preparation of the Department's annual budget and Village Annual/CIP Budget and providing technical and operational support for all operating departments. A minimum of 4 years of related experience is preferred. A Master's Degree in Public Administration, Public Policy or a related field is required. Applicants should possess excellent analytical, writing, and presentation skills.

Starting salary of \$68,510 depending on qualifications.

Submit a resume and a completed employment application to:

Village of Hoffman Estates

1900 Hassell Road

Hoffman Estates, IL 60169

Phone: 847-781-2690

Email: applyhrm@hoffmanestates.org

Fax: 847-781-2699

Website: www.hoffmanestates.org

For more information regarding the position and to download a Village employment application, please visit the Village website.

The Village of Hoffman Estates is a dynamic community of 51,000 located 30 miles west of Chicago in the Golden Corridor of Interstate 90. Hoffman Estates is an Equal Opportunity Employer and complies with all applicable Federal, State and local laws regarding employment.

Village of Kenilworth, Superintendent of Public Works

The Village is seeking an energetic professional with broad-based experience in Public Works operations for the exempt position of Superintendent of Public Works. The successful candidate for this position will have a strong blend of supervisory experience and thorough knowledge of the various inter-workings of a public works department such as streets, water distribution and sewer systems.

Successful candidates should possess a 2-year college degree at minimum, or be able to evidence a commensurate level of relevant experience, a valid Illinois CDL, 4+ years of supervisory experience, and ideally a IL EPA certified Water Supply Operator certification of Class D or higher.

As a small public works department, the Superintendent is expected to supervise both in-house (3 FTE) and contractual staff, and be willing to jump in and get his or her boots dirty as the need arises. Are you interested in identifying new ways to efficiently provide services to your community while helping to maintain infrastructure? If so, please send a cover letter, resume, listing of three professional references, and salary history either by email to KW2023@kenilworthil.org or by mail to:

Village of Kenilworth

Attn: P/W Recruitment

419 Richmond Road

Kenilworth, IL 60043

The anticipated salary range for this position is \$92,000 +/- commensurate with experience. The first review of resumes is anticipated to begin on December 14, 2016.

Village of Schaumburg, Assistant Director of Information Technology

Online application deadline of 12/15/2016 or until 75 applicants have successfully completed the application process.

Salary Range: \$101,212.58 - \$146,793.65 annually dependent on qualifications.

Please attach as part of your application all necessary documents verifying that you meet the minimum qualifications for the position.

Job Summary:

Under the direction of the Director of Information Technology (IT), this position will manage the Application Development division and Public Safety Technology Coordinator, serve as the primary enterprise project manager for high-profile cross-functional projects, and will function as a business analyst. Additionally, this position will assist in day-to-day

Job Mart

<http://www.ilcma.org/index.aspx?NID=298>

operational oversight of the IT department, participate and have significant input into all IT functions and activities. This position will act as the department director in their absence.

Job Duties:

Directly supervises and manages the day-to-day operations of the Application Development staff to include Software Developers and a Database/Application Analyst, as well as the Public Safety Technology Coordinator. Oversees and monitors the training of appropriate staff including training provided by the vendor, training provided by other staff, and use of outside training resources when appropriate. Assists the Director of Information Technology with day-to-day oversight of the IT department to include maintenance, administration, and repair of all village technology assets. Communicates regularly with the Director and the IT team regarding project status and changes to the schedule, resources, or other pertinent matters to the project. Creates and oversees creation of custom applications using .Net or the latest framework/language. Implements, tests, and evaluates programs; updates as necessary. Keeps abreast of new programming techniques in particular MS.Net and mobile advancements. Provides application support 24 hours a day, including off hours and on major third party software. Functions as an enterprise project manager for multiple high-visibility high impact cross-functional projects. This includes responsibility for creation of detailed project plans and time lines, and well as coordinating the various resources and personnel necessary for the successful completion of projects. Participates in annual departmental budget preparation. Develops and oversees budgets for projects, reviewing contracts, invoices, statements, and recommends or processes payments when appropriate. Assists Director in creation, review, and approval of overall department vision, mission, and strategy. Assists Director in creation, review, and approval of department protocols, procedures, and other governance material. Represents the village's interests in dealing with vendors, potential vendors, consultants, and external contacts. Functions as a business analyst to understand and define business processes, and to propose necessary changes needed for successful completion of tasks and projects. Performs other tasks and duties as assigned.

Physical/Mental Requirements:

Ability to communicate verbally and in writing. Ability to analyze and solve problem situations.

Qualifications:

Master's Degree in computer science, computer technology, information technology, or related field. A minimum of five years of work experience in information technology or related field and a minimum of two years of experience in project management, preferably projects related to automation and/or use of new technology or any equivalent combination of training and experience. Evidence of increased responsibilities within a municipal or business environment. A minimum of three years of supervisory experience coordinating a range of activities undertaken by others that involve directing, monitoring, and evaluating performance of staff, including managing and leading an application development staff with proven record of delivering leading edge, dynamic, and efficient custom applications with a heavy emphasis on mobile application development. Proficiency with current computer software systems, including email, calendar programs, job specific software, and customer service systems preferred or within the first six months of employment. Demonstrated considerable knowledge of application programming, networking, and project management techniques and their application. Knowledge of process re-engineering techniques. Experience in supervision of mid-management and other IT staff. Knowledge of computer systems and their operations, including hardware, operating systems, software, local area networks, geographic information systems, document management, and wide area connectivity. Experience in coordinating large projects involving multiple parallel but simultaneous changes to an organization's processes. Experience in and demonstrated skills in the area of contract management. Experience dealing with multiple tasks involving a wide array of resources from within and outside the organization.

Benefits:

The Village of Schaumburg has a competitive benefit package which include: Section 125 cafeteria plan including health, dental, vision, and life insurance as well as medical and dependent care flexible spending accounts, a retirement plan through the Illinois Municipal Retirement Fund, paid holidays, paid vacation, and sick leave.

Selection Process:

Candidate screening process may consist of an application review, skills testing, employability assessment, interviews, reference checks, and other job-related testing or verifications. Chosen candidates will be subject to a background and criminal history investigation, and qualifying pre-employment medical examination and drug screen. The village of Schaumburg is an equal opportunity employer.

Job Mart

<http://www.ilcma.org/index.aspx?NID=298>

Village of Skokie, Economic Development Manager

The Village of Skokie, IL seeks a proven Economic Development Manager. Under general supervision of the Community Development Director, this position performs work of considerable difficulty coordinating the Village's economic development programs by creating and maintaining an Economic Development Plan for the Village through myriad ideas and strategies to attract, retain and grow economic development and investment in the Village. To learn more about the Village of Skokie and this exciting career opportunity, including job responsibilities and requirements, please visit the Employment Opportunities page at www.skokie.org and click on the Economic Development Manager link. Salary range \$95,445 – \$121,801. Interested candidates must submit a Cover Letter, Resumé and five professional references by December 19, 2016 to: Village of Skokie, Personnel Department, 5127 Oakton Street, Skokie, IL 60077 or by email to human.resources@skokie.org. The Village of Skokie is an Equal Opportunity Employer. Additional information about the Village of Skokie can be found on the Village's website at www.skokie.org.

Village of Mundelein, Assistant Village Administrator

The Village of Mundelein, Illinois is seeking a qualified professional to be the Village's Assistant Village Administrator. The preferred candidate will work closely with the Village Administrator in overseeing the daily operations of the Village; analyze and review operating procedures, safety programs, organizational structure and service delivery for all departments and make recommendations for needed improvements; research policy options, manage special projects and report regularly to the Village Administrator; attend all regular, special and committee meetings of the Board. Serve as the appointed Village representative to intergovernmental agencies as needed. Perform special assignments and other duties as requested.

To view the full job description and community profile, visit www.Mundelein.org, Village, Employment opportunities.

Compensation & Benefits:

The Village offers a comprehensive benefit package and competitive salary. This is a full time exempt position eligible for the Village's health, dental, life plans and defined benefit pension plan through the Illinois Municipal Retirement Fund (IMRF). The salary range is \$101,779

to \$139,290, with starting salary dependent on the experience and qualifications of the successful candidate.

Qualifications:

Education: Master's degree from an accredited college or university in Public Administration (MPA) or related curriculum.

Experience level: At least eight (8) years administrative and managerial experience in municipal government administration of a comparable nature. OR an equivalent combination of education and experience which provides the following knowledge and skills:

Qualified persons should submit a resume of experience and qualifications to Lynne Maley, Human Resource Coordinator, Village of Mundelein 300 Plaza Circle, Mundelein, IL 60060. Fax 847-949-2154 or email lmaley@mundelein.org.

Village of Wilmette, Accountant

The Village is accepting applications for a full-time Accountant. This position works under the direct supervision of the Assistant Director of Finance. The Village oversees a \$72 million budget.

General Responsibilities:

Position will be responsible for maintaining the general ledger in accordance with generally accepted accounting principles and prepare financial reports and provide analysis as needed to assist senior management in decision making. Essential duties include timely preparation of monthly and annual financial reports, payroll, utility billing and preparation of cash and investment schedules. This position will assist with annual audits, reconciliation and verification of bank accounts balances with the general ledger.



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Position Requirements:

Successful candidate will have a Bachelor's Degree in Accounting, and one to three years of experience in municipal accounting field, or an equivalent combination of experience and training to perform the functions of the position; successful completion of Certificate in Public Accounting (CPA) is preferred.

Essential position requirements include working knowledge of governmental accounting theory, Generally Accepted Accounting Principles and Practices; ability to maintain efficient and effective financial systems and procedures; ability to prepare and analyze complex financial reports and interpret data to formulate conclusion; knowledge of internal control procedures and public finance and fiscal planning; working knowledge of payroll and accounts payable functions; ability to communicate effectively, orally and in writing; ability to prioritize, organize and complete required duties in a timely and accurate manner. Candidate should be proficient in various business computer software packages, including but not limited to Microsoft Office, Tyler Technologies' MUNIS financial software and Crystal Reports. Individual must be able to communicate and coordinate with others effectively.

Starting Salary Range:

The salary range for this position is \$65,742 to \$86,614 with a starting salary DOQ. The Village provides an excellent benefits package, including health insurance, dental and vision insurance, and participation in the Illinois Municipal Retirement Fund (IMRF).

Selection Process:

Candidate should be prepared to take a written exam related to tasks that may be encountered on the job and undergo a thorough background investigation. Interested candidates should complete an employment application which may be downloaded from the Village's website at www.wilmette.com and submit it along with a resume and cover letter electronically to HumanResources@wilmette.com. Paper submissions will not be accepted. The position will remain open until filled. The Village of Wilmette is an Equal Opportunity Employer

City of Crest Hill, Utility Billing Supervisor

The City of Crest Hill is seeking to fill the position of a full-time Utility Billing Supervisor. The Utility Billing Supervisor plans, coordinates, and manages the operations and activities of the City of Crest Hill Utility Billing Department under the Supervision of the Finance Director. The Supervisor: processes customer payments, refunds and credits; responds to customer inquiries and resolves account issues; maintains departmental equipment and supplies; conducts special projects; and supervises one utility billing clerk.

Required Education and Experience: Bachelor's Degree in Accounting or related field, and five years' experience managing municipal utility billing operations. An equivalent combination of education and experience will be considered.

Essential Functions: Oversees and coordinates departmental operations including administration, meter reading, utility billing, and customer service. 2. Supervises, trains, and evaluates the performance of assigned personnel; ensures staff compliance with departmental policies and procedures and City Ordinances. 3. Responds to and addresses customer account issues; researches and processes delinquent accounts; prepares related reports. 4. Prepares and transmits water billing statements; processes shut-offs and foreclosure notices; prepares liens against properties. 5. Updates departmental software billing tables with rate changes pertaining to



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contributions, refuse, sewer surcharges, sewer, and water; troubleshoots software issues. 6. Conducts research and/or special projects as assigned by the Finance Director and City Administrator. 7. Assists the Finance Director with finance projects as needed. 8. Prepares, reviews, and maintains a variety of departmental records and reports; monitors report data for accuracy and completeness. 9. Performs other duties as assigned or required.

Position salary range is \$47,685-\$66,759; starting salary is DOQ. Applicants must deliver/mail a completed and signed employment application to the City Administrator's office at City Hall for consideration. Emailed applications will not be accepted. Applications are available on the City Website, <http://www.cityofcresthill.com>, or at City Hall, 1610 Plainfield Road, Crest Hill, IL 60403. Application process open until position is filled.



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ILGNet is now ILCMA Community Resource Network



The communication tool for ILCMA and IAMMA has been updated. If you already subscribe to ILGNet you don't need to do anything to continue utilizing this tool. If you haven't joined you should know that this system is the web portal for knowledge and communication sharing for ILCMA and IAMMA members. ILCMA Community Resource Network provides the following features:

- Displays the most current 10 questions asked
- Enables you to search question and answer history
- Allows you to build your own profile so that it is personalized to your interests
- Ability to opt in/out of categories and tailor options for receiving information
- Ability to capture, store, sort and view all current and archived information
- See the latest questions from both associations – as well as your topics of interest
- Ability to respond to a posted question as well as an emailed question

To join please go to www.netqa.org/ILGNET/_cs/GNSplash.aspx or www.ilcma.org. and follow the instructions.