

# SUSAN L. INMAN

## PROFESSIONAL EXPERIENCE

- 2011 – Present **TOWN OF BOXFORD – OFFICE OF THE SELECTMEN** *Boxford, MA*  
ASSISTANT TOWN ADMINISTRATOR: 2018-PRESENT  
ASSISTANT TO THE TOWN ADMINISTRATOR: 2015-2017  
ADMINISTRATIVE ASSISTANT TO THE TOWN ADMINISTRATOR: 2011-2014
- Performs highly responsible work of complex nature, requiring the exercise of considerable independent judgment, assuming duties and responsibilities of the Town Administrator in his absence
  - Oversees and manages all technology in Boxford including replacement of all town office computer systems, virtualization of servers, evaluation and hiring of service vendor, management of yearly replacement schedule, evaluation and maintenance of security protocols, replacement of phone system, design/build of new Town website and Facebook page
  - Manages centralized procurement system within the Office of the Selectmen, serves as advisor for town boards maintaining consistent observance of procurement laws in every town project and executes Town Meeting procurement decisions based on 5-Year Capital Improvement Plan
  - Directs human resource functions – conducts recruitment, hiring, disciplinary, evaluative, and promotional processes; implements updates to Town’s personnel policies and procedures; conducts collective bargaining contract administration for AFSCME Unions as member of the Town’s collective bargaining team (successfully negotiated two collective bargaining agreements); conducts in-house salary studies and data analysis to support settlements; manages and participates in screening committees for key hires
  - Partners with third party non-profit support organizations, school officials and regional administrators to identify opportunities to improve services – examples include securing additional funding for field maintenance by tracking and analyzing maintenance data and supporting beach management through Cares Funding for PPE
  - Supports enhanced technology capabilities during the pandemic to enable boards and committees to continue meeting remotely via zoom and services to be offered online to meet the needs of the community
  - Assists in the planning, analysis and implementation of Town-wide projects; participates in various working groups & committees, including weekly construction meetings for multiple projects and assists committees to prepare projects to be approved for inclusion in Town Meeting Warrant
  - Facilitates all town grant solicitations, including securing multiple ADA and MIIA Grants, and pursuing grants for 10 Elm Street and Border to Boston Trail
  - Coordinates and disseminates information to the general public through social media and other means; provides communication plans and inhouse design for key communication projects such as Trash & Recycling Flyer distributed during change to new trash vendor
- 2009 –2011 **TOWN OF DANVERS – DEPARTMENT OF PUBLIC WORKS** *Danvers, MA*  
ADMINISTRATIVE ASSISTANT TO DIRECTOR OF PUBLIC WORKS, DIRECTOR OF OPERATIONS & BUILDINGS, GROUND & FORESTRY DIVISION SUPERVISOR
- Provided support for three senior executives in the DPW
  - Assisted in yearly budget preparations for the DPW
  - Tracked project costs paid by the town for Danvers High School Construction Project, Town Hall Renovation Project, as well as additional projects under the DPW
  - Prepared and submitted requests for reimbursement to the Massachusetts School Building Authority for the Danvers High School Project and to the Department of Transportation on all Chapter 90 Projects
- 2007 –2008 **CONSTRUCTION RECRUITERS, INC.** *Boston, MA*  
RECRUITER
- Facilitated recruitment of senior construction management professionals, including placement, contract negotiations and fee management.

# SUSAN L. INMAN

1988 – 2008

***WILLIAM GALLAGHER ASSOCIATES INSURANCE BROKERS, INC.***

*Boston, MA*

COMMUNICATIONS CONSULTANT & WEBSITE MANAGER: 2001-2008

ASSISTANT VICE PRESIDENT/COMMUNICATIONS MANAGER: 1994-2000

ASSISTANT TO THE PRESIDENT/CEO: 1988-1993

Recipient of *Exceptional Service Award*

- Provided project leadership and management for publication production including multiple quarterly newsletters, all company brochures, seminar invitations, and trade show appearances
- Drafted Chairman's messages, layout of projects and management of the printing process
- Developed whitepapers, press releases, and email blasts for distribution to clients
- Managed redesign of website serving as company liaison to external technical and design professionals
- Served as liaison to legal and venture capital community to successfully co-sponsor industry seminars

## EDUCATION

2015

**SUFFOLK UNIVERSITY SAWYER BUSINESS SCHOOL**

*Boston, MA*

**MASTER OF PUBLIC ADMINISTRATION – Moakley Center for Public Management**

Recipient of *Suffolk Scholarship for Academic Excellence*

1998

**BOSTON COLLEGE**

*Newton, MA*

**BACHELOR OF ARTS WITH CONCENTRATION IN MANAGEMENT *Magna Cum Laude***

Recipient of *Harding Award for Overall Excellence*

1988

**KATHARINE GIBBS SCHOOL**

*Boston, MA*

**ASSOCIATES DEGREE - SECRETARIAL ARTS PROGRAM**

## CERTIFICATIONS AND TRAINING

2019

**CERTIFICATE IN MUNICIPAL FINANCE MANAGEMENT SEMINAR**

SUFFOLK UNIVERSITY, SAWYER BUSINESS SCHOOL

MOAKLEY CENTER FOR PUBLIC MANAGEMENT & MASSACHUSETTS MUNICIPAL ASSOCIATION

2017

**SHRM – CP CERTIFICATION**

SOCIETY FOR HUMAN RESOURCE MANAGEMENT – CERTIFIED PROFESSIONAL

2016

**MCPPO CERTIFICATION**

OFFICE OF THE INSPECTOR GENERAL – MASSACHUSETTS CERTIFIED PUBLIC PURCHASING OFFICER

2016

**SUPERVISORY LEADERSHIP DEVELOPMENT PROGRAM**

SPONSORED BY THE MASSACHUSETTS MUNICIPAL PERSONNEL ASSOCIATION

2015

**PUBLIC SECTOR COLLECTIVE BARGAINING TRAINING**

DEPARTMENT OF LABOR RELATIONS

2014

**CERTIFICATE IN LOCAL GOVERNMENT LEADERSHIP AND MANAGEMENT**

SUFFOLK UNIVERSITY, SAWYER BUSINESS SCHOOL

MOAKLEY CENTER FOR PUBLIC MANAGEMENT & MASSACHUSETTS MUNICIPAL ASSOCIATION

2011

**CERTIFIED MICROSOFT OFFICE SPECIALIST**

POWERPOINT, EXCEL & ACCESS