

Town of Londonderry, Vermont
100 Old School Street
South Londonderry, VT 05155
802-824-3356
www.londonderryvt.org

Job Opening

Town of Londonderry STR Administrator

The Town of Londonderry, Vermont is accepting applications for the new position of Short-Term Rental Administrator. This position is responsible for the development, implementation and administration of the Town's Short-Term Rental ("STR") registration program in keeping with the Town's STR Ordinance. A full job description can be found on the Town website: www.londonderryvt.org.

Applicants are asked to submit a letter of interest, resume and required Employment Application, which can be found in the Town Forms section of the Town website. Submit documents via email to townadmin@londonderryvt.org or US Mail to: Town of Londonderry, 100 Old School Street, South Londonderry, VT 05155.

This is a part-time position of approximately 20 hours/week, without benefits but with a flexible schedule that can include remote work hours. Recruitment will continue until the position is filled, and the Town is open to hiring an individual that serves other communities in the same or similar role. The Town of Londonderry is an equal opportunity employer.

Posted 3/7/2024

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Short-Term Rental Administrator Job Description

FLSA Status: Non-Exempt

Reports To: Selectboard

Terms of Employment: Part-time hourly position

Compensation: As determined by the Selectboard

OBJECTIVE/PURPOSE

Under the direction of the Selectboard, or its designee, the Short-Term Rental (or “STR”) Administrator will develop, implement and administer the Town’s Short-Term Rental registration program in keeping with the Town’s Short-Term Rental (“STR”) Ordinance, as adopted by the Selectboard and which may be amended from time-to-time. This position is responsible for coordination with State and local officials in the implementation of all aspects of the program, including research, inspections, enforcement.

WORK HOURS

Work hours up to an average of 29 hours per week may be conducted in an appropriate combination of in-office, on-site and remote setting as deemed necessary to effectively and efficiently address the responsibilities of the position. Attendance at meetings of the Selectboard, key staff, vendors, consultants and State representatives is required as appropriate. In general, other than attendance at meetings, the schedule for this position is self-directed and flexible.

DUTIES AND RESPONSIBILITIES

- Develop a new program for registration of Short-Term Rentals in Londonderry in fulfillment of the requirements of the Town’s new STR Ordinance.
- Research and determine the location of existing STRs in the community.
- Create and implement a communication system to effectively inform STR owners/operators in Londonderry of the existence of the STR Ordinance and the need for them to abide by its provisions, and in particular the requirement for annual STR registration.
- Review and determine completeness of annual STR registration applications, and for incomplete applications request required information from applicants, providing assistance as appropriate.
- Issue annual STR registration within 30 days of determining that an STR registration application is complete.
- Inspect and monitor STRs as necessary to determine compliance with the Town’s STR Ordinance.
- Conduct timely, appropriate and effective enforcement of the Town’s STR Ordinance.
- Coordinate with appropriate Town staff and public bodies and, if necessary, law enforcement and other emergency response agencies, to help insure effective implementation of the Town’s STR program.
- Research and stay up-to-date on STR matters and trends occurring locally, regionally and

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- nationally.
- Periodically update the Selectboard on STR program activities, challenges and opportunities.
- Maintain appropriate confidentiality of all items discussed with STR owners/operators and representatives.
- Remain current on software, municipal operations and terminology, and required paperwork and procedures.
- Participate in training, as needed.
- Ensures that all interactions with colleagues, Town officials and the public are respectful, courteous, and helpful.
- Complies with all Town policies and state and federal regulations.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Must develop and maintain a working knowledge of STR business practices, trends and regulatory framework.
- Must be dependable, be able to follow instructions, and be able to manage and prioritize tasks in a timely fashion.
- Must demonstrate excellent judgment, organizational, decision-making, customer service, and communication skills.
- Must maintain composure, discretion, and objectivity at all times, and interact tactfully and respectfully with all people.
- Must have the ability to work independently with minimal supervision.
- Must demonstrate good English grammar, spelling and writing skills.
- Must willingly receive and apply constructive feedback.
- Must be able to operate various types of office equipment including, but not limited to, copy/scanning machine, computer, typewriter, and telephone.
- Must be proficient in MS Office suite for computer use.
- Must be able to provide own means of transportation to attend meetings in various locations.
- Prior experience with ordinance, regulation or bylaw administration or compliance practices or similar experience is a plus.

EXPERIENCE, EDUCATION, AND TRAINING

- High School degree or GED equivalent necessary, with college degree preferred.
- Demonstrated experience working with municipal and/or State regulations and/or agencies is required.
- At least two years of work in a collaborative office setting is helpful.

TOOLS/TECHNOLOGY

- As necessary, must demonstrate computer literacy that includes: word processing, email, data entry, spreadsheet work, online training, etc.

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PHYSICAL AND MENTAL DEMANDS

- Must be able to communicate clearly.
- Must be able to evaluate and solve problems associated with work tasks and environment.
- Must demonstrate excellent judgment and quick reaction time to prevent accidents and respond appropriately in the event of an emergency.
- Must be able to read, comprehend and follow written and verbal directions and instructions.
- While performing the duties of this job, the employee is regularly required to sit, see and hear.
- The employee is frequently required to demonstrate manual dexterity to write, operate computers and office machinery/equipment.
- The employee will occasionally speak, walk, and stand and lift up to 20 pounds.
- Travel to various work sites may be required on occasion.
- Specific vision abilities required by this job include close vision, distance vision, depth perception, and the ability to adjust focus.
- The employee is required to be able to hear conversations in quiet to loud environments. The employee must be able to meet deadlines with statutory and administrative time constraints.
- The noise level in the Town Office work environment is usually quiet.

WORK ENVIRONMENT/CONDITIONS

- Most work occurs at the Town Office (for in-person meetings) and in a home office or other remote location (for remote viewing of meetings and meeting follow-up efforts) as appropriate and necessary.
- Works with a minimum of supervision with a high level of accuracy and attention to detail, requiring the ability to independently complete assigned tasks in accordance with the given deadlines.
- Has contact in person and by phone or video connection with Town public bodies and staff, as appropriate.

DISCLAIMERS

- The above information is intended to describe the general nature of this position and is not to be considered a comprehensive statement of duties, activities, responsibilities and requirements. Additional duties, activities, responsibilities, and requirements may be assigned, with or without notice, at any time.
- This job description is not an employment contract nor is it a promise of work for any specific length of time.

EQUAL EMPLOYMENT OPPORTUNITY

The Town of Londonderry, Vermont is an Equal Employment Opportunity employer.

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