

gilbert



The Town of Gilbert, Arizona Invites your interest in the position of

TOWN MANAGER



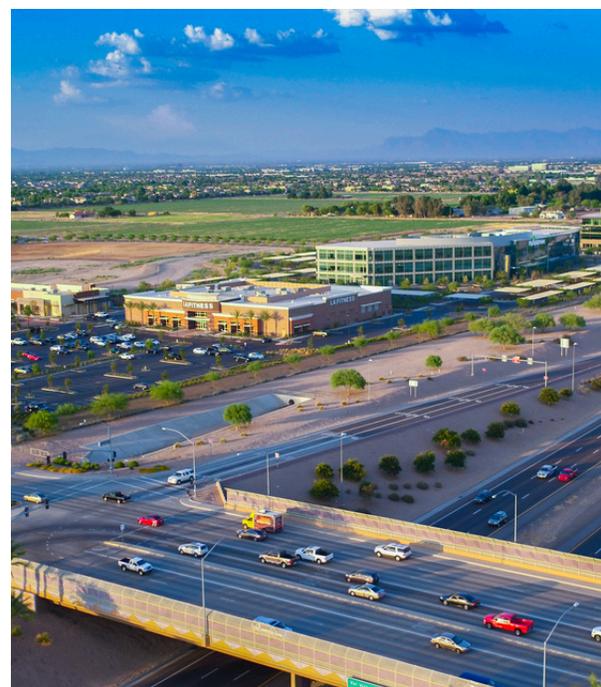
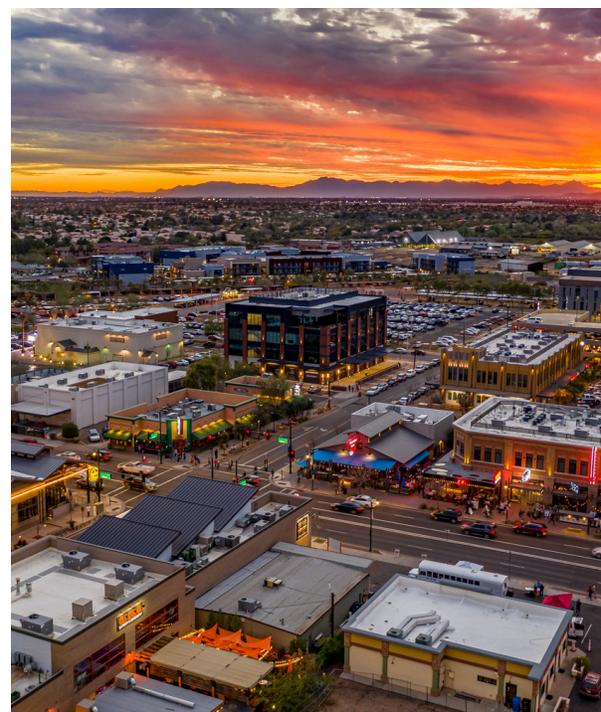
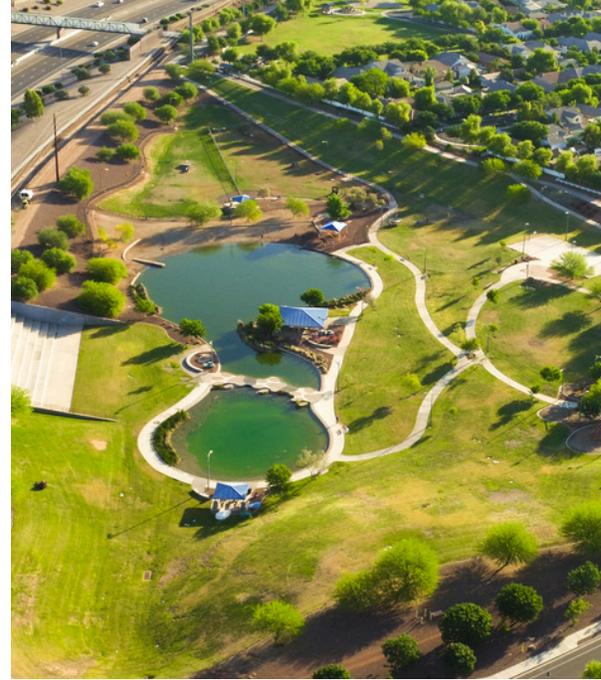
Presented by
Slavin Management Consultants

Gilbert, Arizona – A City of the Future

After 14 years of legacy-defining leadership, Gilbert’s longtime Town Manager has stepped into a new role within the region. Now, the Town Council is seeking a visionary leader to elevate that legacy, someone who will champion innovation, uphold our community values, and lead Gilbert through its next chapter. This is a rare opportunity to shape the future of a thriving community, work alongside a bold and visionary leadership team, while making a lasting impact where it matters most.

Located just 21 miles from Phoenix, the Town of Gilbert enjoys over 300 days of sunshine a year and serves as a regional destination for jobs, shopping, and recreation— attracting thousands into the community on a recurring basis. Named one of the “Best Places to Live in America” by CNN and the “Best Place to Live in Arizona” by Ranking Arizona, Gilbert’s reputation is backed by data: in recent community surveys, 87% of residents rated the town’s quality of life as excellent.

Incorporated in 1920, Gilbert proudly celebrated its centennial in 2020 and remains rooted in its rich agricultural heritage. Known as America’s largest town, Gilbert is home to approximately 290,000 residents, with a projected residential buildout population of 330,000: making it comparable to cities like Lexington, Kentucky and Orlando, Florida. Once the fastest-growing community in the nation, Gilbert has continued to uphold its high standards for thoughtfully designed neighborhoods, parks, and commercial districts. This intentional commitment to a distinctive built environment has led to lasting value, attracting a diverse range of high-quality corporations and developments that stand out across the Phoenix region.



A Great Community – the Nexus of Healthy Economy and Vibrant Quality of Life



Great communities are often defined by a strong sense of place, and in Gilbert, that place is the Heritage District. As the heart of the community, this award-winning downtown has become a regional destination for dining, entertainment, and the arts, including high caliber arts at the Hale Centre Theatre.

Over the past two decades, the Heritage District has become a downtown revitalization success story, with more than \$387 million in investment and approximately 750,000 square feet of new development. Growth continues with Heritage Park, a signature gateway on the district's northern edge. Initial phases have delivered 47,000 square feet of new retail and dining space, with future plans including a 125-room hotel, 150,000 square feet of additional mixed-use space, and expanded parking.

Gilbert's community vision is not just aspirational, it's embraced. Surveys show 85–90% of residents rate the vibrancy of the Heritage District and the quality of shopping opportunities throughout the town as excellent. With six distinct retail corridors offering unique architectural styles and amenities, Gilbert caters to a wide range of lifestyles. Major new investments, like Signature at SanTan, are expanding the SanTan Corridor with high-profile additions such as Whole Foods and Dick's House of Sport.

Gilbert is thriving with year-round events, including the Downtown Concert Series, Veterans Day Ceremony, Superhero Kapow Run, Gilbert Days Parade and Festival, the Global Village Festival, and the Riparian Preserve's "Riparian After Dark"—offering something for every season and every age.

Gilbert's economic success is fueled by strong partnerships and visionary development. High-profile projects like Rivulon, a \$1.25 billion mixed-use campus, are adding millions of square feet in office, retail, and hotel space, creating more than 15,000 jobs. Northrop Grumman's expansion added 637 high-tech positions, while Deloitte's U.S. Delivery Center established 2,900 high-wage jobs in two Class A office buildings. The healthcare sector also anchors Gilbert's strong economy with leading institutions like Banner, MD Anderson, and Dignity Health/CommonSpirit expanding Gilbert's role as a regional medical hub.



The Cosmic Measures

4th Largest City in Arizona




294,689
2025 Population



HIGH EDUCATIONAL ATTAINMENT

50%
of residents have a college degree


\$590,000
Median Home Value




\$121,543
Median Household Income
(Top 3 of most affluent communities in the State)



A YOUNG AND VIBRANT FAMILY-CENTERED COMMUNITY
33%
of the population are children

36
Median Age
GILBERT



We understand the importance of our work and strive every day to give Gilbert the future it deserves.

Gilbert's Organizational Values

High-performing organizations thrive on alignment between leadership, employees, and the broader community they serve. In Gilbert, this alignment is a cornerstone of success across the Town's diverse service lines. Input from the Executive Team and emerging leaders has helped shape this profile, providing insight into Gilbert's culture, expectations, and organizational values.

While the "Ideal Candidate" section outlines specific leadership attributes, it's important to highlight Gilbert's deeper commitments: to operational excellence, to professionalism and transparency, and to supporting employees at all levels. Gilbert is a mission-driven organization that sees change as opportunity, innovation as essential, and collaboration as the path to meaningful results. This is a team that shows up for each other and for the community, every single day.

Gilbert's dedication to service excellence is reflected across multiple departments through nationally recognized certifications and innovative initiatives. The Gilbert Police Department is accredited by the Arizona Law Enforcement Accreditation Program, underscoring its commitment to professionalism, accountability, and continuous improvement. The Gilbert Fire & Rescue Department has also achieved high distinction, earning its second consecutive five-year accreditation from the Commission on Fire Accreditation International, a testament to its sustained operational excellence.

In addition, the Town has taken meaningful steps to create a more inclusive and accessible community. Gilbert's Police, Fire, and Parks & Recreation departments have each earned designation as Certified Autism Centers™ through the International Board of Credentialing and Continuing Education Standards (IBCCES). This achievement highlights the Town's proactive approach to training staff, implementing specialized programs, and expanding resources to better serve autistic and sensory-sensitive individuals.



Organizational Mission: Anticipate. Create. Help People.

We are working to become the City of the Future and keep the thriving community that Gilbert is today well into the future. We are proud of our culture, which reflects our shared values, beliefs, and practices.

We are DRIVEN

We are passionate and driven to excel - always hungry for new challenges and opportunities to achieve more for our community every day. Average doesn't interest us: we are always pushing ourselves for amazing. We understand the importance of our work and strive every day to give Gilbert the future it deserves.

We are BOLD

We believe in the inherent worth of all people. We are inclusive and spread Gilbert kindness in our words and actions. We promote emotionally intelligent leaders who put people and relationships before processes and tools. We serve each other and our community with respect and civility at all times. We believe the ability to connect, and help is just as important as talent and knowledge

We are HUMBLE

We have a flat organization where titles are the least interesting thing about us. Service is at the heart of everything we do. We all have meaningful contributions to make. We embrace the servant leadership model and relish opportunities to facilitate the success of others. Authenticity and collaboration are critical to our success.

We are KIND

We innovate and take risks so we can keep growing, improving and learning. New ideas and innovative approaches mean sometimes we'll stumble. If we do, we quickly refocus to find the best path forward. Gilbert is a safe place for big ideas. We are committed to constant improvement and doing things differently. We value curiosity and creativity, knowing that community solutions often require new approaches to complex challenges.



A Top Ranked Community

#1 City for Economic Growth
(COWORKING CAFÉ, 2024)

Top 100 Places to Live in the US
(LIVABILITY, 2025)

#2 Best Suburb to Raise a Family, Young Professionals, and Best Public Schools in Arizona
(NICHE, 2024)

#5 Best City for First-Time Homebuyers
(CONSUMERAFFAIRS, 2025)

#3 Safest and Most Affordable City
(GO BANKING RATES, 2024)

#5 Best Midsize City for Real Estate
(WALLETHUB, 2024)

#4 Most Caring City in America
(WALLETHUB, 2026)

#6 Best Place to Raise a Family
(WALLETHUB, 2024)

#4 Best Place to Live in the Southwest
(LIVABILITY, 2024)

#8 Best City for People with Disabilities
(WALLETHUB, 2024)

Cactus Yards received the Outstanding Park of the Year for the 5th year in a row
(UNITED STATES SPECIALTY SPORTS ASSOCIATION)

National Recreation and Parks Association (NRPA) Gold Medal 2025 Finalist

Commission for Accreditation of Park and Recreation Agencies (CAPRA) Accredited Parks and Recreation Department

Town of Gilbert was named one of the Healthiest 100 Workplaces in America



Schools and Higher Education

A point of community pride in Gilbert is the wide range of exceptional educational choices available to families. The community is served by three public school districts: Gilbert, Higley, and Chandler—with more than 90,000 students enrolled. All three of Gilbert’s public school districts: Gilbert, Higley, and Chandler, hold an “A” rating from the Arizona Department of Education and consistently rank among the top 15 districts statewide, according to Niche and Ranking Arizona. In addition to these high-performing districts, families also have access to more than ten public charter schools and a top-rated private Christian K–12 institution, offering a wide range of educational choices that meet diverse needs and values.

Higher education opportunities in and around Gilbert are diverse and accessible. Arizona State University’s Polytechnic Campus, located on Gilbert’s eastern boundary in Mesa, provides a full university experience with a strong emphasis on experiential learning. Gilbert also partners with the University of Arizona, including classroom and office space downtown supporting programs such as its premier nursing curriculum. Local options for continued learning include Chandler Gilbert Community College, part of the Maricopa Community College District (the largest in the nation), East Valley Institute of Technology, and a Park University campus, offering pathways from workforce training to advanced degrees.



ABOUT THE TOWN GOVERNMENT

Governance Structure

Gilbert operates under the Council-Manager form of government and is one of 92 incorporated municipalities in Arizona. The Town Manager is appointed by and reports directly to the seven-member Town Council, which includes a Mayor elected at-large. All Council members serve staggered four-year terms, with elections held every two years. There are no term limits for the Town Council. While Gilbert remains one of Arizona's fastest-growing communities, resident engagement in civic life remains high, with strong community support for long-term, sustainable decision-making.

The current Town Council is widely recognized for its cohesion and shared commitment to the greater good. An upcoming election on August 4, 2026, will place four Council Member seats on the ballot. One of the incumbents has announced they will not seek re-election. The Town Council anticipates selecting the next Town Manager by May 2026, with a start date expected near the beginning of the new fiscal year on or around August 1, 2026.



Role of the Town Manager

The Town Manager is one of four positions appointed directly by the Council, alongside the Town Attorney, Town Clerk, and Presiding Judge. The Manager essentially serves as the chief executive officer for the organization, overseeing all remaining staff and has authority over all personnel decisions and advises the Council on all policy matters.

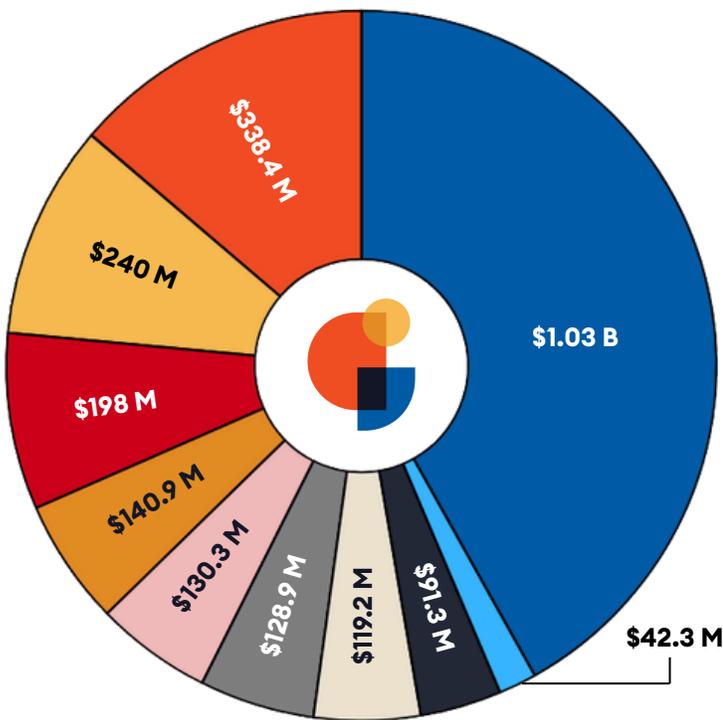
As a general law municipality (not governed by a city charter), Gilbert exercises the full range of municipal authority consistent with chartered cities. The Town prohibits labor agreements by code; all employees are classified as at-will. While the Police and Fire Departments have professional associations that represent their employees, no collective bargaining agreements exist. Per Town Code, the Manager is required to establish residency within Gilbert town limits within a "reasonable amount of time" following appointment.



Organizational Structure and Budget

The Town Manager’s Office includes four Assistant Town Managers, each with distinct areas of oversight and operational responsibility. The Town’s adopted FY 2025–2026 budget totals \$2.49 billion, supporting 17 departments and approximately 1,850 full-time equivalent (FTE) positions. Gilbert does not have a primary property tax. Gilbert’s leadership structure continues to evolve without compromising the delivery of high-quality services while staying rooted in strategic planning, innovation, and operational excellence.

Sources of Revenue = \$2.46B



Bonds (Transportation, Utilities and Quality of Life projects)*
Charges for Services/Licenses/Permits
Fund Balances from prior year
Sales Taxes
Repair and Replacement
State Shared Revenue
System Development Fees
Other Non-operating
Intergovernmental/grants
Other Taxes and Fees

***Note:** Gilbert fully funds CIP projects in the year they begin, so the FY2026 budget shows a large investment in CIP and the projects underway will take multiple years to complete.

The Town enjoys a strong AAA bond rating from all three of the nation’s credit rating agencies.

One of only a few cities nationwide. Higher ratings mean lower cost of borrowing, which keeps taxes and user fees low.

General Obligation (GO) Bond Rating:

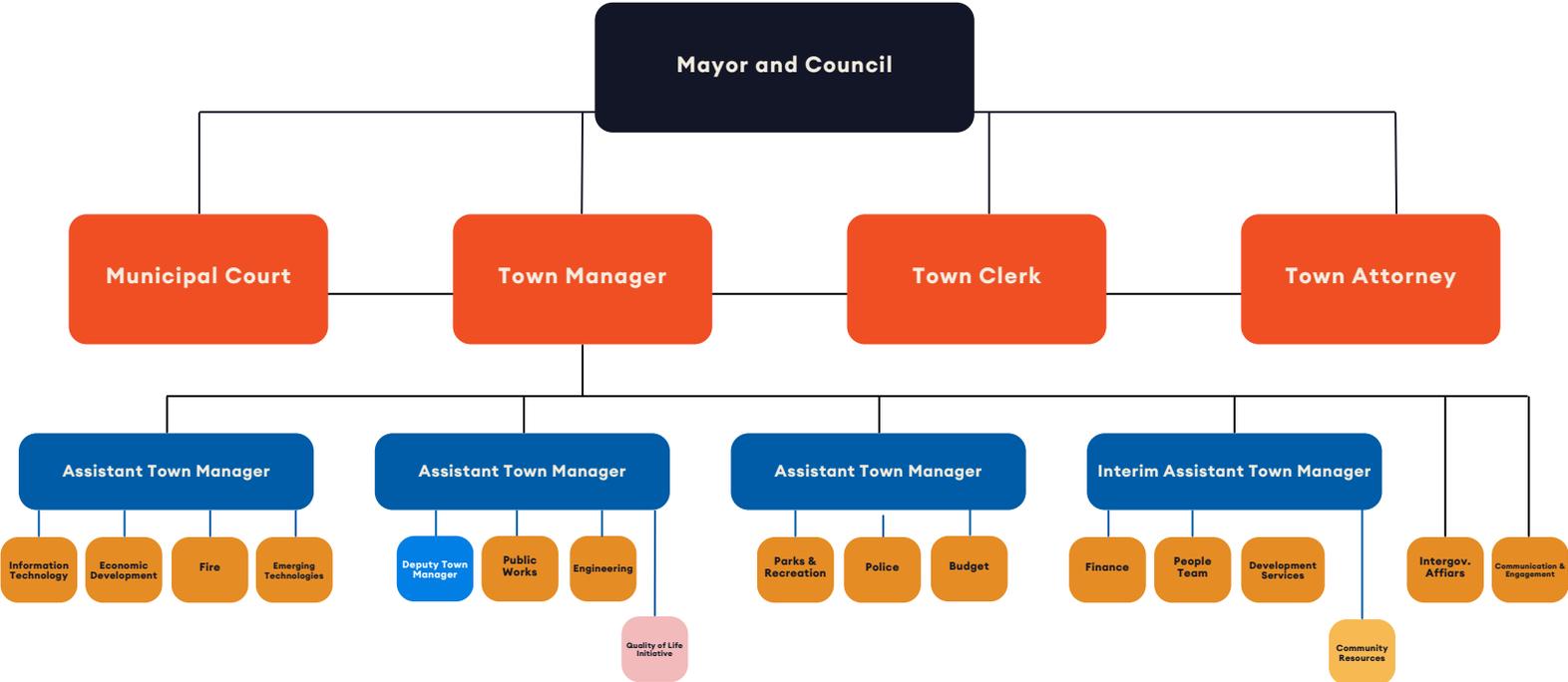


Essential Duties of the Town Manager as prescribed in the Town Code

[View Full Duties](#)



Organizational Chart



OPPORTUNITIES AND KEY PRIORITIES

Outlined below are key priorities the Gilbert Town Council has identified for the incoming Town Manager to champion. These focus areas reflect the Council's ongoing commitment to stewardship, integrity, innovation and exceptional service delivery for the community.



- Shifting from a growth-oriented organization focused on delivering services to one that is nearing residential build-out.
- Diversifying, enhancing, and increasing non-residential revenue sources will be challenging due to limited remaining (less than 5%) developable land.
- Supporting redevelopment efforts is critical in the northwest area of the community.
- Maintaining the high quality of life and complementary services at a cost that continues to represent value to the community.
- Notable systems are reaching capacity with signs of an aging infrastructure; the next Town Manager should develop a strategic plan to address these issues.
- Expanding non-residential, specifically commercial sales taxes, to produce a diverse recurring revenue base.
- Anticipating leadership transitions in Police and Fire Departments within the next 2-3 years due to retirements; nearly 80% of Fire leadership is retirement-eligible. The organization has proactively implemented a leadership transition pipeline.
- Meeting ongoing Parks and Recreation needs for both the existing community and future growth areas.
- Considering a potential new infrastructure bond following the expiration of the 2022 bond authorization to support the organization's long-range infrastructure plan.
- Stewarding long-term strategies for water sustainability and establishing a recurring onboarding and education plan on water issues for new Council Members.
- Operating as a lean organization with one of the lowest staffing ratios in the region. The next Manager will need to thoughtfully balance this legacy with the need to identify efficiencies and introduce innovation where appropriate.

PREFERRED CHARACTERISTICS AND DEMONSTRATED EXPERIENCE

The Town is seeking a proven executive to serve as its next Town Manager. This individual will bring the leadership, judgment, and agility to serve current and future Councils with skill and integrity.

The ideal candidate will embody the values of public service, demonstrate a deep commitment to community, and possess the vision to guide Gilbert through its next era of growth, innovation, and operational excellence.

- Proven and trustworthy leadership with a track record of ethical decision-making and team alignment.
- Demonstrates integrity and sound judgment, earning trust through consistent, principled actions.
- Makes transparent decisions that align with Council direction and community values.
- Balances professionalism and approachability while building trust through steady and values-driven leadership.
- Strong relationship builder who invests in authentic partnerships and collaboration.
- Communicates clearly and regularly with Council, staff, and community stakeholders.
- Delivers tough messages with tact, urgency, and a commitment to constructive problem-solving.
- Proactively identifies and addresses regional challenges, continuing Gilbert's reputation as a leader in the East Valley.
- Active listener who welcomes different views and builds consensus without sowing division.
- Consistently respectful, fostering a culture of teamwork, belonging, and shared purpose.
- Leads with decisiveness and empathy, demonstrating resilience under pressure.
- Politically astute while remaining neutral and focused on what's best for the community.
- Experienced leading complex municipal operations with fiscal responsibility without compromising performance.
- Manages growth, infrastructure, and service delivery with foresight and technical competence.
- Combines strategic vision with execution and accountability for measurable outcomes.
- Adaptive and self-aware, open to expert perspectives and grounded in continual learning.
- Eager to guide the Town through residential build-out, budget pressures, and evolving community needs.
- Applies creativity and calm to change leadership, minimizing disruption and maximizing opportunity.
- Demonstrates understanding of long-term planning, fiscal stewardship, and sustainable governance.
- Embraces Gilbert's culture of excellence, professionalism, and cross-departmental collaboration.
- Builds on existing strengths while encouraging thoughtful improvement and innovation.
- Leads with humility, respect, and a deep appreciation for the Town's people and systems.
- Champions a community-first vision rooted in service and connection.
- Recognizes the dual responsibility of serving both the Council and the community.
- Actively engages residents, businesses, and partners to build trust and shared responsibility.
- Represents Gilbert with integrity and confidence as a visible, ethical, and inclusive leader.



Education and Experience

A Master's degree is preferred, along with at least ten years of progressively responsible experience in municipal management, including a minimum of five years in executive-level leadership. An equivalent combination of education and experience that demonstrates the ability to perform the essential functions of the role will also be considered.

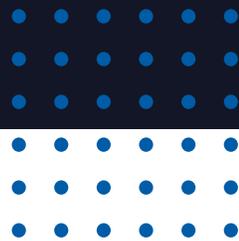
Candidates should bring substantial experience in key areas such as municipal budgeting and finance, long-range financial capital maintenance and replacement planning, economic development, downtown revitalization, water resources and resiliency, utilities, and infrastructure management within a full-service municipality.

A credentialed manager designation (ICMA-CM) is preferred.

This role is ideally suited for an experienced Town or City Manager with a comparable scope of responsibility. However, exceptional Assistant Town Managers from similarly complex organizations who possess the qualifications and experience outlined above will also be considered.



COMPENSATION AND BENEFITS



Compensation for the position will be highly competitive. Beginning compensation is negotiable based on qualifications and experience.

The Town provides excellent employee benefits which include the following at a minimum:

- Arizona State Retirement System (ASRS): A defined-benefit retirement plan.
- Deferred Compensation: Town contribution to a voluntary deferred compensation plan is available.
- Relocation Assistance
- Medical, Dental, and Vision Insurance
- Flexible Spending Accounts
- Lifestyle Spending Account: \$1,000 annually, Town funded
- Pet Insurance, Identity Theft/Fraud Insurance
- Holidays: Gilbert provides 11 paid holidays per year.
- Sick Leave, Vacation Leave, and Paid Military Leave
- Basic Life Insurance and AD&D: ix/annual salary
- Short Term Disability
- Hospital/Accident/Critical Care Insurance
- Flexible Spending Accounts
- Gilbert participates in Social Security
- Tuition Reimbursement
- Automobile Allowance

Read more about the Benefits Gilbert has to offer:

gilbertaz.gov/departments/human-resources/benefits



