



## City Manager's Office

**Location:** 2nd Floor City Hall Building – 70 Court Plaza, Asheville

**Mailing:** P.O. Box 7148, Asheville (28802)

**Contact Information:** Jaime Matthews, Business Services Manager

**Phone:** (828) 259-5604 / **Fax:** (828) 259-5499

**Website:** [www.ashevillenc.gov](http://www.ashevillenc.gov)

**The City Manager's Office includes the following divisions:**

- Administration
- Mayor's Office
- City Clerk's Office
- Communication & Public Engagement

Asheville uses the council-manager form of local government, under which elected City Council members are the community leaders and policy makers who establish a vision for Asheville, and who hire the city manager to carry out policy and ensure that all residents are equitably served. The manager coordinates the work of department heads and other employees, who help ensure the smooth and efficient delivery of services.

### The City Manager:

- Works with elected officials as they develop policies.
- Ensures that laws and policies approved by elected officials are equitably enforced throughout the city.
- Prepares the annual budget, submits it to elected officials for approval and implements it once approved.
- Supervise department heads, other employees and top appointees.
- Investigates citizen complaints and problems within the administrative organization and recommend changes to elected officials.
- Manages the day-to-day operations of the city.

### **The divisions and areas of the City Manager's Office contract as follows:**

- Graphic Design
- Online Communication Tools
- Marketing
- New Media Consulting
- Video Production
- Printing
- Advertising
- Temporary Staffing (as needed)