



# In the Spotlight

*Highlighting Exceptional Employees*

## Flo Miller

**Deputy Town Manager**

Deputy Town Manager Florentine "Flo" Miller has been awarded the Assistant Excellence in Leadership Award in Memory of Buford M. Watson Jr., from the International City-County Management Association. The award recognizes a local government management professional who has made significant contributions toward excellence in leadership while serving as an assistant to a chief local government administrator or department head.

Miller was presented with the award during the Sept. 13-16 annual conference of ICMA, a local government leadership and management organization. ICMA's awards program recognizes creative contributions to professional local government management and increases awareness of the value of professional management to the quality of life in our cities, towns, and counties.

Miller received a Bachelor of Arts degree from UNC-Greensboro and Master of Public Administration from UNC-Chapel Hill. Previously, she served as assistant administrator for the County of Loudoun, Va. Outside of her professional work ethic, she has shown a deep personal commitment to community, and especially to youth and education in her hometown of Kinston, N.C.

She is recognized for her mentorship to department heads, attention to staff development, ability to listen and to communicate, and to lead and support the leadership of others. Serving as a deputy manager means that Miller partners directly with Town Manager Roger L. Stancil. The position requires a deep understanding of the goals and style of the Town Manager and consciously complementing that style while pursuing those goals.

"It is a unique position that requires you to ask not what you might do, but what the manager might do," Stancil said. "It requires you to adjust your approaches

and views sometimes to accomplish the manager's goals. It requires you to be forthright and have difficult conversations with the manager when you question what is happening. It requires you to be open to embrace change you never expected.

"I cannot believe there is a better deputy manager in the profession than Flo Miller."

Having worked in municipal management for 27 years and 20 years with the Town of Chapel Hill, Miller well understands the legal and institutional setting of municipal management. Her work with every department in the Town of Chapel Hill has provided her a broad knowledge of municipal operations as well as experience with a wide diversity of people.

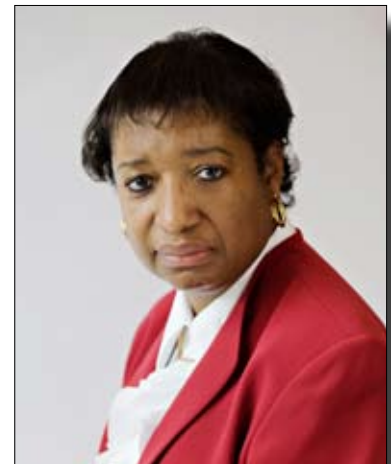
Miller also has been the lead staff member working on technology enhancement, which is a key work improvement objective of the Council and Town Manager. She worked with Town staff, citizens, consultants and elected officials to develop a technology plan that addresses a wide variety of service needs, from connectivity to information dissemination to departmental productivity improvements.

Assistant Town Manager Bruce Heflin said that Miller is able to lead and equally able and willing to support the leadership of

### Value in the Spotlight

## Ethics

lawful • clear manner of business  
responsible conduct • self-disciplined  
transparent • protect public assets



others. Heflin states: "She is smart, politically astute, a good communicator, a good listener and particularly adept at working effectively behind the scenes to advance the goals of the manager and the organization."

Flo Miller personifies the best qualities of the deputy manager.

### Senior Management Team Values

In November 2007, the Town's Senior Management Team adopted the following set of values to guide their behavior and decisions. These values are Ethics, Social Equity, Professionalism, Respect, Innovation



and Teamwork. It is the intent of the Town Manager and the Senior Management Team to strengthen the organization with a commonly held set of values that drive our mission and objectives.