

**TOWN OF CONCORD PERSONNEL BOARD  
AGENDA**

**Wednesday, July 12, 2023**

**5:15 p.m.**

**Zoom Video Conference Only**

Join Zoom Meeting

<https://us02web.zoom.us/j/89912262198?pwd=YWRSY0UyREc5VmgyK3I2VHloa21Nz09>

Meeting ID: 899 1226 2198

Passcode: 922275

- 1. Call to Order**
- 2. Approval of Minutes**
  - June 14, 2023
- 3. Election of Officers for the Personnel Board**
- 4. Compensation & Classification Study Implementation Update**
- 5. Classification Actions**
  - Review and Approval
- 6. Discussion of Personnel Board Charge**
- 7. Adjournment**

Meeting materials will be available at: [www.concordma.gov/PersonnelBoard](http://www.concordma.gov/PersonnelBoard)

# TOWN OF CONCORD PERSONNEL BOARD

Wednesday, June 14, 2023 5:15 p.m.

Select Board's Room, Town House & Zoom Video Conference

<https://us02web.zoom.us/j/83532728276?pwd=akdYb1hUVzBDQVNNUDFvY0ZaWEJGZz09> Dial: 833  
548 0282 US Toll-free Meeting ID: 835 3272 8276 Passcode: 909519

- 1. Call to Order:** At 5:18, co-chair Bill Mrachek called the meeting to order.
  - In attendance (in room): Pamela Talbot, Joe Mrachek, Liz Cobbs
  - Absent: Kate Ryan
  - This meeting was the first for the Board's newest member, Pamela Talbot. Ms. Talbot has a wealth of legal experience, managing teams and working with HR departments in state government. She has served on many committees in town, over her 33 years as a resident of Concord.
  
- 2. Approval of Minutes:** Decision to approve minutes from April 26 meeting and the May 24<sup>th</sup> meeting of the Personnel Board.
  - Joe E. moved to approve each set of minutes. Bill seconded (4/26), Pamela seconded (5/24). Liz agreed to both.
  
- 3. Compensation and Classification Study Implementation Update (Kimberly Crum presenting)**

*General Points:*

  - As interim HR lead, Ms. Crum is working hard to catch up, with full support from town employees, Dept. leads, Town Manager and GovHR (consultant on the C&C plan). The final "cross walk" to bring each employee into the new Classification and Compensation Plan is nearing completion, with a few outstanding issues that are being addressed.
    - There are positions where employees are not up to the minimum in the new C&C plan. We are working on plans to bring them up to the minimum now. There are issues with 4 employees at this time that HR is still working to rectify.
    - There are individuals who are being put into new positions with increased responsibilities. These jobs are different from where the individual was prior to the new C&C plan.
    - There are individuals who were put in positions with certification requirements that they have not succeeded in acquiring within the time allocated. These cases will require shifting individuals to appropriate roles.
  - Request: Would the Personnel Board please review the communications with employees.
  - Age and Gender analysis: the group of employees who are covered by the C&C Plan— consists of 60% male, 40% female: (below the minimums which are set at: 57% male/43% female).

- Job descriptions: Under the new C&C plan, HR is are going through a process to identify and upgrade all the job descriptions. We want to do that methodically, through a longer process. Game plan and timeline is still being discussed. Cleaning up simple changes first.
  - The Job Assessment Questionnaires are very helpful for new job descriptions.
  - Recommendation: Benefits should be in the job descriptions, or at least in how we advertise new positions.
- In the new C&C plan, the Town of Concord sought to use the full ranges for positions, based on skills, experience, training, education. When the town finalized the study, a decision was made to place the ranges at 85% of comparable communities.

**Outstanding issues:** Personnel Board would like to have more information on how the implementation process (and after) will impact the following:

- If people hired at later start dates will be employed starting at a higher point in the range vs. longer-serving employees. How will we manage equity in such cases?
- Personnel Board would ask that a breakdown of employees in terms of male/female, years of service, etc.
- A better understanding of how Concord is positing jobs externally; our ranges are quite wide, so how are we linking the job description to required skills, training, education?
  - Personnel Board would like more information on the planned performance review process and how that will be revised and implemented, recognizing that the current use of evaluations has faltered during the pandemic and work is required to re-establish trust in the equity of a merit-based evaluation process.
- Dashboard requires discussion and agreement re: content and timing for updates.

**Decision:** Do we agree to approve the implementation plan as proposed with the 4% salary increase?

- Joe E. made a motion to approve the 4% salary increase. Liz C. seconded. Bill M. and Pamela T. approved.

**4. Discussion of Personnel Board Charge • Draft Personnel Board Charge**

The outcome of the discussion re: Personnel Board Charge can be understood by reviewing draft (3) of the Charge (attached). These changes do not represent the final version of a new Charge, but pull together the progress to date on an updated version of the Charge.

**5. Public Comment: no public comments offered.**

6. 6. Calendar of Meetings: agreement to meet on June 21<sup>st</sup>. Agreement to monthly meetings, held on the second Wednesday of each month, from 5:15pm.

- 7. Meeting Adjourned at approximately 7:20pm.** Joe E. offered motion to adjourn, Pamela T. Seconded, Bill M. Liz C. agreed.

## Chief Financial Officer

Department: Finance  
Reports To: Town Manager  
Date: July 2023

Salary Grade: 18  
FLSA Status: Exempt

### GENERAL SUMMARY:

Under the general direction of the Town Manager, and as a member of the Town's Senior Management Team, serves as the chief financial officer of the Town; ensures the long-term financial and operational health and success of the municipal enterprise, with fiduciary and statutory responsibility over all financial assets; interprets and administers federal, state, and local laws, regulations, and policies relevant to municipal financial management. Accountable for and manages the services and staff of the Treasury, Collections, Accounting, Assessing, Town Clerk, Retirement, and Budget and Purchasing operations.

The CFO is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under direction and control. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

### ESSENTIAL JOB FUNCTIONS:

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

- ◆ Provides collaborative, forward thinking and responsive leadership in the planning, analysis, development, implementation and maintenance of the Town's financial management programs and services in accordance with the directives of the Town Manager and the mission and strategic priorities of the Town. Advises the Town Manager, Finance Committee, and town department heads regarding financial strategies, plans, and management.
- ◆ Provides administrative direction and coordination for all operational areas of the department. Promotes the alignment of department and divisional goals and objectives with those of the Town Manager and Select Board; reviews, evaluates, and monitors service delivery methods and systems; keeps Town Manager informed of department activities and operations; regularly meets with management staff to coordinate and provide input into services; disseminates and ensures the execution of Town-wide management plans, strategies, initiatives, values, policies, procedures, and standards of behavior.
- ◆ Analyzes financial and economic data and trends; analyzes changes in federal, state, and local laws and regulations that have an economic impact on the town. Prepares recommendations and reports for the Town Manager, the Select Board, the Finance Committee, and for financial management strategies, plans, policies, and actions.
- ◆ As the appointed Treasurer-Collector, oversees the administration of all revenue and collection operations of the town for taxes, fees, and other revenue generated from town services, grants, etc. Oversees the investment management for town general funds and trust funds, including short-term cash management activities assigned to the Assistant Treasurer-Collector. Oversees debt management policy and administration, including work with bond counsel and credit rating services; designs maturity schedules for long-term bonds and prepares offering statements.
- ◆ Oversees the overall development and preparation of the Town Manager's budget recommendations, including the general fund, the enterprise funds and capital improvement programs. Participates with the Town Manager and others in presenting, defending and resolving final budget plans before the Finance Committee, other decision-making bodies, and public hearings. Monitors the implementation and compliance

## *Chief Financial Officer*

with adopted budgets through direction of the Budget & Purchasing Administrator and coordination with town department heads. Serves as liaison to the Finance Committee.

- ◆ As delegated by the Town Manager/Chief Procurement Officer, oversees purchasing, procurement, and contracting functions performed by all departments reporting to the Town Manager, including authorization of purchase orders and contracts up to limits assigned.
- ◆ Serves as Treasurer of the Concord Retirement Board, responsible for investment management and for overseeing program administration through the Town Accountant and related support staff.
- ◆ Serves as Treasurer of town trust funds; maintains liaison with investment advisors and reports to fund trustees; manages and accounts for all receipts and disbursements of trust funds.
- ◆ Appointed as Parking Clerk. Administers the parking and fine collection system. Appoints Hearing Officer.
- ◆ Oversees town-wide payroll administration and all federal/state tax and earnings reporting.
- ◆ Coordinates all Town and School group insurance matters; works with brokers, insurers, consultants, legal counsel and Town staff to ensure that the Town's group benefit plans are well managed.
- ◆ Provides administrative support for the Finance Committee. Regularly attends numerous evening meetings before a variety of public boards and committees including, but not limited to, Finance Committee, Select Board, annual and special town meetings, etc.
- ◆ Acts as liaison between the Town Manager and designated town boards, committees; regularly facilitates communications between and on behalf of parties. Represents the Town Manager in conducting business and may act as Town Manager when the Town Manager is absent.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance at the workplace is required.

### **SUPERVISORY RESPONSIBILITY:**

Directly supervises the activities and performance of and provides functional oversight to five division heads, the Treasury Assistant, Retirement Administrator and Finance Assistant. Carries out supervisory responsibilities in accordance with policies and applicable laws. Responsibilities include interviewing and training employees; planning, assigning and directing work; appraising performance and recommending pay increases; implementing succession plans; addressing complaints and resolving problems; and making recommendations to the Town Manager concerning employee hiring, rewards or discipline.

### **EDUCATION & EXPERIENCE:**

- ◆ Master's degree in Business Administration, Public Administration or related field, plus at least ten years of progressively responsible experience in municipal government finances and municipal operations, including supervisory experience; or any equivalent combination of education and experience.

### **KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Expert knowledge of municipal finance management and all related laws, bylaw, rules, and regulations. Complete working knowledge of and skill in using computer applications for accounting and financial management. Ability to establish and maintain complex financial record keeping systems. Ability to analyze and interpret financial data and to present findings clearly in multiple forums

## Chief Financial Officer

- ◆ Ability to recognize town-wide priorities and work cooperatively to support their accomplishment. Ability to analyze complex issues and to develop relevant and realistic plans, programs and recommendations. Excellent organizational, planning, decision-making, and supervisory skills; ability to conceptualize and put into operation goals and objectives for the department.
- ◆ Ability to work with a high level of detail; ability to prioritize multiple tasks and deal effectively with interruptions, often under considerable time pressure; ability to identify and analyze complex issues and to develop appropriate recommendations.

### **WORKING CONDITIONS & PHYSICAL DEMANDS:**

Normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Majority of work is performed in a quiet work environment, with constant interruptions. Frequently subjected to the demands of other individuals and the volume and /or rapidity with which tasks must be accomplished. Limited off-site travel and required to attend meetings and seminars.

Operates computer, printer, video display terminal, keyboard, calculator, telephone, copier, facsimile machine and all other standard office equipment requiring eye-hand coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

***The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.***

***This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.***

## Aquatics Manager

Department:	Human Services, Recreation Division	Salary Grade:	9
Reports To:	Beede General Manager	FLSA Status:	Exempt
Appointed By:	Town Manager	Date:	July 2023

### **GENERAL SUMMARY:**

Under the general supervision of the Beede Swim & Fitness Center's General Manager, performs administrative, managerial and supervisory duties for Concord's town wide aquatics program. Ensuring coordination and consistency of both programming and regulations across multiple aquatic venues in Town requires incumbent to handle a significant amount of details, each varying in substance and complexity.

The Manager shall oversee all aquatics staff including (2) full-time staff, one focused on lifeguards and facility safety and the other focused on aquatic programming and special events, part-time and seasonal employees. Incumbent is expected to coordinate the daily management of the Beede Swim and Fitness Center's aquatics programs as well as the seasonal management of White Pond Beach and Emerson Park's outdoor pool, in conjunction with other Concord Recreation management. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under their direction and control, the Manager is expected to show initiative in developing programming and completing necessary tasks relative to safety and customer satisfaction.

### **ESSENTIAL JOB FUNCTIONS:**

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

- ◆ Directs and participates in the daily operations of the Beede Swim and Fitness Center's aquatics operation as well as the seasonal aquatics operations of White Pond and Emerson Pool. Develops and maintains operating procedures for all aquatics sites including seasonal opening and closing procedures.
- ◆ Organizes and supports full time aquatic staff to hire, manage and oversees various types of employees and volunteers including aquatics fitness instructors, swim coaches, physical therapists, head lifeguard, lifeguards, water safety instructors, and aquatics related maintenance personnel and vendors. Process CORI and SORIs for all Beede staff members and volunteers and manages Work Permit tracking for all aquatics staff.
- ◆ Organizes and supports full time aquatic staff to administer staff scheduling, payroll, evaluation of performance; maintains records for employee certifications and work permits. Ensures that all work is performed in compliance with established policies and procedures and applicable safety regulations, MA State health codes, local and state building codes, and regulations for public bathing beaches in Massachusetts.
- ◆ Understands, follows, and trains all full time and part time staff in the routines and procedures for effective lifeguarding and rescues at all sites; ensures in service trainings and emergency drills are consistent with American Red Cross guidelines and the State's regulations for public bathing beaches and public pools. Observes staff at all sites and provides feedback on operation and best practices.

## *Aquatics Manager*

- ◆ Supports all types of swim programs at all facilities including but not limited to swim lessons, aquatics fitness, aquatics therapy, adaptive aquatics, master's swim classes, parent/child swim programs, family swim programs, and special events in the pools and at the waterfront. Develops and markets programs, continually working to expand aquatics offerings.
- ◆ Facilitates CPR/First aid training, Lifeguard Certification Training, Lifeguard Recertification Training and Water Safety Instructor training, as needed. Support Recreation Department staff with certification and recertification classes, as needed.
- ◆ Work collaboratively with Concord Recreation staff to prepare plans for summer camp, annually.
- ◆ Provides excellent customer service for membership and program participants. Assists in registering customers for programs. Responsible for ensuring program information in registration software and on Department websites are accurate.
- ◆ Creates all aquatic revenue projections and associated budgets annually and seasonally, as required. Presents budgets for approval and continually examines revenues and expenses to ensure spending projections are not exceeded.
- ◆ Purchases materials needed for aquatics programming at all locations including, but not limited to: rescue equipment, pool chemicals, first aid supplies, staff apparel and program materials; manages and maintains inventory.
- ◆ Monitors outside user groups and facility rentals relating to aquatics including private rentals and competitive events.
- ◆ Evaluates all aquatics operations and makes recommendations for future seasons' operations.
- ◆ Leads the Aquatics team in a spirit of cooperation and teamwork ensuring that Concord Recreation goals, philosophies and objectives are met.
- ◆ Expected to observe all programs, including those outside of regular working hours, including nights and weekends, as needed or as requested.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance at the workplace is required.

### **SUPERVISORY RESPONSIBILITY:**

Directly supervises the activities and performance of and provides functional oversight to all aquatics staff and volunteers including: (2) full time Aquatic Supervisors, aquatics fitness instructors, swim coaches, physical therapists, head lifeguard, lifeguards, and water safety instructors. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

### **EDUCATION & EXPERIENCE:**

Any combination of education and experience that provides the ability to perform functions is qualifying. A typical example of this is:

- ◆ Bachelor's degree in leisure services, recreation, or education, with three or more years of experience managing a large aquatic facility and/or implementing community-wide aquatic based programs, including supervisory experience; or any equivalent combination of education and experience.
- ◆ Lifeguard certification, required
- ◆ Waterfront Lifeguard certification, preferred

## *Aquatics Manager*

- ◆ Lifeguard Instructor, preferred. Required within 6 months.
- ◆ Lifeguard Instructor Trainer, preferred. Required within 12 months.
- ◆ Water Safety Instructor, preferred. Required within 6 months.
  
- ◆ Water Safety Instructor Trainer, preferred. Required within 12 months.
- ◆ Certified Pool Operator, preferred. Required within 6 months.
- ◆ Possession of a valid driver's license, with the right to operate vehicles in Massachusetts.

### **KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Working knowledge of multi-pool aquatic facility, procedures and equipment. Thorough working knowledge of lifesaving techniques, CPR and First Aid. Knowledge of Commonwealth of Massachusetts Department of Public Health Minimum Standards for Swimming Pools (State Sanitary Code: Chapter V).
- ◆ Working knowledge and experience teaching various levels of Aquatics programming. Excellent customer service skills to communicate effectively with all members of the public, including children and young adults, in a courteous and tactful manner, and to enforce facility rules and regulations.
- ◆ Ability to supervise and train subordinates, and to establish and maintain good working relationships with co-workers.
- ◆ Computer skills in word processing and spreadsheet applications and the ability to maintain a variety of records and statistics. Strong skills in budgeting and financial operations.

### **WORKING CONDITIONS & PHYSICAL DEMANDS:**

Work is performed in large multi-pool aquatic facility and under pool facility office conditions. Some work is performed outdoors in camp/outdoor pool environment; work includes exposure to various weather conditions and pool chemicals. Noise may be moderate to loud at times.

Regularly required to stand, walk, crouch, stoop and sit; may spend a large portion of shift standing and/or walking. Must be able to manipulate objects, tools or controls and common office/pool objects. Frequently lifts and/or moves objects weighing up to 30 pounds such as equipment, supplies and chemicals. Moderate physical effort occasionally required to perform emergency lifesaving efforts. Vision and hearing at or correctable to normal ranges.

Normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Majority of work is performed in a moderately noisy work environment, with constant interruptions. Frequently subjected to the demands of other individuals and the volume and /or rapidity with which tasks must be accomplished.

Operates computer, printer, video display terminal, calculator, telephone, copier, facsimile machine and all other standard office equipment requiring eye-hand coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

***The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.***

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## **Aquatics Supervisor** ***Programming***

Department: Human Services/Recreation Division  
Reports To: Beede Center General Manager  
Appointed By: Town Manager

Salary Grade: 7  
FLSA Status: Exempt  
Date: July 2023

### **GENERAL SUMMARY**

Under the general supervision of the Beede Swim & Fitness Center's Aquatic Manager, this Aquatic Supervisor assists in the organization and development of year-round aquatic programs. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under their direction and control. Performs varied and responsible duties requiring a thorough knowledge of aquatic operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. The Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring the incumbent to approach the workload with flexibility.

### **ESSENTIAL JOB FUNCTIONS:**

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

- Oversees, plans, and manages all types of swim programs at the Beede Swim and Fitness Center as well as Emerson Pool and White Pond Beach including but not limited to swim lessons, aquatics fitness, aquatics therapy, adaptive aquatics, diving, master's swim classes, parent/child swim programs, family swim programs, and special events.
- Works collaboratively with other Aquatic Supervisor to organize, facilitate and strengthen aquatics operations. Inventories equipment and requests supplies as needed.
- Recruits, trains, supervises and schedules all aquatic program staff. Process CORI and SORIs for all aquatics program staff and volunteers. Manages work permit tracking. Performs evaluations, annually.
- Ensures that all work is performed in compliance with established policies and procedures and applicable safety regulations, MA State health codes, local and state building codes, and regulations for public bathing beaches in Massachusetts.
- Assists with the development and monitoring of the Beede Center aquatic operating budget to maintain fiscal accountability. Prepares monthly reports for Recreation Commission meetings.
- Works evenings and weekends as necessary to effectively coordinate, supervise, and monitor programs and staff. Works closely with the Aquatics Manager and General Manager to review pool rentals and prepare for special events.
- Creates, updates, and maintains current and accurate content for the Beede Center website, program guide, and registration software. Assists with ongoing marketing including press releases and social media. Responds to public inquiries regarding aquatic services and programs.
- Leads the aquatics team in a spirit of cooperation and teamwork ensuring that Concord Recreation's goals, philosophies, and objectives are met.

## *Aquatics Supervisor Programming*

- Performs special projects and other related duties as required, directed, or as the situation dictates.
- Regular attendance at the workplace is required.

### **SUPERVISORY RESPONSIBILITY**

Provides functional oversight to program staff and volunteers. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities may include interviewing, training and recommending hire of employees; planning, assigning, and directing work; assisting with performance management; helping to address complaints and resolve problems.

### **EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:**

- Bachelor's Degree in Recreation & Leisure Studies or a related field, with a minimum of three years of increasingly responsible experience in the development and implementation of recreation and aquatics programs and activities, or any equivalent combination of education and experience.
- American Red Cross Water Safety Instructor, required.
- American Red Cross Water Safety Instructor Trainer, preferred. Required within 6 months.
- Certified Pool Operator, preferred. Required within 3 months.
- Possession of a valid driver's license, with the right to operate vehicles in Massachusetts.

### **KNOWLEDGE, SKILLS & ABILITIES:**

- Knowledge of Commonwealth of Massachusetts Department of Public Health Minimum Standards for Swimming Pools (State Sanitary Code: Chapter V).
- Working knowledge of the principles and practices of recreation and aquatic management; considerable knowledge of all activities that comprise aquatic programming. Ability to delegate work and multitask in a face paced environment.
- Excellent customer service skills to communicate effectively with all patrons, including children and young adults, in a courteous and tactful manner, and to enforce facility rules and regulations.
- Ability to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials and other agencies. Ability to organize people and programs.
- Competency using computer systems and ability to learn automated registration systems.

### **WORKING CONDITIONS & PHYSICAL DEMANDS:**

Work is performed in an aquatics facility and under pool facility office conditions. Some work is performed outdoors in camp/outdoor pool environment; work includes exposure to various weather conditions and pool chemicals. Noise may be moderate to loud at times.

Regularly required to stand, walk, crouch, stoop and sit; may spend a large portion of shift standing and/or walking. Must be able to manipulate objects, tools or controls and common office/pool objects. Frequently lifts and/or moves objects weighing up to 30 pounds such as equipment, supplies and chemicals. Vision and hearing at or correctable to normal ranges.

Operates computer, printer, video display terminal, calculator, telephone, copier, facsimile machine and all other standard office equipment requiring eye-hand coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

## *Aquatics Supervisor Programming*

***The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.***

## Aquatics Supervisor Safety Services

Department: Human Services/Recreation Division  
Reports To: Beede Center General Manager  
Appointed By: Town Manager

Salary Grade: 7  
FLSA Status: Exempt  
Date: July 2023

### **GENERAL SUMMARY:**

Under the general supervision of the Beede Swim & Fitness Center's Aquatic Manager, this Aquatic Supervisor assists in the organization and development of year-round aquatic safety services. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under their direction and control. Performs varied and responsible duties requiring a thorough knowledge of aquatic operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring the incumbent to approach the workload with flexibility.

### **ESSENTIAL JOB FUNCTIONS:**

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

- Supervises and manages the safety service components of the Beede Swim & Fitness Center, White Pond Beach and Emerson Pool including but not limited to head lifeguard and lifeguard performance, in-service trainings, deck safety, equipment management and water quality compliance.
- Understands, follows, and trains all staff in the routines and procedures for effective lifeguarding and rescues at all sites; facilitates in-service training and emergency drills consistent with American Red Cross guidelines and the State's regulations for public bathing beaches and public pools. Observes staff at all sites and provides feedback on operation and best practices.
- Works collaboratively with other Aquatic Supervisors to organize, facilitate and strengthen aquatics operations. Inventories equipment and requests supplies as needed.
- Oversees facility maintenance with both the Aquatic Manager, Recreation Facility Coordinator, and the Town Facilities Director. Provides recommendations for improvements and identifies areas of risk or compliance concerns.
- Recruits, trains, supervises and schedules all lifeguard and head lifeguard staff. Process CORI and SORIs for all aquatics safety service staff and volunteers. Manages work permit tracking. Performs evaluations, annually.
- Ensures that all work is performed in compliance with established policies and procedures and applicable safety regulations, MA State health codes, local and state building codes, and regulations for public bathing beaches in Massachusetts.
- Assists in the daily opening, closing, and monitoring of the pool mechanical systems. Tests pools for proper chemical levels and alerts management of concerns.
- Performs weekly tests of all emergency call boxes, eye wash stations, and AEDs. Assures all first aid kits are fully stocked and accessible to staff. Inspects other safety equipment including pool

## *Aquatics Supervisor Safety Services*

lifts, backboards, life jackets, rescue rings, rescue tubes, shepherds' hooks, etc. to assure they are functionally compliant.

- Works with the Facilities Coordinator to develop and maintain operating procedures for all aquatics sites including seasonal opening and closing procedures.
- Assists with the development and monitoring of the Beede Center aquatic operating budget to maintain fiscal accountability. Prepares monthly reports for Recreation Commission meetings.
- Works evenings and weekends as necessary to effectively coordinate, supervise, and monitor programs and staff. Works closely with the Aquatics Manager and General Manager to review pool rentals and prepare for special events.
- Creates, updates, and maintains current and accurate content for the Beede Center website, program guide, and registration software. Assists with ongoing marketing including press releases and social media.
- Leads the aquatics team in a spirit of cooperation and teamwork ensuring that Concord Recreation's goals, philosophies, and objectives are met.
- Performs special projects and other related duties as required, directed, or as the situation dictates.
- Regular attendance at the workplace is required.

### **SUPERVISORY RESPONSIBILITY:**

Provides functional oversight to safety service staff and volunteers. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities may include interviewing, training, and recommending the hire of employees; planning, assigning, and directing work; assisting with performance management; helping to address complaints and resolve problems.

### **EDUCATION & EXPERIENCE:**

- Bachelor's Degree in Recreation & Leisure Studies or a related field, with a minimum of three years of increasingly responsible experience in lifeguarding and/or pool supervision, or any equivalent combination of education and experience.
- American Red Cross Lifeguard certification is required.
- American Red Cross Lifeguard Instructor, preferred. Required within 6 months.
- Certified Pool Operator, preferred. Required within 3 months.
- Possession of a valid driver's license, with the right to operate vehicles in Massachusetts.

### **KNOWLEDGE, SKILLS & ABILITIES:**

- Knowledge of Commonwealth of Massachusetts Department of Public Health Minimum Standards for Swimming Pools (State Sanitary Code: Chapter V).
- Working knowledge of the principles and practices of recreation and aquatic management; considerable knowledge of all activities that comprise aquatic safety services. Ability to delegate work and multitask in a face paced environment.
- Excellent customer service skills to communicate effectively with all patrons, including children and

## *Aquatics Supervisor Safety Services*

young adults, in a courteous and tactful manner, and to enforce facility rules and regulations.

- Ability to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials and other agencies. Ability to organize people and programs.
- Competency using computer systems and ability to learn automated registration systems.

### **WORKING CONDITIONS & PHYSICAL DEMANDS:**

Work is performed in an aquatics facility and under pool facility office conditions. Some work is performed outdoors in camp/outdoor pool environment; work includes exposure to various weather conditions and pool chemicals. Noise may be moderate to loud at times.

Regularly required to stand, walk, crouch, stoop and sit; may spend a large portion of shift standing and/or walking. Must be able to manipulate objects, tools or controls and common office/pool objects. Frequently lifts and/or moves objects weighing up to 30 pounds such as equipment, supplies and chemicals. Vision and hearing at or correctable to normal ranges.

Operates computer, printer, video display terminal, calculator, telephone, copier, facsimile machine and all other standard office equipment requiring eye-hand coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

*The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

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## Recreation Facilities Coordinator

Department: Human Services, Recreation Division  
Reports To: Beede Center General Manager  
Appointed By: Town Manager

Salary Grade: 7  
FLSA Status: Exempt  
Date: July 2023

### **GENERAL SUMMARY:**

Under the direction of the Beede Center General Manager, responsible for administering the maintenance and improvement of operations within Concord Recreation's facilities. Major areas of responsibility include oversight of the Beede Swim and Fitness Center building, Emerson Pool and White Pond beach. The position is responsible for ensuring compliance with all architectural access boards, state pool codes, building codes, and OSHA standards. In collaboration with the Facilities team, the Recreation Facilities Coordinator is responsible for monitoring and assuring clean, safe, and attractive facilities, with equipment and grounds that are well maintained and in good working condition. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. The Incumbent is called upon to handle a significant amount of technical and mechanical details, each varying from the other in substance and content, requiring the incumbent to approach the workload with flexibility.

### **ESSENTIAL JOB FUNCTIONS:**

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

- Assists the Beede Center General Manager in developing, improving, and maintaining systems and procedures to ensure and improve upon the operational effectiveness of the Beede Center, Emerson Pool, and White Pond Beach operation.
- Maintains a functional and organized pump room environment. Ability to service and repair pool equipment such as filters, pumps, chlorinators, tubing, and water systems. Coordinates help from contractors to fix large issues or systems when necessary. Executes proper pool cleaning and natatorium maintenance methods.
- Makes informed decisions and recommendations based on logic, data, and facility management best practices and principles.
- Conduct risk assessments; reports identified risks to management; provides recommendations for mitigation of risk. Provides written maintenance reports, upcoming projects, and contract renewals to the General Manager, Facilities Director, and Recreation Director.
- Develops preventative maintenance schedules, system monitoring programs, and mechanical system efficiency tracking. Schedules inspections of high-performance equipment and assures equipment is working properly.
- Assures pools and surrounding natatorium run in accordance with all state and local bathing code provisions. Arranges for immediate corrections of any violations or hazards detected.
- Develops, analyzes, and maintains budgets related to facility maintenance and upkeep. Prepares and implements project budgets based on estimates. Monitors project progress, drafting and distributing periodic progress reports for leadership and stakeholders. Prepares monthly reports for Recreation Commission meetings.
- Closely monitors depreciation schedules and deferred maintenance needs. Monitors, tracks, and projects utility usage. Oversees all contracted maintenance agreements including custodial services.

## *Recreation Facilities Coordinator*

- Participates in Recreation Division Department-wide events and operations including nights and/or weekends, as necessary.
- Assists Recreation Director and Facilities Director in the development, advertisement, and review of project bids and/or outside maintenance contracts. May interview and recommend potential contractors and/or firms for hire.
- Provides written maintenance reports inclusive of risk management concerns, upcoming projects, contract renewals, and a summary of facilities to the Facilities Manager and the Recreation Director on a minimum of a quarterly basis. Updates the work-order system relative to improvements and project completions.
- Performs special projects and related responsibilities as initiated and requested.
- Performs other related duties as required, directed, or as the situation dictates.
- Regular attendance and flexibility related to the work schedule are required.

### **SUPERVISORY RESPONSIBILITY:**

- Provides functional oversight to cleaning vendors and staff working in the Beede Center. May assist the Facilities Manager with coordination and oversight of independent contractors and vendors.

### **EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:**

- Five or more years of experience working in commercial aquatics environments and/or public facilities management; or any equivalent combination of education and experience.
- CPR/AED and First Aid Certification, preferred.
- Aquatics Facility Operator (AFO) within one year of hire.
- Certified Pool Operator, preferred. Required within 3 months.
- Possession of a valid driver's license, with the right to operate vehicles in Massachusetts.

### **KNOWLEDGE, SKILLS & ABILITIES:**

- Knowledge of carpentry, plumbing, painting, and equipment repairs, preferred.
- Excellent verbal and written communication skills.
- Ability to work independently and handle multiple priorities and deadlines simultaneously. Strong analytical and problem-solving skills as well as a strong customer focus.
- Excellent interpersonal and customer service skills. Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines. Strong analytical and problem-solving skills. Ability to prioritize tasks and delegate when appropriate.

Ability to listen and express self effectively and in a manner that engages, inspires, and builds commitment to the Facilities and Recreation Division's missions and is consistent with the Town of Concord's standards of conduct.

- Skilled in contract supervision, budget, and project management.

- Knowledge of Commonwealth of Massachusetts Department of Public Health Minimum Standards for Swimming Pools (State Sanitary Code: Chapter V) or ability to learn.

**WORKING CONDITIONS & PHYSICAL DEMANDS:**

Work is performed in an aquatics facility and under pool facility conditions. Some work is performed outdoors in a camp/outdoor pool environment; work includes exposure to various weather conditions and pool chemicals. Noise may be moderate to loud at times.

Regularly required to stand, walk, crouch, stoop, and sit; may spend a large portion of shift standing and/or walking. Must be able to manipulate objects, tools, controls, and common office/pool objects. Frequently lifts and/or moves objects weighing up to 30 pounds such as equipment, supplies, and chemicals. Vision and hearing at or correctable to normal ranges.

Normal office environment, subject to some variations of temperature, noise, odors, etc. Frequently subjected to the demands of other individuals and the volume and /or rapidity with which tasks must be accomplished.

Operates computer, printer, video display terminal, calculator, telephone, copier, facsimile machine and all other standard office equipment requiring eye-hand coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

***The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.***

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## Public Health Nurse

Department: Planning & Land Management, Health  
Reports To: Public Health Director  
Appointed By: Town Manager

Salary Grade: 10  
FLSA Status: Exempt  
Date: July 2023

### GENERAL SUMMARY:

Under the general supervision of the Public Health Director, provides services to the Towns of Concord and Maynard. The position will lead take the lead in investigating and reporting cases for over 90 infectious diseases, including tuberculosis; enter data into MAVEN (the Massachusetts Virtual Epidemiologic Network) and complete disease investigation duties; manage foodborne disease outbreaks; hold immunization clinics and disease screenings; provide chronic disease self-management counseling; collaborate with others to plan and conduct community education programs in response to community health assessments and population health needs; educate the public about the risk of vector-borne infections (mosquitoes and ticks); enforce isolation and quarantine regulations. The public health nurse will participate in emergency preparedness by conducting all-hazards planning, including emergency dispensing site plans, emergency shelter management, and Medical Reserve Corp recruitment.

### ESSENTIAL JOB FUNCTIONS:

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

- ◆ Performs cost estimation, design, permitting, bidding, and construction management of various public works projects including the construction, maintenance and repair of roads and sidewalks, drainage and stormwater systems, culverts, dams, buildings, bridges and traffic control devices. Performs related research of legal aspects of the projects to ensure compliance with all applicable laws and regulations.
- ◆ Assists in supervising junior staff and ensuring all work is performed in compliance with established policies and procedures as well as applicable safety regulations.
- ◆ Develops and oversees the annual Roads and Sidewalk Programs. Develops, and oversees the Right-Of-Way Permit Program. Develops and oversees the Drainage and Stormwater Programs.
- ◆ Provides technical review and assistance to other town departments, boards, commissions, the general public and governmental agencies.
- ◆ Prepares engineering designs, specifications, cost estimates and bid documents for public works projects.
- ◆ Provides transportation engineering analysis and technical review for public and private projects and programs impacting town roadways.
- ◆ Works with contractors on construction projects resolving design conflicts and maintaining compliance with plans and specifications.
- ◆ Attends meetings, applies for permits on various public works projects and follows up on applications with local, state and federal authorities.
- ◆ Assists in the resolution of claims and disputes involving contractors, the public, consultants, and/or town staff; provides assistance to the public and answers any questions regarding current division projects.
- ◆ Assists in the development of policies for adoption by the Public Works Commission. Proposes and presents approval amendments to traffic rules and regulations. Performs associated engineering studies.
- ◆ Performs field surveys relating to data collection and construction layout for in-house design projects.

## *Public Health Nurse*

- ◆ Attends seminars on various work-related topics to keep abreast of current trends and to improve competence and skill.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance at the workplace is required.

### **SUPERVISORY RESPONSIBILITY:**

May provide general supervision, mentoring, and functional oversight when working with other public health nurses. Carries out supervisory responsibilities in accordance with policies and applicable laws. Responsibilities include planning, assigning, and directing work as needed; addressing complaints and resolving problems; and providing training if appropriate.

### **EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:**

#### **Required Minimum Qualifications**

- Registered Nurse license (RN)
- Bachelor of Science in Nursing Degree (BSN)
- At least 2 years of population health experience (e.g., VNA, Community Health Worker)
- Valid Class D Motor Vehicle Driver's license required.
- CPR Certification

#### **Required Credentialing After Hire**

- MAVEN training within 6 months of hire
- Foundations for Local Public Health Practice course within 1 year of hire

### **KNOWLEDGE, SKILLS & ABILITIES:**

- Bi-lingual a plus, Portuguese or Spanish preferred
- Experience as a Public Health Nurse
- Experience with MAVEN
- Knowledge of Local Public Health functions (i.e., housing inspections, restaurant inspections, etc.)
- Knowledge of Local, State and Federal laws, policies, practices, and procedures related to public health nursing.
- Knowledge of communicable diseases/infection control, vaccine and immunization procedures and laws, state regulations and codes, and public health principles.
- Working knowledge of drug and immunization interactions and adverse side effects.
- Knowledge of human services and familiarity with community facilities, and resources for providing local services.
- Ability to independently make decisions.
- Commitment to the role of public health in promoting racial justice and health equity.
- Demonstrated cultural competency with expertise working with diverse, multi-lingual individuals and communities.
- Grant writing and reporting experience
- Excellent interpersonal, verbal, and written communication skills
- Literacy in computer software including Microsoft Word, Outlook, PowerPoint, and Excel
- Strong organizational skills and the ability to work with a high level of detail, to prioritize multiple tasks, and to deal effectively with interruptions.
- Ability to change direction and rearrange tasks according to deadlines and circumstance.

**WORKING CONDITIONS & PHYSICAL DEMANDS:**

Moderate physical effort is required to perform duties under typical office conditions and travel to off-site locations. The employee is frequently required to sit, speak, hear, and use hands to operate equipment. Off-site locations may include meeting spaces, schools, clinicians' offices, hospitals, and homes of patients/clients. Vision requirements include the ability to read and analyze documents and use a computer.

A Criminal Offenders Records Information request must be completed for this position. However, a record is not an automatic bar to employment but is reviewed in relation to the job applied for.

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# **Administrative Specialist**

Department: Planning and Land Management- Building  
Reports To: Building Commissioner

Salary Grade: 3  
FLSA Status: Non-Exempt  
Date: July 2023

## **GENERAL SUMMARY:**

Under the general supervision of the Building Commissioner with functional oversight from the Planning and Land Management Director, performs a variety of complex and routine administrative support tasks to aid in the efficient operation of the Building Division. Additionally, may be called upon to perform reception duties and related office work. Duties require a high level of competence in utilizing technology and communicating verbally and in writing. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under their direction and control. Performs varied and responsible duties requiring a thorough knowledge of billing, operations and staff work schedules. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility and efficiency.

## **ESSENTIAL JOB FUNCTIONS:**

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

- ◆ Provides administrative and clerical support to the Building Commissioner and Inspectors including assisting in the procurement of supplies, equipment, and services.
- ◆ Prepares purchase orders; processes accounts payable invoices, ensuring that products or services purchased have been received. Assigns accounting codes; prepares bill schedules for payment.
- ◆ Assists the public, other town departments, governmental agencies and vendors by furnishing a variety of routine information and assistance and resolving minor problems and complaints; performs informational and referral services to the general public; answers the telephone and takes messages; directs calls to appropriate person.
- ◆ Maintains, organizes, and updates all building activity reports and spreadsheets to maintain accurate records using software systems. Applies policies and procedures relative to state and local procurement regulations; seeks assistance from supervisors when exceptions to procedures arise.
- ◆ Maintains and updates, either manually or by computer, important departmental records requiring the careful recording, classification, and compilation of information; posts and records information; updates data; checks, sorts, records and files various materials.
- ◆ Distributes reports, memos, and necessary information to appropriate persons.
- ◆ Performs other basic office functions such as greeting visitors, typing correspondence and meeting notices, filing, maintaining records and databases, photocopying, scheduling and ordering supplies.
- ◆ Regular attendance at the workplace is required.

## **SUPERVISORY RESPONSIBILITY:**

None

**EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:**

- ◆ High school education, with additional education or training in business administration preferred; and three or more years of increasingly responsible experience in a related administrative capacity, including customer service, clerical and secretarial work.; or any equivalent combination of education and experience. Municipal experience, and education or training in billing, accounts payable or general accounting helpful, but not required.

**KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with all members of the public in a courteous and tactful manner; ability to establish and maintain good working relationships with officials, volunteers, and coworkers.
- ◆ Thorough working knowledge of office procedures, practices and terminology with special focus on billing and accounts payable, and basic knowledge of bookkeeping techniques. Moderate level of technological skill relative to bill payment and facility management software systems. Knowledge of office and data processing equipment.
- ◆ Ability to work independently and with a high level of detail, to prioritize multiple tasks, and to deal effectively with constant interruptions. Ability to maintain detailed statistics, records and clerical records and to maintain confidential information. Ability to compose correspondence and to prepare, type and proofread reports as to form and logic flow. Ability to maintain detailed clerical records.

**WORKING CONDITIONS & PHYSICAL DEMANDS:**

Normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Majority of work is performed in a quiet office environment, with constant interruptions. Frequently subjected to the demands of other individuals and the volume and /or rapidity with which tasks must be accomplished.

Operates computer, printer, keyboard, calculator, telephone, copier, facsimile machine and all other standard office equipment requiring eye-hand coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching and stooping is also intermittently required.

***The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.***

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## **Senior Public Works Engineer**

Department: Public Works, Engineering  
Reports To: Town Engineer  
Appointed By: Town Manager

Salary Grade: 10  
FLSA Status: Exempt  
Date: July 2023

### **GENERAL SUMMARY:**

Under the general supervision of the Town Engineer, provides municipal engineering services to the Town of Concord. Assists the Town Engineer and town boards/departments in matters relating to the design and inspection of public works construction and other related engineering matters. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under direction and control. Performs varied and responsible duties requiring a thorough knowledge of engineering principles and departmental operations exercising judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

### **ESSENTIAL JOB FUNCTIONS:**

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

- ◆ Performs cost estimation, design, permitting, bidding, and construction management of various public works projects including the construction, maintenance and repair of roads and sidewalks, drainage and stormwater systems, culverts, dams, buildings, bridges and traffic control devices. Performs related research of legal aspects of the projects to ensure compliance with all applicable laws and regulations.
- ◆ Assists in supervising junior staff and ensuring all work is performed in compliance with established policies and procedures as well as applicable safety regulations.
- ◆ Develops and oversees the annual Roads and Sidewalk Programs. Develops, and oversees the Right-Of-Way Permit Program. Develops and oversees the Drainage and Stormwater Programs.
- ◆ Provides technical review and assistance to other town departments, boards, commissions, the general public and governmental agencies.
- ◆ Prepares engineering designs, specifications, cost estimates and bid documents for public works projects.
- ◆ Provides transportation engineering analysis and technical review for public and private projects and programs impacting town roadways.
- ◆ Works with contractors on construction projects resolving design conflicts and maintaining compliance with plans and specifications.
- ◆ Attends meetings, applies for permits on various public works projects and follows up on applications with local, state and federal authorities.
- ◆ Assists in the resolution of claims and disputes involving contractors, the public, consultants, and/or town staff; provides assistance to the public and answers any questions regarding current division projects.
- ◆ Assists in the development of policies for adoption by the Public Works Commission. Proposes and presents approval amendments to traffic rules and regulations. Performs associated engineering studies.
- ◆ Performs field surveys relating to data collection and construction layout for in-house design projects.

## *Senior Public Works Engineer*

- ◆ Attends seminars on various work-related topics to keep abreast of current trends and to improve competence and skill.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance at the workplace is required.

### **SUPERVISORY RESPONSIBILITY:**

Directly supervises the activities and performance of and provides functional oversight to up to two full-time employees and various co-ops and interns, assigning duties and monitoring work. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include interviewing, and training employees; planning, assigning, and directing work; appraising performance; making recommendations to Town Engineer on rewarding and disciplining employees; addressing complaints and resolving problems.

### **EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:**

- ◆ Bachelor's degree in civil engineering and five years of progressively responsible related experience, including supervisory experience, or any equivalent combination of education and experience.
- ◆ Engineer in Training Certification.
- ◆ Valid motor vehicle operator's license.
- ◆ Experience/proficiency in AutoCAD Civil 3D, HydroCAD and Arc View GIS system.
- ◆ Professional Engineer Registration preferred.
- ◆ Massachusetts license in soil evaluation preferred.

### **KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Thorough knowledge of the principles, practices, regulations and laws related to civil and transportation engineering and surveying in the public sector. Considerable knowledge and experience in construction, materials and operations associated with roads, drainage, sanitary landfills, water and sewer systems, stormwater systems, dams and culverts.
- ◆ Ability to communicate effectively both verbally and in writing. Ability to communicate tactfully with the public, co-workers, other employees, departments, officials and other agencies.
- ◆ Ability to fairly, tactfully and impartially obtain contractor compliance with project plans, specifications, standards, schedules and budgets.
- ◆ Ability to supervise multiple CPW, utility and private contractor work crews and to work effectively under time constraints to meet deadlines.

### **WORKING CONDITIONS & PHYSICAL DEMANDS:**

Employee is regularly required to walk, stand, sit, talk and hear. Uses hands to finger, handles, feels or operates objects, tools and controls and reach with hands and arms. Employee may infrequently lift and/or move objects weighing up to 60 pounds such as tools, equipment (including survey equipment), supplies, etc. Employee must

## *Senior Public Works Engineer*

be able to access all levels of a construction site and traverse uneven terrain. Vision and hearing at or correctable to normal ranges.

While performing site inspection/observation and land surveying responsibilities, employee is frequently exposed to variable outdoor weather conditions and the hazards associated with construction sites and public works projects.

Normal office work is performed in a moderately noisy work environment, with constant interruptions. Frequently subjected to the demands of other individuals and the volume and /or rapidity with which tasks must be accomplished.

Operates computer, printer, large format plotter, video display terminal, surveying instrument, calculator, telephone, copier, facsimile machine, and all other standard office equipment requiring eye-hand coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

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## **Environmental Health and Safety Manager**

Department: Public Works  
Reports To: Public Works Director  
Appointed: Town Manager  
By:

Salary Grade: 9  
FLSA Status: Exempt  
Date: July 2023

### **GENERAL SUMMARY:**

Under the general supervision of the Public Works Director, manages all aspects of public works environmental, health and safety (EHS) programs including maintaining EHS permits and licenses, performing required inspections and investigations, gathering and analyzing data for reports, related software management, providing and developing training, assembling metrics and supporting sustainability initiatives as core responsibilities. A strong focus will be placed on EHS project and program ownership. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under direction and control. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant number of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

### **ESSENTIAL JOB FUNCTIONS:**

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

- ◆ Manages and directs all applicable EHS programs to ensure compliance with EHS regulations and industry standards including but not limited to US EPA, US OSHA, Fire Department, and Massachusetts Department of Environmental Protection (DEP).
- ◆ Provides EHS specific training (i.e. OSHA, Right to Know, RCRA, Oil SPCC, Universal Waste) to the Department through classroom and on-line training and coordinates third party training.
- ◆ Acquires and maintains EHS related permits and other regulatory documentation for the Department. This includes the preparation and submission of regulatory documentation.
- ◆ Serves as a coordinator for the Department's safety committee and may serve as a liaison to the Town's Emergency Management Group.
- ◆ Supervises the hazardous waste and universal waste collection and disposal program on campus.
- ◆ Develops and manages department job hazard analyses (JHAs) and job safety analyses (JSAs).
- ◆ Oversees and manages required facility inspections, program audits, and other environmental health and safety-related inspections by regulatory agencies having jurisdiction (i.e., OSHA, EPA, Mass DEP, Health Division, etc.,).
- ◆ Directly responsible for the management of assigned budgets and resources to ensure accurate monitoring, tracking, analysis, and forecasting conducted to ensure successful performance.
- ◆ Serves as the primary liaison with regulatory agencies having jurisdiction as related to EHS requirements.
- ◆ Maintains a current and comprehensive knowledge of regulatory EHS standards, best practices, and requirements; identifies new and emerging regulatory requirements.
- ◆ Keeps Department leadership apprised of regulatory issues and risks.
- ◆ Maintains and updates workplace EHS programs and procedures in accordance with all applicable requirements and guidelines.
- ◆ Oversees EHS related third-party consultants and contractors.

\* **Reclassification underway**

## *Environmental Health and Safety Manager*

- ◆ Maintains SDS Books and maintains centralized SDS database.
- ◆ Maintains and distributes personal protective equipment including respirators, hearing protections, hard hats, safety glasses, and fall protection etc.
- ◆ Writes grant applications, coordinates receipt of grant awards and administers grants for EHS related funding.
- ◆ Maintains environmental files and submits required forms and data sheets to DEP including but not limited to the Department's Solid Waste and Recycling Program, Universal Waste Collection Program, "Oil" Spill Prevention and Countermeasure Plan (SPCC), Hazardous materials - Tier II, Oil Storage and Release Program Ensures that all EHS related incidents are reported and investigated to determine causes. Helps establish and implement corrective actions and make recommendations for areas needing improvement. Tracks corrective actions to closure.
- ◆ Leads and assists with internal audit inspections related to the EHS program requirement.
- ◆ Gathers and manages data related to the EHS programs; assembles, analyzes, and delivers the data for reports to State or Federal agencies.
- ◆ Supports municipal solid waste and recycling program and related initiatives.
- ◆ Supports department sustainability initiatives.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance at the workplace is required.

### **SUPERVISORY RESPONSIBILITY:**

Directly supervises the activities and performance of and provides functional oversight to one Administrative Assistant. Carries out supervisory responsibilities in accordance with policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

### **EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:**

Any combination of education and experience that provides the ability to perform functions is qualifying. A typical example of this is:

- ◆ A Bachelor's degree in a technical discipline: Engineering, safety, industrial hygiene, environmental studies, life science or similar field, plus 4-6 years' experience in the EHS field
- ◆ Valid motor vehicle operator's license, with a safe driving record and ability to provide own transportation.
- ◆ First Aid/CPR/AED certification required within 6 months.
- ◆ Professional certification and/or Master's degree in related field desired.

### **KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Detailed knowledge of occupational health and safety sciences.
- ◆ Knowledge of and experience working within applicable federal, state and local safety laws and regulations, including awareness of current issues that may impact functional responsibilities.
- ◆ Demonstrated independent judgment, collaborative leadership, and strong problem-solving abilities and the ability to quickly change priorities, which may include or are subject to resolution of conflicts; and
- ◆ Demonstrated ability to work successfully with a broad variety of individuals and groups across organizational lines.
- ◆ Proficient in working with various software programs.

- ◆ Working knowledge of recycling and solid waste programs, technology, vendors, federal and state environmental regulations.
- ◆ Ability to comprehend, analyze and apply technical information as it relates to recycling and solid waste, and to develop and present appropriate recommendations using such information.
- ◆ Ability to foster and promote cooperative relationships with residents, commercial establishments, institutions, volunteer groups and other town employees.
- ◆ Ability to communicate effectively and efficiently verbally and in writing.
- ◆ Ability to work effectively under time constraints to meet deadlines.

**WORKING CONDITIONS & PHYSICAL DEMANDS:**

Normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Majority of work is performed in a moderately noisy work environment, with constant interruptions. Frequently subjected to the demands of other individuals and the volume and /or rapidity with which tasks must be accomplished.

Operates computer, printer, video display terminal, keyboard, calculator, telephone, copier, facsimile machine and all other standard office equipment requiring eye-hand coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

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## Building Custodian

Department:	Facilities	Salary Grade:	1
Reports To:	Building Maintenance Custodian	FLSA Status:	Non-Exempt
Appointed By:	Town Manager	Date:	July 2023

### **GENERAL SUMMARY:**

Under the supervision of the Custodial Maintenance Supervisor, performs cleaning of public buildings and grounds to ensure safe, clean and sanitary facilities. Supports building users by providing physical, organizational, and communication services related to furnishings, equipment, supplies, and space. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under direction and control. Performs varied and responsible duties requiring knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

### **ESSENTIAL JOB FUNCTIONS:**

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case-by-case basis.*

Custodial staff may be assigned to one or more facilities, on a regular or rotating basis. While cleaning is a core function, additional responsibilities vary depending on the needs of each facility and may consist of any of the following:

- ◆ Cleans and disinfects assigned facilities, including but not limited to offices, conference rooms, kitchens, restrooms, locker rooms, storage areas, and recreational spaces. Sanitizes high-touch surfaces such as handles, railings, doors, furniture, and equipment; sweeps, mops, and waxes floors and stairways; dusts and polishes furniture and metal work; vacuums and cleans carpets; washes walls, woodwork and windows; cleans sinks, toilets, showers, and appliances. Collects and properly disposes of trash, recycling and composting from buildings and grounds.
- ◆ Maintains cleanliness, safety, and appearance of grounds; picks up trash and debris; sweeps, walkways; washes exterior structures and equipment; removes snow and treats walkways to minimize ice.
- ◆ Monitors, replenishes, and installs supplies such as soap, hand sanitizer, toilet paper, paper towels, cleaning wipes, air fresheners, light bulbs, air filters, batteries, kitchen/meeting provisions, and other materials used by building occupants. Checks inventory and condition of janitorial supplies and equipment and follows procedures for replenishing as needed. Monitors buildings and grounds for maintenance needs; informs supervisor of needs and issues.
- ◆ Moves and sets-up furniture, equipment, boxes, and supplies for building users. Arranges and breaks-down rooms as directed for meetings and other functions. Collects and delivers supplies from/to Town staff and between facilities. . Serves a point of contact for requests and inquiries related to facilities, supplies, and miscellaneous needs for manual labor, following up as appropriate.
- ◆ Opens buildings at the start of day; secures buildings at the close of day; monitors hallways and directs the public to the proper locations; notes and reports signs of damage, theft or vandalism.
- ◆ ===

## *Building Custodian*

- ◆ Performs semi-complex maintenance, construction, installation, operation and repair of interior and exterior structures, fixtures, equipment, systems and grounds using basic carpentry, plumbing, electrical, painting, landscaping, and maintenance skills; complies with applicable safety codes.
- ◆ Monitors and operates HVAC, security, lighting, water and other building and grounds systems; enters settings using programable or computerized equipment; performs preventive maintenance and functionality tests.
- ◆ Coordinates and exchanges operational and project information with building users, other custodians, contractors, service vendors, volunteers and MCI inmates; reports outcomes to Facilities Director or designated supervisor.
- ◆ Responds to facility emergencies, alarms and other urgent maintenance needs during regular work hours when called back.
  
- ◆ Works overtime or a flexible schedule when assigned for projects, to assist building users during meetings/events, to respond to weather events, or to address other facility needs.
  
- ◆ Performs special projects and related responsibilities as initiated and requested.
  
- ◆ Performs other related duties as required, directed or as the situation dictates.
  
- ◆ Regular attendance at the workplace is required.

### **SUPERVISORY RESPONSIBILITY:**

None

### **EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:**

- ◆ High school education and one year of related experience; or any equivalent combination of education and experience.
- ◆ Valid driver's license and ability to provide own vehicle for use during workday as needed to travel to various facilities.

### **KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ General knowledge of cleaning materials, methods and equipment. Basic knowledge of trades such as carpentry, painting, plumbing, electrical and grounds maintenance. Basic knowledge of and ability in using computers and email.
  
- ◆ Ability to read English and to understand and follow oral instructions. Ability to follow instructions and labels on cleaning supplies and equipment. Ability to follow all applicable safety regulations and town procedures.
  
- ◆ Ability to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials, and other agencies.
  
- ◆ Ability in performing basic maintenance of facilities and grounds and safely operating maintenance tools and equipment.
  
- ◆ Ability to work efficiently and independently.

### **WORKING CONDITIONS & PHYSICAL DEMANDS:**

Work involves exposure to unpleasant conditions such as dust, dirt, toxic fumes and caustic chemicals. Handles trash, garbage and other potential biohazards, requiring use of sanitary precautions. Outside work may involve various weather conditions. Works with moderately loud or vibrating equipment such

## *Building Custodian*

as a vacuum, buffer, snow blower, mower or other custodial tools; near moving mechanical parts; and in precarious places and positions.

Physical agility is necessary to access all areas to be cleaned and maintained. Continuous walking, standing, climbing, balancing, crouching, grasping, pulling, reaching and stooping is required, with periods of sustained uncomfortable physical positions. Frequently required to lift, move and or push furniture and equipment which may weigh up to 50 pounds. May occasionally be required to lift or move more than 100 pounds. Intermittently works from ladders and on roofs.

Eye-hand coordination and finger dexterity required to use custodial and maintenance tools, operate standard office equipment (e.g., computer, monitor, keyboard, and phone), and set-up audio visual equipment for meetings. Must be able to detect odors and distinguish colors. Must be able to operate an automobile.

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***This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.***

## Media Manager

Department: Technology  
Reports To: Chief Technology Officer  
Appointed By: Town Manager

Salary Grade: 10  
FLSA Status: Exempt  
Date: July 2023

### **GENERAL SUMMARY:**

Under the general supervision of the Chief Technology Officer, oversees and manages the day-to-day operations of the Public-Education-Government (PEG) Cable Access Stations for the Towns of Concord and Carlisle known as *Minuteman Media Network*. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under their direction and control. Performs varied and responsible duties requiring a thorough knowledge of departmental operations. Exercises considerable ingenuity and initiative in developing programming, outreach efforts and station management. Incumbent is called upon to use a substantial judgement in operating the station and managing the crew, particularly in situations not clearly defined by precedent or established procedures. The Media Manager is regularly called upon to handle significant amounts of tasks and details, each varying in substance, content, and need requiring a flexible approach to one's workload.

### **ESSENTIAL JOB FUNCTIONS:**

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

- ◆ Oversees the Town's Cable Access Television Stations and has primary responsibility for all PEG-related technology and its programs including station computers and video production equipment.
- ◆ Manages the staff of Minuteman Media Network, including work to ensure coverage of events in accordance with requests received and public meetings as prioritized by the Town Manager and Select Board.
- ◆ Plans and organizes work based on goals articulated by the Chief Technology Officer.
- ◆ Monitors station transmission and digital connectivity, content management, and online media station.
- ◆ Delegates duties to the station staff and enforces the norms of behaviors and standards of performance established by the Chief Technology Officer. Ensures compliance with all FCC and Cable franchise regulations; creates internal protocols for station employees and analyzes media outlets, community news and other media/literature to develop relevant and useful on-air content.
- ◆ Performs duties related to intake coordination for members of the public and schedules requests for service and staff. Monitors and tracks the availability and use of all studio space and equipment including those within the loaner programs.
- ◆ Develops complex and innovative short-term and long-term branding and marketing schemes for the network; increases community involvement and membership; develops training programming including orientations and production workshops for students, volunteers, staff and members of the general public.

- ◆ Coordinates meetings and programming initiatives with community leaders to create governmental interest pieces which are informative, interesting, and compelling for the community; maintains productive and meaningful working relationships with Departments and Committees within the Towns of Concord and Carlisle.
- ◆ Maintains and manages network websites, YouTube channels and social media accounts; maintains community bulletin boards to create messages, channel slides and PSA's as requested or assigned. Drives traditional viewership through online engagement and relevant programming.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance at the workplace is required.

**SUPERVISORY RESPONSIBILITY:**

Provides supervision, coaching and general oversight to staff including: The Production Manager, Senior Producer & Education Coordinator, Senior Producers, Editors, Videographers and Studio Aides. Carries out supervisory responsibilities in accordance with all Town policies and applicable State laws. Responsibilities include assigning and directing work, addressing complaints, monitoring staff for effectiveness, providing staff reviews and feedback and resolving issues as they arrive.

**EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:**

- ◆ Bachelor's degree in Communications or similar area of study, plus a minimum of one year in station and/or media network management or six years in the field performing comparable work. Working knowledge of community television marketing, video production and network strategies.
- ◆ Extensive knowledge of and ability to work with Apple/iOS technology, cable media and other related technological equipment; ability to create and edit videos and podcasts suitable to mass distribution.
- ◆ Ability to assist occasionally with night or weekend meetings, events and other areas of interest for the general public.
- ◆ Valid motor vehicle operator's license.

**KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with all members of the public in a courteous and tactful manner; ability to establish and maintain good working relationships with coworkers.
- ◆ Complete working knowledge of FCC Regulations and municipal cable franchise agreements. Thorough knowledge of town and state laws, regulations, policies and standards as they relate to PEG programming and management.
- ◆ Ability to work with a high level of detail and to delegate and prioritize tasks to maintain efficiency and effectiveness.
- ◆ Capability in dealing effectively with numerous interruptions and proficiency in identifying and analyzing complex issues to develop appropriate recommendations and work assignments.

- ◆ Works with outside organizations and agencies evaluate projects and has specific public knowledge related to content and potential programming.

**WORKING CONDITIONS & PHYSICAL DEMANDS:**

Conducts frequent visits to sites and assists with equipment, video production, and community events, subject to all weather conditions and extremes and sometimes rugged terrain. May be subject to fulgurations in weather, temperature and environment. Prolonged periods of walking, standing, climbing, bending, and lifting required; must be able to lift and carry heavy equipment weighing up to fifty pounds.

Work in the office and studio is performed in a television studio-type environment, not subject to extreme variations of temperature, but regularly subjected to frequent interruptions and the demands of other individuals needing assistance or requesting service.

Regularly operates television equipment, computers, cameras, laptops, cellular phones, video display terminals, DSLR cameras, servers, and other standard studio equipment requiring eye-hand coordination and finger dexterity at or to normal range.

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**ESSENTIAL JOB FUNCTIONS (Cont'd):**

- ◆ Works with the Town IT Department to evaluate, plan, and implement any voice or data applications requiring access to the Town fiber, data or voice networks. Provides input within Town IT in the selection and deployment of outside telecommunications services required to support Town departments. Designs, proposes and implements special networks for Town departments and commercial customers.
- ◆ Researches the capabilities of potential telecommunications business partners to provide retail or wholesale telecommunication services. Recommends alternative business partner/technology solutions. Serves as liaison to any broadband services business partner selected.
- ◆ Assists CMLP management and staff in the selection and application of telecommunication products and technology for Advanced Meter Reading (AMR), SCADA, Smart Grid and power management applications that may use broadband technology.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance at the workplace is required.

**SUPERVISORY RESPONSIBILITY:**

None

**EDUCATION & EXPERIENCE:**

- ◆ Bachelor's degree in Computer Science or Electrical Engineering with five or more years of progressively responsible experience in the design and operations aspects of the telecommunications and broadband provider industry; or any equivalent combination of education and experience.
- ◆ Network certification such as Cisco Certified Network Associate (CCNA) or equivalent is highly desirable. Additional professional certification, such as the Cisco Certified Internetwork Expert (CCIE), is highly desirable.
- ◆ Technical experience with several types of network technology such as fiber optics, different types of wireless transmission systems and twisted pair copper cable systems.
- ◆ Familiarity with Calix or other broadband hardware and software a plus.
- ◆ TCP/IP, BGP, VoIP and OSPF networking experience required.

**KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Knowledge of technical standards and environment surrounding the provisioning of telecommunications and Internet services.
- ◆ Knowledge of the broadband transmission architectures used in wireless, fiber optic and wired networks and identifies those architectures that will serve the broadband objectives of the community.
- ◆ Ability to identify and analyze complex technical issues involving networks and network equipment and to develop appropriate recommendations.
- ◆ Ability to organize time, work independently and accomplish tasks despite frequent interruptions.
- ◆ Ability to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials and other agencies. Ability to effectively communicate with large groups of people.

**WORKING CONDITIONS & PHYSICAL DEMANDS:**

Normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Majority of work is performed in a moderately noisy work environment, with constant interruptions. Frequently subjected to the demands of other individuals and the volume and /or rapidity with which tasks must be accomplished. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

Operates computer, printer, telephone, copier, and all other standard office equipment requiring eye-hand coordination and finger dexterity.

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## Equipment/Line Operator

Department: Concord Municipal Light Plant  
Reports To: Line Supervisor  
Date: July 2023

Salary Grade: 5  
FLSA Status: Non-Exempt

### GENERAL SUMMARY:

Under the general administrative direction of the Line Supervisor, performs construction, maintenance and repair of underground electric projects for CMLP. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring flexibility in approach to workload.

### ESSENTIAL JOB FUNCTIONS:

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

- ◆ Operates backhoe and excavator. Operates utility line truck and hoisting machines, dump trucks, pickup trucks and other vehicles.
- ◆ Performs equipment operation and general labor duties for Line Division. Assists Line Crew.
- ◆ Operates chainsaws, wood chippers and a variety of hand tools to assist line workers.
- ◆ Repairs and installs underground conduits, hand holes, transformer vaults. Assists in installing and repairing underground electric services.
- ◆ Performs excavation of trenches for underground utilities.
- ◆ Performs routine maintenance and minor repairs to equipment and vehicles.
- ◆ Responds to weather emergencies, snowplowing and removal.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance at the workplace is required.

### SUPERVISORY RESPONSIBILITY:

None

### EDUCATION & EXPERIENCE:

- ◆ High school diploma or equivalent; three years of light and heavy equipment operation experience; or any equivalent combination of education and experience.

- ◆ Possession of a valid Massachusetts CDL Class B driver's license and a Massachusetts Class B Hoisting license.

**KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Ability to operate a truck and other construction and maintenance vehicles.
- ◆ Working knowledge of the hazards and safety precautions involved in work performed. Knowledge of the practices, materials, tools and equipment commonly used in the trade.
- ◆ Ability to work effectively under time constraints to meet deadlines.

**WORKING CONDITIONS & PHYSICAL DEMANDS:**

Frequent exposure to exhaust fumes, oil, dust and other airborne particles. Work involves risk of burns and electrical shock and other hazards associated with working near moving mechanical parts. Work environment is moderately noisy and at times very loud. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

Operates a wide variety of motorized equipment, including light to heavy-duty vehicles and equipment power / hand tools.

Majority of work is performed outdoors, subject to extreme weather conditions and extreme noise. Vision and hearing at or correctable to normal ranges.

***The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.***

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# Lineworker - Grade 1

Department:	Concord Municipal Light Plant	Salary Grade:	LP-10
Reports To:	Lead Lineworker	FLSA Status:	Non-Exempt
Appointed by:	Town Manager	Date:	July 2023

## **GENERAL SUMMARY:**

Under the general supervision of the Line Supervisor, performs high level skilled technical work in operating, maintaining, and repairing the electrical systems for the Town. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Individual is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring flexibility in approach to workload.

## **ESSENTIAL JOB FUNCTIONS:**

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

- ◆ Operates bucket and digger trucks, backhoes, wire/cable pulling equipment and other related apparatus in support of line construction, repair and maintenance operations. Climbs poles and uses aerial lift equipment. Uses a variety of electrical testing/diagnostic equipment.
- ◆ Receives daily work assignments and ensures vehicle is stocked with equipment and supplies.
- ◆ Constructs and maintains overhead and underground utility infrastructure. Troubleshoots electrical problems and hazards. Consults system maps and records in support of line operations.
- ◆ Enters and works in confined underground spaces housing high voltage circuitry and handles wire and equipment when energized at potentials up to 15,000 volts between conductors.
- ◆ Directs the work of lower grade line workers in work involving primary lines. Ensures all work is performed in compliance with established policies and procedures and applicable safety regulations. Confers with town staff in other departments in support of line construction and repair activities.
- ◆ Cleans and maintains tools, equipment and vehicles, and ensures they are in proper working condition. Troubleshoots issues and refers to appropriate staff member for repair.
- ◆ Responds to public inquiries, requests and complaints related to line operations within scope of authority and refers unresolved matters to supervisor.
- ◆ Responds to after hour emergencies to investigate outages and restore power and replace or repair electrical infrastructure as needed.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance at the workplace is required.

## **SUPERVISORY RESPONSIBILITY:**

Provides functional oversight to lower grade Line Workers when involved with high voltage lines. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws.

**EDUCATION & EXPERIENCE:**

- ◆ High school diploma or equivalent, completion of apprenticeship program, and a minimum of four years of progressively responsible related electric line experience; or any equivalent combination of education and experience.
- ◆ Possession of a valid Class A Commercial Driver's License
- ◆ Possession of valid Class 1B and 2A Hoisting Licenses.
- ◆ Ability to be trained in CPR, first aid and the operation of AED equipment.

**KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Thorough knowledge of utility construction techniques and of the methods, materials, and tools used in electrical construction and maintenance work. Thorough knowledge of the principles of electrical theory as applied to electrical circuits and wiring systems and ability to apply this knowledge to work situations. Ability to read and comprehend construction drawings.
- ◆ Thorough knowledge of the occupational hazards and safety precautions of the trade.
- ◆ Ability to operate necessary equipment, exercising caution as necessary.
- ◆ Ability to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials and other agencies.

**WORKING CONDITIONS & PHYSICAL DEMANDS:**

Must be able to climb ladders, work at heights and in cramped conditions, and lift tools required to perform jobs. Frequently required to lift up to 25 pounds and occasionally to lift and/or move up to 100 pounds. Extensive walking, standing and kneeling while outside and inside work areas. Physical exertion may be heavy at times. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

Majority of work is performed outdoors subject to extreme weather conditions, extreme noise, confined and hazardous spaces and extreme height. Work is frequently near high voltage lines, requiring the use of caution. Vision and hearing at or correctable to normal ranges. Must be able to sustain extreme physical effort. Works in overhead bucket truck standing for many hours at a time. Must be able to lift, pull, turn, stretch and use heavy equipment while high in the air.

Assembles stock, moves bulk cable, digs, pulls rope and steel cable and lifts manhole covers, all while dealing with ground traffic and pedestrians.

Operates a wide variety of motorized equipment, including light to heavy-duty vehicles and equipment, power/hand tools, and diagnostic testing equipment.

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## Lineworker, Grade 2

Department: Concord Municipal Light Plant  
Reports To: Lead Lineworker  
Appointed By: Town Manager

Salary Grade: LP-7  
FLSA Status: Non-Exempt  
Date: July 2023

### GENERAL SUMMARY:

Under the general supervision of the Line Supervisor, performs skilled technical work in operating, maintaining, and repairing the electrical systems for the Town. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring flexibility in approach to workload.

### ESSENTIAL JOB FUNCTIONS:

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

- ◆ Operates bucket and digger trucks, backhoes, wire/cable pulling equipment and other related apparatus in support of line construction, repair and maintenance operations. Climbs poles and uses aerial lift equipment. Uses a variety of electrical testing/diagnostic equipment.
- ◆ Constructs and maintains overhead and underground utility infrastructure. Consults system maps and records in support of line operations.
- ◆ Enters and works in confined underground spaces housing high voltage circuitry and handles wire and equipment when energized at potentials up to 13,800 volts between conductors. Must work under the direct supervision of a higher-grade line worker on assignments involving primary voltage.
- ◆ Assists in cleaning, maintaining and stocking line trucks and other plant vehicles and equipment.
- ◆ Responds to public inquiries, requests and complaints related to line operations within scope of authority, and refers unresolved matters to supervisor.
- ◆ Responds to after hour emergencies to assist in the investigation of outages and restore power and replace or repair electrical infrastructure as needed.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance at the workplace is required.

### SUPERVISORY RESPONSIBILITY:

None

**EDUCATION & EXPERIENCE & SPECIAL REQUIREMENTS:**

- ◆ High school diploma or equivalent, completion of trade classes or apprenticeship program, and a minimum of two years of progressively responsible related electric line experience; or any equivalent combination of education and experience.
- ◆ Possession of a valid Class B Commercial Driver's License and Class 1B, 3A and 2A or 2B Hoisting Licenses.
- ◆ Ability to be trained in CPR, first aid and the operation of AED equipment.

**KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Considerable knowledge of utility construction techniques and of the methods, materials, and tools used in electrical construction and maintenance work. Considerable knowledge of the principles of electrical theory as applied to electrical circuits and wiring systems and ability to apply this knowledge to work situations. Ability to read and comprehend construction drawings.
- ◆ Thorough knowledge of the occupational hazards and safety precautions of the trade.
- ◆ Ability to operate necessary equipment, exercising caution as necessary.
- ◆ Ability to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials and other agencies.

**WORKING CONDITIONS & PHYSICAL DEMANDS:**

Must be able to climb ladders, work at heights and in cramped conditions, and lift tools required to perform jobs. Frequently required to lift up to 25 pounds and occasionally to lift and/or move up to 100 pounds. Extensive walking, standing and kneeling while outside and inside work areas. Physical exertion may be heavy at times. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

Majority of work is performed outdoors, subject to extreme weather conditions, extreme noise, confined and hazardous spaces and extreme height. Work is frequently near high voltage lines, requiring the use of caution. Vision and hearing at or correctable to normal ranges.

Must be able to sustain extreme physical effort. Works in overhead bucket truck standing for many hours at a time. Must be able to lift, pull, turn, stretch and use heavy equipment while high in the air.

Assembles stock, moves bulk cable, digs, pulls rope and steel cable and lifts manhole covers, all while dealing with ground traffic and pedestrians.

Operates a wide variety of motorized equipment, including light to heavy-duty vehicles and equipment, power/hand tools, and diagnostic testing equipment.

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## **Crew Member, Water & Sewer Division**

Department: Public Works – Water & Sewer Division  
Reports To: Water & Sewer Superintendent  
Appointed by: Town Manager

Salary Grade: 1  
FLSA Status: Non-Exempt  
Date: July 2023

### **GENERAL SUMMARY:**

Under general direction of the Concord Public Works – Water & Sewer Superintendent, performs manual labor doing a wide variety of semiskilled operations and construction tasks including repair and maintenance of water mains, water services, hydrants and all other water utility appurtenances, repair and maintenance of sewer lines and systems, inspection and routine service of water and wastewater pumping facilities and general landscaping duties associated with public works operations, including operating basic outdoor equipment and vehicles.

### **ESSENTIAL FUNCTIONS:**

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management, on a case-by-case basis.*

- ◆ Installs and repairs water mains (gate valves, service connections, hydrants, blow-offs, etc.).
- ◆ Installs and repairs sanitary sewer mains, sewer manholes, sewer services, sewer cleanouts, etc.
- ◆ Performs a wide variety of tasks in the construction, repair and maintenance of water infrastructure, including painting and repairing hydrants and meter pits, pick & shovel work, grading, patching and spreading gravel, stone, asphalt, or other construction materials, cleans and sweeps around construction work sites.
- ◆ Assists in routine water and wastewater pump-station inspection, operation, and maintenance.
- ◆ May be assigned to operate riding and hand powered lawn mowing equipment, chain saw, stump cutter and other grounds maintenance equipment to mow and maintain lawns, pick up debris, rake and remove leaves, cut and prune shrubbery and trees.
- ◆ May be assigned to remove snow from streets and water utility facilities.
- ◆ Performs routine repairs and maintenance to equipment and ensures its safe operating condition.
- ◆ Paints building interiors and exteriors.
- ◆ Complies with all applicable safety regulations.
- ◆ Mixes cement and assists with patching of minor potholes.
- ◆ Cleans vehicles.
- ◆ Assists other Divisions, as requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.

- ◆ Regular attendance at the workplace is required.

#### **MINIMUM QUALIFICATIONS:**

- ◆ Possession of valid MA Class D driver's license.
- ◆ High school diploma, or equivalent.
- ◆ 18 years of age, or older.

#### **PREFERRED QUALIFICATIONS:**

- ◆ Knowledge of landscaping maintenance, including methods, materials and equipment.
- ◆ Knowledge of water and sewer utilities construction and maintenance, including methods, materials and equipment.
- ◆ Massachusetts Class B Commercial Driver's License.
- ◆ Massachusetts Water Distribution Operator Licensure (Grade 1D, or higher)
- ◆ Massachusetts Hoisting Engineer 2B License.
- ◆ Proficiency in operating small equipment and hand-tools commonly used within the construction industry.
- ◆ Knowledge of Concord roadways preferred.

#### **WORKING CONDITIONS & PHYSICAL DEMANDS:**

- ◆ Frequent and extended periods of outside work, subject to all weather conditions and extremes.
- ◆ Frequent walking, standing, bending, climbing and lifting; frequent periods requiring sustained uncomfortable physical positions.
- ◆ Frequently lifts supplies and equipment weighing 100 pounds, utilizing proper body mechanics and techniques.
- ◆ Exposure to loud noise levels and high vibrations from equipment.
- ◆ Exercises caution when operating equipment or handling toxic chemicals or other materials.
- ◆ Utilizes proper sanitary precautions when performing sewer work, handling garbage and other potential bio-hazards.

*The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

*This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.*



**Office Assistant**  
**Concord Free Public Library**

Department:	Library	Salary Grade:	Miscellaneous Comp.
Reports To:	Library Director	FLSA Status:	Non-Exempt
Appointed By:	Town Manager	Date:	July 2023

**GENERAL SUMMARY:**

The Office Assistant provides administrative support for the Library.

**ESSENTIAL JOB FUNCTIONS:**

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

- Maintains department and personnel files with accuracy and timeliness of filing.
- Maintains accounts receivable and accounts payables including soliciting bids, obligating purchase orders, processing warrant schedule, reconciling bank statements, and collaborating with auditor annually to complete audit.
- Reconciles monthly revenue/expenditure reports; supports the preparation of other financial and personnel reports.
- Reconciles payment kiosks and completes weekly bank deposits; delivers receipts to the Town of Concord Finance Department
- Records and reconciles all monies collected and communicates in writing any important information.
- Works with Library Director to place orders and tracks all office supplies for the Library.
- Works with Library Director to process biweekly payroll. Prepares change of status forms, maintains employee leave records and tracks employee anniversary dates and performance review dates.
- Opens and distributes mail, reports, memos, and necessary information to appropriate persons.
- May assist in planning and attending special events (e.g., sidewalk sales, town celebrations, etc.).
- Performs special projects and related responsibilities as initiated and requested.
- Performs other related duties as required, directed or as the situation dictates.
- Regular attendance at the workplace is required.

**SUPERVISORY RESPONSIBILITY:**

None.

**EDUCATION and EXPERIENCE:**

- High school education; additional education or training in clerical field preferred.
- Strong background in customer service preferred.
- Strong background in money management and finance useful.

**KNOWLEDGE, SKILLS & ABILITIES:**

- Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with all members of the public in a courteous and tactful manner; ability to establish and maintain good working relationships with coworkers.
- Working knowledge of office procedures, practices, and terminology.

- Knowledge of basic financial/accounting practices and procedures. Ability to maintain detailed budget accounts, financial records and clerical records.
- Ability to work with a high level of detail, to prioritize multiple tasks, and to deal effectively with interruptions; ability to change direction and rearrange tasks according to deadlines and circumstance.
- Working knowledge of municipal accounting software system (MUNIS or equivalent), Microsoft Office Suite and Google Office products preferred.

#### **WORKING CONDITIONS & PHYSICAL DEMANDS:**

Normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Majority of work is performed in a moderately noisy work environment, with constant interruptions. Frequently subjected to the demands of other individuals and the volume and /or rapidity with which tasks must be accomplished.

Operates computer, printer, video display terminal, keyboard, calculator, telephone, copier, facsimile machine and all other standard office equipment requiring eye-hand coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

*The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

*This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.*

# Personnel Board Charge

## DRAFT

### Mission Statement:

The Town of Concord desires to have personnel policies and procedures, and a Personnel By Law, that support and sustain a healthy work environment for Town employees. We endeavor to become a welcoming community with a strong reputation of fair, consistent and equitable leaders who foster teamwork, embrace all employees, supporting their growth and development towards excellence in all fields of municipal governance.

[goal: condense above to one sentence]

The Personnel Board for the Town of Concord endeavors to support the development of a town that is a welcoming community, with employees who work in an environment that is fair, consistent and equitable; with leaders who foster teamwork and support the growth and development of all employees.

### Purpose and Scope:

In support of this Mission, the Personnel Board is a volunteer Board that serves in an advisory role to both the Select Board and the Town Manager. The Personnel Board is also responsible for providing oversight in the administration of the Personnel Bylaw, ensuring that the Bylaw establishes an equitable and efficient system of personnel administration for Concord's non-union, regular employees.

### Membership:

The Personnel Board is to consist of five volunteer members, appointed by the Select Board. Each member will serve staggered three-year terms, with a limit of 6 years (or two terms) for any one person to serve on the Personnel Board. Select Board approval of a second term is required. The Board is to elect a chairperson from the five members. At least some members shall have professional or personal experience or expertise in personnel administration and/or finance, or a related field; the latter to better ascertain and understand the financial impact of proposals on both the Town and employees.

### Duties and Responsibilities:

The Personnel Board shall have responsibility for the administration of the Personnel Bylaw (Wage and Salary Classification Plan) of the Town, including the following:

- a) the Personnel Board will review and confirm job classifications, minimum and maximum wage brackets, and salary schedules for all non-union, regular town positions with the Town Manager and the HR Director, for approval by Town Meeting, with the exception of:
1. Jobs under the direction and control of the School Committee, provided that school employees may be included in the Plan as requested by the School Committee; and
  2. Employees with personal employment contracts.

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Deleted: Note: in Chelmsford, the Personnel Board has one member who is elected from amongst current town employees. Considering our goal to improve communications and trust with employees, we might consider this approach? ¶

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- b) In cooperation with the Town Manager and Human Resources Director, recommends non-wage provisions governing the positions under the Plan for approval by the Town Meeting consistent with applicable laws, including such items as vacations, hours, days and weeks of work, insurance benefits, leaves of absence, sick leave, military leave, jury duty, workers' compensation, overtime, etc.
- c) Provides written recommendation to the Town Meeting about any Warrant Article pertaining to non-union employees and/or employees affected by the Personnel Bylaw.
- d) Reviews job descriptions for all positions included in the Plan to ensure they are properly classified and align with the overall HR strategy for the Town.
- e) At reasonable intervals, review job classification rates of pay under the Wage and Salary Classification Plan, taking into account such factors as pay rates for like jobs in comparable Massachusetts' towns, cost-of-living indexes and current rates of pay for the like jobs for unionized employees in Concord Town and School positions, and make recommendations as appropriate to the Town Meeting.
- f) The Personnel Board will receive the appeal of any employee aggrieved by the operation of any provisions of the Classification and Compensation Plan, or those aggrieved by any action of the appointing authority. The Personnel Board will investigate and consider the disputed questions involved, holding private and/or public hearings as appropriate, rendering a recommendation to the Town Manager and the Select Board to take action relative to the dispute as may be authorized in the Classification and Compensation Plan.
- g) Upon request of the Town Manager, provide input into the hiring and annual performance review of the Human Resources Director, who provided staff assistance to the Personnel Board.
- h) The Personnel Board will resolve all questions and disputes relative to interpretation of the provisions of the Classification & Compensation Plan as may be referred to by the employees and officials of the Town.
- i) Personnel Board to provide policy advice to the Town Manager on collective bargaining matters as requested.

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**Communication:** In support of overall town governance, town citizens and town employees, the Personnel Board will be responsible for regular communications with each stakeholder group.

- The Personnel Board will serve as a key support for the Town Manager and Select Board in communicating relevant information about procedural changes (e.g. with the Bylaw).
- The Personnel Board will support the development and maintenance of an Employee Handbook.
- Working with the Town Manager and HR Director, the Personnel Board will support development of a regular communication strategy to share information on basic employment data, and recognize outstanding service by town employees.

**Governance:** The Personnel Board has no decision-making authority, but as specified in the Personnel Bylaw, the Town Manager, with advice from the Personnel Board, do have joint authority to adopt policies and procedures to implement and interpret the Personnel Bylaw.

- The Personnel Board is to meet at a regular, scheduled time with meeting date/times posted on the town website consistent with the Open Meeting Law. The Personnel Board will stive to post Meeting materials on the town website at least five (5) days prior to the scheduled meeting date.
- At least three (3) members of the committee are necessary for a quorum. Under current Massachusetts public meeting law, attendees can join in person or via webcast.
- Consistent with the provision of the Massachusetts Open Meeting Law, executive sessions are allowed.
- Each year, the Personnel Board is to elect leadership positions as specified in the Personnel Bylaw.
- Any changes to the Personnel Board Charge must be approved by the Select Board.
- Any changes to the Personnel Board Bylaw must be approved by Town Meeting.

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**Human Resources:** In support of the Town Manager and the HR Department, the Personnel Board shall work regularly, with supporting data, to identify and rectify challenges with recruitment, employee turnover, performance review processes. In all these advisory capacities, the Personnel Board shall work to stabilize a diverse, equitable and inclusive workforce.

- The HR Dashboard will be jointly designed and the cadence of updates agreed upon, between the HR Department and the Personnel Board, with approval from the Select Board and the Town Manager. Once established, the HR Dashboard will be reviewed annually to confirm ongoing relevance and updated as needed. Regular updates of the dashboard will correspond to agreed-upon timelines for specific dashboard items.

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**Employee Relations:** The Personnel Board will support non-union, regular town employees in developing and maintaining a positive work culture and environment. The Personnel Board will hold regularly scheduled meetings (XX/year) with non-union regular employees with the express goal of supplementing knowledge of employee satisfaction and employee morale.

**Deleted:** <#>The monthly Dashboard to include new appointments to positions, updates on training programs, gender equity analysis, staffing information (hires/departures/exit interviews/retention rates, etc.) and adherence to DEI policies for hiring and retention practices. ¶

**Deleted:** <#>Employee satisfaction: In addition to monthly dashboard updates, meetings with non-union regular town employees will seek to engage employees at all levels, providing another avenue for open communication. Knowledge gained from meetings will be brought back for Personnel Board discussion and advice for the Select Board and the Town Manager. ¶  
Employee morale: Through regularly scheduled meetings, the Personnel Board shall seek to understand and support the development and maintenance of a positive work culture for all non-union regular employees.

## Sample Charge

### Personnel Board

Established by the Concord Board of Selectmen (appointed by the Town Manager with the approval of the Board of Selectmen) on September XX, 2023

#### MISSION

It is the intention of the Selectmen, in creating the Personnel Board, to provide a mechanism for thoughtful and public examination of the issues surrounding Human Resources for non-union, regular employees in the Town of Concord.

#### RESPONSIBILITY

The Committee will be asked to examine a number of issues, including but not necessarily limited to the following. After a complete and regular review of these issues, the Committee will advise the Select Board and the Town Manager.

The Personnel Board shall have responsibility for the administration of the Personnel Bylaw (Wage and Salary Classification Plan) of the Town, including the following:

- a) the Personnel Board will review and confirm job classifications, minimum and maximum wage brackets, and salary schedules for all non-union, regular town positions with the Town Manager and the HR Director for approval by Town Meeting, with the exception of:
  1. Jobs under the direction and control of the School Committee, provided that school employees may be included in the Plan as requested by the School Committee; and
  2. Employees with personal employment contracts.
- b) In cooperation with the Town Manager and Human Resources Director, recommends non-wage provisions governing the positions under the Plan for approval by the Town Meeting consistent with applicable laws, including such items as vacations, hours, days and weeks of work, insurance benefits, leaves of absence, sick leave, military leave, jury duty, workers' compensation, overtime, etc.
- c) Provides written recommendation to the Town Meeting about any Warrant Article pertaining to non-union employees and/or employees affected by the Personnel Bylaw.
- d) Reviews job descriptions for all positions included in the Plan to ensure they are properly classified and align with the overall HR strategy for the Town.
- e) At reasonable intervals, review job classification rates of pay under the Wage and Salary Classification Plan, taking into account such factors as pay rates for like jobs in comparable Massachusetts' towns, cost-of-living indexes and current

rates of pay for the like jobs for unionized employees in Concord Town and School positions, and make recommendations as appropriate to the Town Meeting.

- f) The Personnel Board will receive the appeal of any employee aggrieved by the operation of any provisions of the Classification and Compensation Plan, or those aggrieved by any action of the appointing authority. The Personnel Board will investigate and consider the disputed questions involved, holding private and/or public hearings as appropriate, rendering a recommendation to the Town Manager and the Select Board to take action relative to the dispute as may be authorized in the Classification and Compensation Plan.
- g) Upon request of the Town Manager, provide input into the hiring and annual performance review of the Human Resources Director, who provided staff assistance to the Personnel Board.
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**Governance:** The Personnel Board has no decision-making authority, but as specified in the Personnel Bylaw, the Town Manager, with advice from the Personnel Board, do have joint authority to adopt policies and procedures to implement and interpret the Personnel Bylaw.

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#### SUGGESTED TIMETABLE

- Bi-annual updates to the Select Board.
- Public hearings on recommendations prior to any Articles introduced in the Warrant for Town Meeting.
- Preliminary report to Select Board of any potential Town Meeting warrant article(s)

#### MEMBERSHIP REQUIREMENTS AND EXPECTATIONS

The Personnel Board is to consist of five volunteer members, appointed by the Select Board. Members will be appointed for a term of three years. Appointments shall be staggered: no more than three terms will end in one year, two in the following year, and two in the third year. Members will be limited to 6 years (or two terms) of service. Select Board approval of a second term is required.

The Personnel Board will elect a chairperson from the five members. At least some members shall have professional or personal experience or expertise in personnel administration and/or finance or a related field.

**OTHER CONSIDERATIONS**

The Committee shall elect a chair and a committee clerk, who will be responsible for maintaining the record of the committee's discussions, votes, and actions.

All meetings will be conducted in conformance with the Open Meeting Law including the proper notice and posting of meetings, and all records will be maintained in conformance with the Public Records Law.

Public discussion is expected to take place before recommendations are forwarded to the Board of Selectmen.

Requests for staff assistance or operating expenses will be made through the Town Manager who will endeavor to comply with reasonable requests.