

**TOWN OF CONCORD PERSONNEL BOARD  
AGENDA  
Wednesday, November 8, 2023**

**5:15 p.m.**

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

Join Zoom Meeting

<https://us02web.zoom.us/j/89603811139?pwd=eFE3c2ZiQ1J1cDc3WG81aFBjZDhMQT09>

Meeting ID: 896 0381 1139

Passcode: 447537

- 1. Call to Order**
  
- 2. Approval of Minutes**
  - Minutes of October 11, 2023
  
- 3. Interim Human Resources Director's Report**
  
- 4. Classification Actions**
  
- 5. Discussion of Personnel Bylaw**
  
- 6. Discussion of Personnel Board Charge**
  
- 7. Adjournment**

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

- Minutes of October 11, 2023

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Attendees: Joe Emeric, Kate Ryan, Liz Cobbs Absent: Bill Mrachek, Pamela Talbot.

Additional Attendees: Mark Howell, David Wood, Megan Zammuto. (Alan Cathcart, Jason Bulger and XXXErin)

1. Call to Order:

- Liz Cobbs called the meeting to order: 5:19pm

2. Approval of Minutes

- September 13, 2023. Kate: attendees---David Wood attended. 2<sup>nd</sup> page, classification actions--- “we are concerned.... to “we discussed”
  - Kate made a motion to approve with amendments.
  - All in favor

2. Interim Human Resources Director's Report

- Alan is at the Public Works Department, so holding part of the discussion until others can join.
- With Megan here,

3. Classification Actions

- Agreement on all 6 positions: all but one is as stated in the new C&C plan.
  - Facilities manager—it was a reporting structure change, moving from under the CFO to the Public Works. This structural change has been beneficial, and the “manager” title fits with those at the same grade level in the Public Works
  - The next four positions (including the IT Operations Mgr., HR generalist, Business System Analysts, Water/Sewer System Maintainer) are as they were scope in the study; only the salary was adjusted for each, moving over to the new salary plan.
  - The last role brought tonight is an adjustment after a retirement for the Office Coordinator - Public Health; someone who had been here a long time, so we wanted

to streamline back to the level of Grade 5. Other duties are to be picked up by other roles. Megan Zammuto agreed with the information as presented.

- Approved with Roll Call. Kate makes a motion to approve. Joe E. seconded. Liz agreed, for full roll call.
- The online form has been updated on our website; at the bottom of each change, there is an asterisk to indicate changes that have occurred throughout the calendar year, since the 2023 Town Meeting. The changes on the website are being brought to date after the approvals from the Personnel Board. This information should be useful when coordinating the changes through the next Town Meeting.

#### 4. Update to Stand-by Pay Policy, PPP #10.7-1

The pay assigned for particular groups (hourly employees, or some roles are exempt from overtime who may be provided stipend amounts) for stand-by duties. Over time, different departments had different policies and no stand-by pay policy has been changed in many years. We have now rectified these disparities. Department Leads have compared over comparable towns, to set the stand-by pay policy. This Policy is part of our full compensation strategy, encouraging new applicants/new hires.

- Stand-by Pay policy for line workers—they are getting higher stand-by pay going forward.
- Stand-by Pay is challenging, with travel limitations, for example, for stand-by workers over holidays, etc.
- With some structural changes having occurred (e.g., groups moved to Public Works); these groups continue to be monitored so that they will be included in the stand-by pay policy going forward.
- Stand-by Policies don't involve all employees, but those who are qualified. In smaller departments it can be the whole department shares these responsibilities.
- When the roads need plowing, it is an expensive proposition to bring in the full team, so these decisions are made carefully, but ultimately, we will need full teams to work appropriately and safely.
- In terms of climate change, so far, there is not a real clear uptick in the # of events. We are using more technology to understand the issues---but initial investments are important. We try to make responsible decisions to monitor.
- Funding for these Stand-by events are available.

Jason: NOAH engineer on call right now—policy updates are very helpful to get our staff motivated.

Dave: the adjustment on an annual basis is going to be much appreciated. It will be terrific for staff.

Kate: last question: when does it go into effect—is it planned for immediate change.

Kate: I move to approve the amended stand-by policy. Joe: I second. Liz agrees, All in favor.

## 6. Discussion of Personnel Bylaw

Kate took on the review of the ByLaws in other towns, in other committees in town and with the PSTF report. There is a grid on the information of the town. (including the Personnel Study Task Force, the GovHR C&C plan for comparable towns, other Bylaws for committees in town). As the Bylaw is so intertwined with the Personnel Policies and Procedures, I also investigated how the PPPs cover or don't cover all that the Bylaw indicates that they do. There is a table to summarize these materials and what is in a PPP vs. the Bylaw (pages 41-42 of the 10/11 Personnel Board Meeting Materials).

Handbook for the Town: we have a lot of pay policy points in the ByLaw---recommend that we put these in a Handbook. Time off issues, for example, are also in the ByLaw that might be better in a policy manual---that would be the handbook for new employees. And most organizations have employees sign that they have read this handbook, so that they will be able to comply with the policies and procedures as outlined in a Handbook.

- Administrative vs. Personnel Policies---how do these two sets of policies align? (APP and PPPs?). Why do we have both of these---PPPs fall into non-union employees who are under the Bylaw---whereas APPs are for all...not perhaps clear what the differences there?
- PPPs are only for those who fall under the Bylaw.
- APPs apply to everyone, while PPPs are a subset, for those hired as non-union employees of the Town. Where policies deal with employment, the PPPs are important.
- Dispute resolution: has this been taken out of the Bylaw, and if so, where does that piece sit now? (Mark Howell from Select Board: it does not address the involvement in issues of grievance---and should be added in after discussion with Town Manager).
- This more streamlined approach is helpful.
- Change from "shall" to "may" in re: to skills required from Personnel Board members.
- Typically, in a union environment, a Personnel Handbook outlines general things, with a caveat that the collective bargaining agreement prevails (and it is stated as such). We do need to put the employees on an even field, understanding that the Handbook has a primary role.
- We should also consider what responsibilities the PB should have in re: to reporting at Town Meeting. And the "C" part which pertains to Classification and Compensation process.
- Should the relationship of the Personnel Board to the Select Board be stipulated in the Bylaw?
- Clarity of the relationships between the Personnel Board and employees, the Personnel Board and Select Board, and Personnel Board and Town Meeting?
  - e.g., Select Board to delegate to the Personnel Board to assess/feedback and then get back to the Select Board to judge personnel administration assessment of the HR-related issues. *Personnel Administration, success in recruiting, etc. to provide an assessment over the year. And should this recommendation go into the Charge---or into the ByLaw?*
- DEI Statement of responsibility... Letter (h) needs stronger language, and we'd need to create a stand-alone section for DEI and with some indication re: how the PB would be responsible to track results. ByLaw should allow the PB to have a clear direction---what we are responsive to, to understand our responsibilities across the board.

7. Discussion of Personnel Board Charge—TBD

No Public Comments were offered this evening.

8. Adjournment: Liz motioned to adjourn at 6:46pm Kate Seconded, All in agreement.

**Town of Concord**  
**Regular Status Hires**  
**January through September 2023**

<b>Departments</b>	<b>New Hires</b>
Fire	3
Human Services	4
Information Technology	2
Library	3
Light Plant	2
Planning & Land Management	2
Police	6
Public Works	8
Town Manager's Office	3
<b>Grand Total</b>	<b>33</b>

**Town of Concord**  
**Regular Status Terminations**  
 January through September 2023

<b>Departments</b>	<b>Retirements</b>	<b>Resignations</b>	<b>Grand Total</b>
Finance	2	2	4
Fire	1	2	3
Human Resources		2	2
Human Services		8	8
Information Technology	1		1
Library		4	4
Light Plant		1	1
Planning & Land Management	1	1	2
Police	2	5	7
Public Works	3	5	8
Town Manager's Office	1	2	3
<b>Grand Total</b>	<b>11</b>	<b>32</b>	<b>43</b>



## **Director of Library Services**

Department: Human Resources  
Reports To: Human Resources Director  
Appointed by: Town Manager

Salary Grade: 16  
FLSA Status: Exempt  
Date: July 2023

### **GENERAL SUMMARY:**

Under the direction of the Town Manager, the Library Director directs others and manages the Concord Free Public Library system in all respects to make information and other materials used in business, educational and recreational pursuits easily available and thereby provide all Concord residents the library resources they need. Works collaboratively with all Town departments, particularly with the Human Resources and Finance Departments, as well as with community groups, local schools, and academic agencies to meet the specific informational, intellectual, and cultural needs of the library's patrons.

The Director is responsible for maintaining and improving the efficiency and effectiveness of all areas of Library services. Performs varied and responsible duties requiring a thorough knowledge of library operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Called upon to handle a significant amount of detailed information of diverse substance and content, requiring incumbent to approach workload with flexibility.

### **ESSENTIAL JOB FUNCTIONS:**

*External and internal applicants, as well as position incumbents who are or 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.*

- ◆ Formulates goals and objectives regarding library operations through meetings with all involved parties, including but not limited to the Town Manager, library staff, Trustees of the Concord Free Public Library Corporation (the "Corporation") and patrons. Reviews progress and success in attaining library goals and objectives; sets priorities and takes other appropriate action to meet goals and objectives. Assists the Library Committee and the Corporation in the formulation of policies relating to their respective areas of responsibility and provides for their successful implementation.
- ◆ Directs and/or participates in the interviewing and recommending for hire all library employees; monitors and evaluates employee performance, makes recommendations concerning employee promotion and discipline where necessary; and addresses all personnel issues and concerns. Trains and supervises or provides for the training and supervision of library staff, ensuring all work is performed in compliance with established policies and procedures and focused on optimum customer service.
- ◆ Evaluates and administers library departments such as circulation, reference, children's services, etc; creates, administers, evaluates and modifies library programs and events for the benefit of the Town.
- ◆ Prepares and presents an annual Town funding request for the Library Department operations to the Town Manager. Monitors Town budget expenditures and is responsible for ensuring that Town resources are effectively managed; oversees expenditures and departmental allocations and adjusts expenditure patterns as necessary to control costs. Assists the Corporation in the preparation and administration of its budget.

## *Director of Library Services*

- ◆ Provides support to the Corporation including the management of the Main and Fowler Library buildings, grounds, and the Corporation's personal property including its Special Collections; selects appropriate technology and assists with fundraising for the library; implements the policies of the Corporation as said policies relate to its responsibilities, when said policies are consistent with Town policies and procedures.
- ◆ Facilitates interaction, communication and collaboration among the Corporation, the Friends of the Library and the Concord Library Committee in the development and implementation of their policies, plans and programs to meet the continuing informational, cultural and intellectual needs of the library's patrons. Requests assistance from the Town Manager to resolve any apparent conflicts or inconsistencies in policies and practices. Keeps the Town Manager fully informed of all library activities and operations in order to avoid conflicts. Attends meetings of the Corporation and the Concord Library Committee to report on Library activities.
- ◆ Plans and formulates Library services and policies, acquiring, maintaining and creating friendly, attractive and state of the art access to collections of print, media, other forms of information and historical/cultural materials which fulfill the current and anticipated needs of the library's patrons including access to the internet, the Minuteman Library Network and other databases. Facilitates public access to the Town's archives housed at the Library and the Special Collections of the Corporation.
- ◆ Directs the development and maintenance of print and non-print collections; reads and evaluates reviews of books and non-print materials; selects and/or supervises the selection and discarding of library materials.
- ◆ Handles any patron questions, problems, or complaints that are not sufficiently resolved by library staff.
- ◆ Continues education by attending professional meetings, reading professional literature, taking courses in library and library related subjects; confers with state agencies, other libraries, corporations, and community groups in the continual development of library efficacy and innovation.
- ◆ Oversees the development, repair and maintenance of Library buildings, communicating with the Corporation, Town staff and contractors as necessary.
- ◆ Represents the library in the community through membership in relevant community organizations, participation in their programs, provision of services to them, and through other community outreach efforts.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates such as promoting volunteer support for library activities.
- ◆ Regular attendance and punctuality at the workplace is required.

### **SUPERVISORY RESPONSIBILITY:**

Supervises the activities and performance of, and provides functional oversight to, all library staff. Carries out supervisory responsibilities in accordance with policies and applicable laws. Responsibilities include interviewing and training employees; planning, assigning and directing work; appraising performance; addressing complaints and resolving problems; and making recommendations to the Town Manager concerning employee rewards or discipline.

### **EDUCATION & EXPERIENCE:**

- ◆ Masters degree in Library Science with seven to ten years of progressively responsible experience in library operations, including supervisory experience; or any equivalent combination of education and experience.
- ◆ Possession of a valid Class D 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, and various boards, committees, and working groups.
- ◆ Thorough working knowledge of library principles and procedures; familiarity with automated library systems, internet and on-line databases and related applications; complete professional knowledge of reference sources and the organization and management of branch library operations; knowledge of standard office procedures, practices, forms and equipment.
- ◆ Ability to work with a high level of detail; ability to prioritize multiple tasks and deal effectively with interruptions; ability to identify and analyze complex issues and to develop appropriate recommendations.

**WORKING CONDITIONS & PHYSICAL DEMANDS:**

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

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.***



## **Facilities Manager**

Department: Facilities Department  
Reports To: Director of Public Works  
Appointed by: Town Manager

Salary Grade: 15  
FLSA Status: Non-Exempt  
Date: October 2023

### **GENERAL SUMMARY:**

Under the general supervision of the Director of Public Works, oversees, plans, organizes and directs all aspects of Town building and facilities maintenance, park and playground risk management activities and preservation and the overall Division operations. Duties include continuous supervision of skilled, licensed and professional workers and availability for emergency response and occasional evening meetings. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. 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 are or 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.*

- ◆ Develops accurate annual operating and multiyear capital budget requests for municipal facilities. Collaborates with building managers to identify funding needs. Presents budget requests clearly and persuasively in a wide variety of venues including public forums.
- ◆ Develops and maintains a multiyear proposed capital improvement plan and oversees the annual execution of the funded plan. Develops maintenance programs for all Town buildings, and for surrounding grounds as assigned. Manages the day to day implementation of that plan including the prioritization of project requests.
- ◆ Participates in and provides technical assistance to managers and/or building committees to facilitate the design process for any new or rehabilitation project the Town may undertake. During construction, may perform in a role similar to an owner's representative or clerk of the works. Ensures all required permits are pulled and related inspections are completed. Considers and plans for impact on building occupants when projects are being undertaken, to ensure that adverse effects on operations are minimized and no environmental health hazards are created.
- ◆ Oversees and manages a wide variety of independent contractors performing work on Town buildings and surrounding grounds.
- ◆ Carries out procurement of goods, services and construction work as needed in accordance with all relevant public bidding laws, rules and regulations; coordinates the joint-purchasing of maintenance and custodial supplies for multiple facilities to obtain cost savings.
- ◆ Ensures that standards consistent with all applicable laws are maintained at a minimum; establishes environmental compliance programs for asbestos abatement, radon control, lead paint control, hazardous waste disposal, air quality standards, fuel tank testing and other local, state and federal environmental compliance regulations.

◆ Regularly communicates with building managers, department heads, and assigned liaisons regarding the care and  
*Town of Concord, MA*

## *Facilities Manager*

maintenance of their buildings and grounds. Meets individually and/or in groups with staff to coordinate services and projects. Responds to building-user inquiries, complaints, and requests related to facilities; resolves complaints when possible and advises or refers to the Deputy Town Manager as appropriate.

- ◆ Analyzes the scope of work for projects and makes reasoned decisions and recommendations regarding use of in-house personnel and/or outside contractors.
- ◆ Develops and oversees Request for Proposal and large-scale jobs related to Capital Improvements as well as routine and emergency repairs.
- ◆ Cultivates and supports sustainability policies related to municipal buildings and works closely with Town's Director of Sustainability to measure performance in meeting benchmarks for energy reduction efficiency improvements to municipal buildings. Develops multi-year capital plans in conjunction with Facilities Manager for building improvements which work to meet sustainability benchmarks.
- ◆ Participates in various Town-Wide Greenhouse Gas (GHG) inventory studies and evaluations, assists with the production of community-wide reduction plans. Evaluates the divisional effectiveness as it is related to sustainability, and reports on goal progression to the Director of Public Works.
- ◆ Forms strategic partnerships across all Town Departments to assist in building a Concord Green Ethos leading to consideration/use of climate-resilient tools and techniques.
- ◆ Conducts regular reviews of security and safety needs and makes recommendations as appropriate. Works with vendors of security apparatus and Police Department staff to ensure that Concord buildings are safe and secure. Collaborates with Information Systems and Police staff when selecting equipment or technology related to the physical security of facilities. Collaborates with Fire Department staff to perform regular fire safety inspections of facilities and implement fire and medical safety equipment/procedures.
- ◆ In coordination with building managers, develops quality standards for all Town facilities and surrounding grounds, recommends or assigns work for custodial and maintenance personnel to achieve that end, and reviews the results and provides feedback as appropriate.
- ◆ Coordinates seasonal and preventive maintenance services and improvement projects as needed for lots and grounds. Ensures activities and work are conducted in compliance with OSHA regulations.
- ◆ Communicates with insurance adjusters relative to facilities-related insurance claims. Collaborates with appropriate personnel to ensure that buildings are adequately insured for both liability and property loss.
- ◆ Responds to and addresses after-hour emergencies; coordinates response of staff and contractors to ensure the safety of building users and continuity of operations, and to limit damage to property and building systems.
- ◆ Responds to public inquiries, requests and complaints related to division activities. Resolves complaints when possible and/or refers matters to the Director of Public Works.
- ◆ Inspects buildings and installations on a regular basis to ensure high standards of workmanship, cleanliness, safety, and security are maintained.
- ◆ Remains informed of the latest trends, developments, and products in the areas of maintenance and repair; encourages innovation and experimentation as appropriate.
- ◆ Incorporates sustainability principles into all aspects of Concord's facilities management program. Works to systematically reduce building energy use in accordance with the Green Communities Act. Oversees Town-wide green energy construction initiatives 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 and punctuality at the workplace is required.

**SUPERVISORY RESPONSIBILITY:**

Directly supervises the activities and performance of, and provides functional oversight to facilities, custodial and parks staff. Provides functional oversight to the Director of Sustainability related to large- scale building projects or changes within any facility envelope. Supervises the work of independent contractors including those retained for improvement and renovation projects and cleaning and maintenance services. 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 and recommending pay increases; implementing succession plans; addressing complaints and resolving problems; and making recommendations concerning employee hiring, rewards or discipline. Participates in the evaluation and work planning for the Director of Sustainability.

**EDUCATION & EXPERIENCE:**

- ◆ Duties require knowledge equivalent to a Bachelor's Degree in construction management, engineering, facilities, architecture or related field, and seven (7) or more years of progressively responsible, related experience; or any equivalent combination of education and experience in facilities management, municipal experience helpful.
- ◆ LEED Green Associate credential within 18 months of hire.
- ◆ LEED AP with Specialty credential preferred.
- ◆ Possession of valid Construction Supervisor's license preferred.
- ◆ Certified Playground Safety Inspector preferred.
- ◆ Certified Pool & Spa Operator License preferred.
- ◆ Possession of a valid motor vehicle operator's license required.

**KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Ability to lead, direct, and coordinate the operations, services and activities of a municipal facilities department including oversight of construction projects, maintenance, and cleaning.
- ◆ Thorough knowledge of the principles and practices of construction and design services, contract administration procedures, building systems design and operations procedures, materials, building maintenance, and facility safety. Ability to read and interpret blueprints, schematics, and architectural drawings. Knowledge of and ability in program development, administration and evaluation; project management; staff supervision; training and performance management; and municipal budget preparation and administration. Knowledge of commercial building energy efficiency standards and measures preferred.
- ◆ Knowledge of pertinent Federal, Massachusetts and local laws, codes and regulations; basic familiarity with general procurement, bidding and prevailing wage laws and policies: ability to obtain certification as a Massachusetts Public Procuring Official; knowledge and ability to implement all applicable ADA and Accessibility laws, regulations and best practices as they pertain to public facilities.
- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with all members of the public, officials, and other agencies in a courteous and tactful manner; ability to establish and maintain good working relationships.
- ◆ Ability to work effectively and independently under time constraints to meet deadlines; ability to work with a high level of detail and apply organizational skills; ability to prioritize multiple tasks and deal effectively with interruptions.
- ◆ Ability to prepare and administer budgets, and to prepare clear and concise administrative and financial reports.
- ◆ Knowledge of and skill in using facilities management software and Microsoft Office applications, including those used to prepare standard business communications, spreadsheets, databases and reports.
- ◆ Ability to identify and analyze complex issues, develop appropriate recommendations, identify alternative solutions, project consequences of proposed actions, apply considerable judgment and implement recommendations in support of goals.

**WORKING CONDITIONS & PHYSICAL DEMANDS:**

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

Employee is regularly required to sit, talk and hear. Uses hands to finger, handle, feel or operate objects, tools or controls and reach with hands and arms as in picking up paper, files and other common office objects. Employee must be able to access all levels of a construction site and traverse uneven terrain. Employee may spend a significant portion of shift standing or walking, and may be required to climb, bend, crawl and lift/move objects weighing up to 60 pounds, such as tools, equipment, supplies, etc., while supervising, inspecting or assisting with work. Vision and hearing at or correctable to normal ranges; ability to distinguish colors.

Work is performed in many differ types of settings and various job sites, including: offices, roofs, crawlspaces, exterior areas and construction zones. Administrative work is performed in an office environment, which may be subject to variations of temperature, noise, odors, etc. 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.

At job sites, the employee is exposed to weather extremes, construction dust, fumes and strong odors, or moving mechanical parts. The noise level in the field can be moderate to loud.

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.***

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## **Special Projects Manager/Systems Manager**

Department: Finance Department  
Reports To: Chief Financial Officer  
Appointed by: Town Manager

Salary Grade: 14  
FLSA Status: Exempt  
Date: July 2023

### **GENERAL SUMMARY:**

Under the general supervision of the Chief Financial Officer, plans, organizes, collaborates, documents and supports all aspects of Town ERP system and associated procedures within Accounting, Treasury, and Procurement. Works to develop workflows and procedures in line with Town financial policies and state procurement laws to ensure that budget and procurement actions are aligned and done efficiently in the ERP system. Assists with budget development and acts as a liaison to select finance-related Boards and Committees. Improves upon existing audit practices across departments to improve transparency and compliance with mandated reporting. Duties include collaboration with various internal departments to develop effective workflows that ensure software products are utilized efficiently to achieve the long-term goals of 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. 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 are or 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.*

- ◆ Delivers high quality knowledge transfer services to users allowing them to use all software products efficiently and effectively to achieve long-term goals of the Town.
- ◆ Informs the coordination, enhancement and maintenance of the Town's Enterprise Resource System (ERP) and other applications.
- ◆ Coordinates all areas of Tyler (Munis) software including but not limited to ReadyForms setup and modification, Roles (functional and data access), User Attributes, and Workflow.
- ◆ Acts as a liaison between Tyler support and Town staff on impactful issues faced in the ERP system.
- ◆ Creates documentation and coordinates education and training of users on software functionality as well as on data entry and system usage to ensure productive use of all existing and new software systems.
- ◆ Develops workflows and procedures in line with Town policies to assist with financial processes like procurement, budgeting, and auditing.
- ◆ Recommends options for new approaches in end user work processes as appropriate to ensure efficient software solutions.

## *Special Projects Manager / Systems Manager*

- ◆ Identifies and documents business/technical requirements specifications for specific software design, forms, reports and processes.
- ◆ Creates custom software user documentation as necessary for the proper operation of the ERP software.
- ◆ Works with product specific support to resolve issues with help from administrators as needed.
- ◆ Provides regular email status and update reports.
- ◆ Works on special projects or any other related work as assigned by the CFO.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

### **SUPERVISORY RESPONSIBILITY:**

Provides functional oversight to vendors, contractors and employees as needed. Responsibilities include designing plan scope, assigning related work, and assessing progress and performance. Carries out supervisory responsibilities in accordance with town policies and applicable laws.

### **EDUCATION & EXPERIENCE:**

- ◆ Bachelor's Degree in Finance, Information Technology or related field, and seven (7) or more years of progressively responsible, related experience including technical support and project management; or any equivalent combination of education and experience.
- ◆ Demonstrated ability to manage projects from initial request through completion.
- ◆ Experience in general implementation processes including moving data from legacy systems.

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

- ◆ Excellent interpersonal skills, including ability to maintain effective working relationships with vendors, contractors and employees.
- ◆ Must be able to communicate effectively both verbally and in writing.
- ◆ Knowledge and experience in Enterprise Resource Planning (ERP) solutions. Ability to comprehend and apply technical knowledge as it relates to uses for the system; strong analytical and collaboration skills; demonstrated competency in utilizing creative and innovative thinking. High degree of technical aptitude; ability to apply complex and varied analytical skills in order to develop integrated, efficient software solutions.
- ◆ High proficiency with Microsoft Office and data analysis software and proficiency in Excel applications, data management, and statistical interpretation. Ability to convert data from one unit to another. Ensures accuracy of data and analyzes results by organizing information and presenting it verbally, in writing, and graphically in user-friendly ways.

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

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

## *Special Projects Manager / Systems Manager*

Work is performed in a typical office environment. Occasionally may be subject to variations of temperature, noise, odors, etc. when conducting on-site analysis. Regular local travel by vehicle required to attend meetings. Office and administrative duties are conducted in a relatively quiet environment, subject to frequent interruptions. Regularly 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, and all other standard office equipment requiring eye-hand coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching, lifting, carrying 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.***



## **Assistant Director of Library Services**

Department: Library  
Reports To: Library Director  
Appointed by: Town Manager

Salary Grade: 12  
FLSA Status: Exempt  
Date: July 2023

### **GENERAL SUMMARY:**

Under the supervision of the Library Director, performs highly responsible supervisory, administrative and professional work by assisting in planning, organizing, and directing library operations to support customer service, innovation and all other aspects of the Library's mission. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under their direction and control, which may include, but are not limited to the supervision of Circulation, Reference, Children's, and Branch Library Services. Working closely with the Library Director, the incumbent 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. Responds to patron, personnel, and facilities issues in the absence of the Library Director or as needed. The work requires a flexible and organized approach to handle a significant amount of details, each varying from the other in substance and content.

### **ESSENTIAL JOB FUNCTIONS:**

*External and internal applicants, as well as position incumbents who are or 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 leadership in preparing and motivating the department's workforce to develop collections and services that inspire lifelong learning and actively promote personal enrichment for library patrons, collaborating with other Town departments as appropriate; oversees and coordinates daily operations of the department in assigned areas; conducts staff meetings and coordinates training functions for the department to ensure all staff members have the knowledge and proficiency needed to perform their jobs. Ensures that that Town's standards for customer service are met.
- ◆ Implements norms of behavior and standards of performance to support a work environment that promotes professionalism, accountability, and respect. Ensures that supervisory actions are within the scope of the Town's policies and procedures; addresses employee concerns; facilitates information sharing, communication, and collaboration among library staff.
- ◆ Represents the department in a variety of inter-department, inter-agency, and inter-community collaboration efforts and decision-making processes; facilitates communication between the Library staff, the Library Committee, and the Library Corporation by serving as a point person for organizational requests; serves as a department spokesperson to the media and general public as needed.
- ◆ Recommends, develops, implements and periodically reviews the policies, procedures, programming and scheduling related to all library services; assists in policy interpretation for staff and patrons as needed;
- ◆ Assists the Library Director in developing and promoting the alignment of departmental goals and objectives with those of the Town Manager and the Board of Selectmen. Reviews progress and success in attaining department goals and objectives. Keeps the Library Director fully informed of department activities and operations. Assists the Director in cascading information to staff regarding departmental programs, plans, and services.

## *Assistant Director of Library Services*

- ◆ In consultation with the Library Director, authorizes the book budget and assigns areas of collection development and management to book selectors; selects and maintains the reference collection. Researches and recommends the acquisition of online databases and emerging technologies in support of improved customer service. Manages financial resources to ensure that annual material expenditure goals are met.
- ◆ Serves as Library liaison to the Friends of the Concord Free Public Library by attending their monthly meetings. May be asked to represent the library at other evening meetings or programs as assigned.
- ◆ In collaboration with the Library's Leadership Team, assists in the design, implementation, and evaluation of patron-centric services.
- ◆ Continues education by attending professional meetings, reading professional literature, taking courses in library and library related subjects.
- ◆ 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 punctuality at the workplace is required.

### **SUPERVISORY RESPONSIBILITY:**

Supervises the activities and performance of and provides functional oversight to all staff librarians. Carries out supervisory responsibilities in accordance with policies and applicable laws and keeps the Library Director fully informed about all supervisory matters. Responsibilities include interviewing, recommending for hire/promotion, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

### **EDUCATION & EXPERIENCE:**

- ◆ Masters degree in Library Science with a minimum of five years of progressively responsible experience in library operations, including supervisory experience
- ◆ Valid motor vehicle operator's license, with a safe driving record and ability to provide own transportation.

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

- ◆ Excellent interpersonal and customer service 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.
- ◆ Skill in strategic planning, financial management, and grant writing; knowledge of standard office procedures, practices, forms and equipment.
- ◆ Ability to lead change, develop staff competencies, and build high performance teams; knowledge and skill in managing personnel matters, including taking corrective actions to resolve performance and/or compliance matters.
- ◆ Thorough working knowledge of library principles and procedures; familiarity with automated library systems, collections of both print and non-print resources, and emerging technologies; a strong service orientation and the ability to design, implement, and evaluate patron-centric services. Strong proficiency with information technology preferable.
- ◆ Ability to work with a high level of detail; ability to prioritize multiple tasks and deal effectively with interruptions; ability to identify and analyze complex issues and to develop appropriate recommendations.

**WORKING CONDITIONS & PHYSICAL DEMANDS:**

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

Normal office environment, not subject to extreme variations of temperature, noise, odors, etc. The 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.***

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## **Senior Treatment Systems Operator**

Department: Public Works, Water & Sewer Division  
Reports To: Water & Sewer Supervisor  
Appointed by: Town Manager

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

### **GENERAL SUMMARY:**

Under the general supervision of the Water & Sewer Superintendent, diagnoses, maintains and repairs all water/sewer pumping stations, treatment systems, water storage reservoirs and related systems and facilities. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. 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 are or 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.*

- ◆ Diagnoses, repairs and maintains a variety of complex electrical, instrumentation and mechanical systems including but not limited to: air injected pumps, compressors, motors and chemical feed equipment and specialized water treatment processes involving ozone and ion-exchange systems. Contacts, coordinates and supports outside service technicians as needed.
- ◆ Performs assigned water quality testing activities to support regulatory compliance and treatment process optimization interests.
- ◆ Collects and follows established chain of custody procedures for transport of water samples to outside laboratories.
- ◆ Ensures proper dosing of water treatment chemicals are provided to water treatment systems in accordance with established regulations and treatment goals.
- ◆ Performs daily facility inspection activities including the collection of information from analyzers and controls including but not limited to chemical concentration analyzers, tank levels, flow meters, pressure gauges and other recording instruments required to accurately measure water and sewer quantity and quality.
- ◆ Evaluates water quality testing results with consideration to on-line and specialized field monitoring equipment and make necessary adjustments and corrections to treatment processes or communicates unusual needs to other responsible parties.
- ◆ Maintains records of all water/sewer station on prescribed daily logs.

## *Senior Treatment Systems Operator*

- ◆ Performs routine operation and maintenance of an automated SCADA system to continuously monitor and control operations of the water and sewer pumping, treatment and storage facilities. Coordinates and supports outside service technicians as needed.
- ◆ Disassembles and assembles pumps and motors and other mechanical/electrical equipment as needed.
- ◆ Protects the physical and cyber infrastructure of the water and sewer system. Identifies potential threats, assesses vulnerabilities to those threats, and improves security procedures and technology to deter attacks or mitigate their impacts.
- ◆ Assists in water resource protection efforts including monitoring and controlling land-uses surrounding groundwater supplies and the Nagog Pond watershed.
- ◆ Responds to routine inquiries, requests and complaints related to water quality issues within scope of authority.
- ◆ Assists distribution crew when needed.
- ◆ Operates heavy machinery such as backhoes, skidsteers and dump trucks.
- ◆ Performs grounds maintenance, landscaping, painting and carpentry.
- ◆ Responds to after-hour water/sewer emergencies as needed. May respond to snow emergencies to operate equipment.
- ◆ May respond to any other municipally declared emergency which requires interdepartmental or intercommunity support and coordination.
- ◆ Performs routine station duty during holidays and weekends as required.
- ◆ Remains constantly aware of safety hazards for self and others in an often unpredictable and hazardous environment.
- ◆ May assume responsibilities of Public Works Supervisor in their absence.
- ◆ 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 punctuality at the workplace is required.

### **SUPERVISORY RESPONSIBILITY:**

Directly supervises the activities and performance of and provides functional oversight to the Treatment System Operators. 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; and addressing complaints and resolving problems.

### **EDUCATION & EXPERIENCE:**

- ◆ Duties require knowledge equivalent to several years of college including specialized knowledge and training required to diagnose, repair and maintain complex mechanical and electrical pumping equipment; three years of progressively responsible related experience, including experience in utilizing heavy motorized equipment; or any combination of education and experience.
- ◆ Massachusetts CDL Class B license.
- ◆ Massachusetts Hoisting Licenses 2B & 1B are required or must be attained within 6-months of the date of hire.

## Senior Treatment Systems Operator

- ◆ Massachusetts Class T3 Treatment License is required; or minimum Class T2 Treatment License, with the ability to attain the T3 Treatment License within 6-months of date of hire.

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

- ◆ Specialized knowledge and training required to diagnose, repair and maintain complex mechanical and process control systems associated with drinking water and wastewater pumping equipment.
- ◆ Knowledge of drinking water sampling requirements including site selection, schedules, collection, analytical and reporting protocols.
- ◆ Proficient in operation of heavy equipment as well as power tools and hand tools.
- ◆ Must be a reliable, independent thinker who is willing to learn and has the ability to carry out oral and written instructions.
- ◆ Knowledge of state and local laws and regulations related to division operations.
- ◆ Knowledge of pumps, mechanical systems and all systems related to water treatment operation.
- ◆ Knowledge of water treatment operations, drinking water quality standards and guidelines, and basic water quality chemistry.
- ◆ Ability to plan, organize, assign and supervise the work of employees and equipment.
- ◆ Ability to read and interpret detailed construction drawings and blueprints.
- ◆ Ability to collect water samples and perform basic laboratory analysis.
- ◆ Ability to maintain and update equipment repair and maintenance records and other records.
- ◆ Ability to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials and other agencies.

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

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

Work requires moderate physical effort generally required to perform work in the field. Periods spent outside subject to weather conditions while inspecting or directing work. Sustained periods of standing, walking, bending, climbing and working in uncomfortable positions requiring lifting and pulling operations. Works in cramped quarters. Incumbent is required to use hands to finger, handle, feel or operate objects, tools or controls and reach with hands and arms. The incumbent must have eyesight and hearing at or correctable to "normal ranges", color vision. Frequently lifts supplies and equipment weighing 100 pounds, utilizing proper body mechanics and techniques. May spend sustained periods at terminal or on telephone. Works for extended periods of time as required by emergency situations. Routinely required to handle toxic and hazardous materials used in the daily treatment of drinking water.

Operates heavy and light trucks, heavy equipment, pneumatic tools, power tools and hand tools. Work performed in the field involves exposure to hazards associated with work near moving mechanical parts, work in confined spaces and work at construction sites. May be required to wear safety equipment. Works in wet, cramped, poorly ventilated environments. Responds to emergencies.

## *Senior Treatment Systems Operator*

Make frequent routine contact with the general public requiring courtesy in responding to complaints; makes periodic contacts with other town departments.

Errors in judgment could result in confusion and delay and misuse of materials and could be costly to correct; in some cases errors could endanger safety of employees and the general public. Most errors are difficult to detect.

***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 Supervisor**

Department: Human Services- Recreation  
Reports To: Recreation Director  
Appointed by: Town Manager

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

### **GENERAL SUMMARY:**

Under the general supervision of the Assistant Recreation Director, Recreation Supervisors assist in the organization and development of various recreation programs. Depending on the Department's need, Recreation Supervisors are responsible for one of the following areas of operation: 1) Vendor contracts for youth and adult sports/school programming, Specialty Camps, and special event help 2) Special Events, vacation programming, and specialty programming or 3) Summer Camp and youth and adult sports. 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 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 are or 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.*

- ◆ Works collaboratively with other Recreation Supervisors to organize, facilitate and develop various recreation programs. Organizes and directs department special events and fundraisers; manages or participates in planning committees/teams. Oversees marketing, enrollment, and registration of various programs.
- ◆ Places equipment and apparel orders, and shops supplies needed for various programs. Performs administrative/office functions as needed; organizes various mailings.
- ◆ Assists with the development and monitoring of the Recreation Division's operating budget to maintain fiscal accountability.
- ◆ Supports the Childcare Manager with support at an afterschool childcare site located at one of the Town's three elementary schools.
- ◆ Recruits, trains, supervises, and schedules part time staff. Reviews payroll.
- ◆ Coordinates with other staff and Town Departments to ensure that Recreation facilities are well maintained. Provides recommendations for improvements and needs for the operations.
- ◆ Creates, updates, and maintains current and accurate content for the Town's website, program guide and registration software. Assists with ongoing marketing including press releases and social media.

## *Recreation Supervisor*

- ◆ Responds to public inquiries regarding Department services and programs via telephone, email, written correspondence, or during site visits and tours.
- ◆ Performs special projects and other related duties as required, directed, or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

### **SUPERVISORY RESPONSIBILITY:**

Directly supervises the activities and performance and provides functional oversight to program staff and volunteers, as needed. 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:**

- ◆ Bachelor's degree in Recreation Management, Leisure Studies or a related field, or an equivalent combination of education and experience.
- ◆ Valid driver's license with a safe driving record and ability to provide personal transportation during work hours.
- ◆ Current Certified Park & Recreation Professional (CPRP) preferred.
- ◆ CPR, AED training, and First Aid preferred (required within 6 months).
- ◆ Lifeguard certification preferred.

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

- ◆ Working knowledge of the principles and practices of recreation management; considerable knowledge of all activities that comprise childcare programs, summer camp programs, or special events and youth/adult sports.
- ◆ Ability to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials, and other agencies. Ability to organize people and programs.
- ◆ Ability to work evenings and weekend hours as necessary to effectively coordinate, supervise, and monitor programs.
- ◆ Competency using computer systems and ability to learn automated registration system (MyRec).

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

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

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.***

*Recreation Supervisor*

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## **Treatment Systems Operator**

Department: Public Works, Water & Sewer Division  
Reports To: Water & Sewer Supervisor  
Appointed by: Town Manager

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

### **GENERAL SUMMARY:**

Under the general supervision of the Water & Sewer Superintendent, diagnoses, maintains and repairs all water/sewer pumping stations, treatment systems, water storage reservoirs and related systems and facilities. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. 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 are or 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.*

- ◆ Diagnoses, repairs and maintains a variety of complex electrical, instrumentation and mechanical systems including but not limited to: air injected pumps, compressors, motors and chemical feed equipment and specialized water treatment processes but not limited to ozone, UV and ion-exchange systems. Contacts, coordinates and supports outside service technicians as needed.
- ◆ Performs assigned water quality testing activities to support regulatory compliance and service optimization interests. This requires a general understanding of sample site selection, schedules and awareness of pertinent collection, analytical and reporting protocols.
- ◆ Collects and follows established chain of custody procedures for transport of water samples to outside laboratories.
- ◆ Ensures proper dosing of water treatment chemicals are provided to water treatment systems in accordance with established regulations and treatment goals.
- ◆ Performs daily facility inspection activities including the collection of information from analyzers and controls including but not limited to chemical concentration analyzers, tank levels, flow meters, pressure gauges and other recording instruments required to accurately measure water and sewer quantity and quality.
- ◆ Evaluate water quality testing results with consideration to on-line and specialized field monitoring equipment and make necessary adjustments and corrections to treatment processes or communicates unusual needs to other responsible parties.
- ◆ Maintain records of all water/sewer station on prescribed daily logs.

## *Treatment Systems Operator*

- ◆ Performs routine operation and maintenance of an automated SCADA system to continuously monitor and control operations of the water and sewer pumping, treatment and storage facilities. Coordinates and supports outside service technicians as needed.
- ◆ Disassemble and assemble pumps and motors and other mechanical/electrical equipment as needed.
- ◆ Protects the physical and cyber infrastructure of the water and sewer system. Identifies potential threats, assesses vulnerabilities to those threats, and improves security procedures and technology to deter attacks or mitigate their impacts.
- ◆ Assists in water resource protection efforts including monitoring and controlling land-uses surrounding groundwater supplies and the Nagog Pond watershed.
- ◆ Responds to routine inquiries, requests and complaints related to water quality issues within scope of authority.
- ◆ Assists distribution crew when needed.
- ◆ Operates heavy machinery such as backhoes, skidsteers and dump trucks.
- ◆ Performs grounds maintenance, landscaping, painting and carpentry.
- ◆ Responds to after-hour water/sewer emergencies as needed. May respond to snow emergencies to operate equipment.
- ◆ May respond to any other municipally declared emergency which requires interdepartmental or intercommunity support and coordination.
- ◆ Performs routine station duty during holidays and weekends as required.
- ◆ Performs standby duties to ensure a timely response is provided to pumping and treatment system upsets outside normal working hours, on a rotating basis, as needed.
- ◆ Remains constantly aware of safety hazards for self and others in an often unpredictable and hazardous environment.
- ◆ 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 punctuality at the workplace is required.

### **SUPERVISORY RESPONSIBILITY:**

None

### **EDUCATION & EXPERIENCE:**

- ◆ High school education or equivalent and specialized knowledge and training required to diagnose, repair and maintain complex pumping mechanical and electrical equipment; experience in utilizing heavy motorized equipment; three years of progressively responsible related experience; or any equivalent combination of education and experience.
- ◆ Massachusetts CDL Class B license.
- ◆ Massachusetts Hoisting Licenses 2B & 1B are required or must be attained within 6-months of the date of hire.
- ◆ Massachusetts Class T2 Treatment License is required; or minimum Class T1 Treatment License, with the ability to attain the T2 Treatment License within 6-months of date of hire shall be required.

**KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Duties require specialized knowledge and training required to diagnose, repair and maintain complex mechanical and electrical pumping equipment.
- ◆ Proficient in operation of heavy equipment as well as power tools and hand tools.
- ◆ Must be a reliable, independent thinker who is willing to learn and has the ability to carry out oral and written instructions.
- ◆ Knowledge of state and local laws and regulations related to division operations.
- ◆ Knowledge of pumps, mechanical systems and all systems related to water treatment operation.
- ◆ Knowledge of water quality and basic chemistry.
- ◆ Ability to read and interpret detailed construction drawings and blueprints.
- ◆ Ability to collect water samples and perform basic laboratory analysis.
- ◆ Ability to maintain and update equipment repair and maintenance records and other records.
- ◆ Ability to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials, and other agencies.

**WORKING CONDITIONS & PHYSICAL DEMANDS:**

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

Work requires moderate physical effort generally required to perform work in the field. Periods spent outside subject to weather conditions while inspecting or directing work. Sustained periods of standing, walking, bending, climbing and working in uncomfortable positions requiring lifting and pulling operations. Works in cramped quarters. Incumbent is required to use hands to finger, handle, feel or operate objects, tools or controls and reach with hands and arms. The incumbent must have eyesight and hearing at or correctable to "normal ranges", color vision. Frequently lifts supplies and equipment weighing 100 pounds, utilizing proper body mechanics and techniques. May spend sustained periods at terminal or on telephone. Works for extended periods of time as required by emergency situations. Routinely required to handle toxic and hazardous materials used in the daily treatment of drinking water.

Operates heavy and light trucks, heavy equipment, pneumatic tools, power tools and hand tools. Work performed in the field involves exposure to hazards associated with work near moving mechanical parts, work in confined spaces and work at construction sites. May be required to wear safety equipment. Works in wet, cramped, poorly ventilated environments. Responds to emergencies.

Make frequent routine contact with the general public requiring courtesy in responding to complaints; makes periodic contacts with other town departments.

Errors in judgment could result in confusion and delay and misuse of materials and could be costly to correct; in some cases errors could endanger safety of employees and the general public. Most errors are difficult to detect.

***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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## **Office Administrator- Police**

Department: Police  
Reports To: Police Chief  
Appointed by: Town Manager

Salary Grade: 6  
FLSA Status: Non-Exempt  
Date: July 2023

### **GENERAL SUMMARY:**

Under the general supervision of the Police Chief, produces professional administrative and secretarial work products; maintains and/or supervises the maintenance of financial, personnel and other records; acts as liaison with other departments and outside organizations. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her 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 detail, 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 are or 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.*

- ◆ Acts as liaison with other town departments as well as the general public, consultants and external agencies regarding department operations and special projects; furnishes information and resolves problems; researches questions; handles unusual or difficult situations; communicates official plans, policies and procedures to staff and members of the public.
- ◆ Maintains records related to department budget; compiles and updates budget details, accounts and summaries; monitors expenditures and balances within accounts; assists police chief with preparation of annual budget; prepares monthly, annual and quarterly reports. Maintains budget for Animal Control, P/F Station, Gift Funds, Law Enforcement Trust Fund, Renovations and Active Grants.
- ◆ Screens incoming mail and responds appropriately to matters not requiring the personal attention of the Police Chief or action by municipal board.
- ◆ Composes and/or types correspondence, memorandums, meetings and legal notices, orders, warrants, vouchers, purchase orders, permits, reports, newsletters and agendas; schedules appointments and meetings. Manages scheduling for meeting room and announcement board.
- ◆ Calculates and prepares bi-weekly payroll for the department; maintains personnel records related to sick leave, overtime, retirement, holiday leave and vacations; calculates special payments and allowances; prepares payroll detail worksheets and payroll summary authorizations; manually enters information onto payroll company forms; prepares change of status forms.
- ◆ Prepares weekly accounts payable invoices and maintains all associated records. Gathers pertinent information and prepares Handicap Placards for residents as needed. Prepares and processes annual bid for Animal Control Officer.

## Office Administrator- Police Department

Coordinates invoicing for False Alarms and works with officers and detectives to make necessary adjustments when residents call and/or bills are returned as undeliverable.

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

### **SUPERVISORY RESPONSIBILITY:**

None

### **EDUCATION & EXPERIENCE:**

- ◆ Associate's degree or two-year college certificate, plus three to five years of progressively responsible administrative experience; or an equivalent combination of education and experience.

### **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 co-workers.
- ◆ Working knowledge of office procedures, practices and terminology. Basic knowledge of bookkeeping techniques. General knowledge of municipal government and its operations, as well as pertinent state and local laws.
- ◆ Ability to work with a high level of detail; ability to prioritize multiple tasks and deal effectively with interruptions; ability to identify and analyze complex issues and to develop appropriate recommendations.

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

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

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.

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.***



## Geriatric Health Nurse

Department: Human Services- Senior Services Division  
Reports To: Social Service Supervisor  
Appointed by: Town Manager

Salary Grade: 5  
FLSA Status: Non-Exempt  
Date: July 2023

### **GENERAL SUMMARY:**

Under the direction of the Social Services Supervisor will perform technical and administrative work for the Council on Aging in the areas of health promotion, disease prevention, health maintenance, health education and emergency preparedness. Responsible for planning and implementing weekly Wellness Clinics and regularly scheduled programs. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of town, departmental operations, and community resources and exercises good judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Follows department guidelines and procedures to deliver the proper level of services, maintain public relations and ensure the safety of older residents or the public.

### **ESSENTIAL JOB FUNCTIONS:**

*External and internal applicants, as well as position incumbents who are or 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.*

*The essential duties and responsibilities listed below are intended as various types of responsibilities that may be required. The omission of specific statements does not exclude them from the position if the work is similar to, related or a logical assignment to the position.*

- ◆ Collaborates with the Board of Health and Public Health Nurse to plan and administer clinics such as immunizations, health screenings including blood pressure, hearing loss, vision and glucose screening, podiatry clinics, individual consultations, and health education.
- ◆ Helps promote and organize support groups for issues related to health concerns such as but not limited to changing health, vision and hearing loss.
- ◆ Collaborates with COA outreach workers and other relevant staff to coordinate care for COA participants. Maintains list of most vulnerable senior residents with an emphasis on emergency preparedness.
- ◆ Assesses the health, medications, as well as emotional and social needs and encourages further medical attention or other services as needed. Communicates as appropriate with family members and medical offices.
- ◆ Oversees the Patient Navigator Program where volunteers provide support and advocacy to seniors during medical appointments.

## *Geriatric Health Nurse*

- ◆ Works with the Volunteer and Public Relations Coordinator to recruit and train volunteer nurses and lay people to assist with aspects of the wellness programs. Ensures that volunteer nurses have current credentials and training. Schedules nurses and volunteers for wellness programs. Provide ongoing support and coordination to volunteers.
- ◆ Responds to injury or illness on site as necessary; perform basic first aid, CPR, defibrillation and other medical care appropriate to R.N. license, assesses the need for additional emergency services.
- ◆ Researches and plans appropriate health and wellness topics of interest for presentations relating to health and wellness. Coordinates with area resources for speakers and programs. Maintains awareness of evidence-based programs that could be offered at the COA.
- ◆ Working with COA custodian, maintains durable medical equipment loan program. Ensures compliance with appropriate liability and release forms. Assists seniors/families with decisions around the use of loan equipment in their home.
- ◆ Collaborates with the Volunteer and Public Relations Coordinator to prepare publicity (i.e., fliers, press releases, and interviews) for all Wellness Programs and services.
- ◆ Conducts home visits and assessments of Concord seniors related to issues such as home safety, medication management, hoarding and fall risks. Hosts monthly "Ask a Nurse" at the COA.
- ◆ Prepares monthly health and wellness articles for COA newsletter.
- ◆ Works with fitness instructors to ensure participant safety and well-being in COA fitness classes as well as compliance with Town's policies and procedures.
- ◆ Maintains personal, confidential records for all residents who use services.
- ◆ Maintains current knowledge of community resources and services.
- ◆ Performs special projects and other related duties as required, directed, or as the situation dictates.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

### **SUPERVISORY RESPONSIBILITY:**

No direct supervisory responsibility. Provides functional oversight to and coordinates the services of volunteers for clinics, events and programs.

### **EDUCATION & EXPERIENCE:**

- ◆ R.N. degree with a minimum of three years of experience in gerontology and community nursing/health.
- ◆ Valid motor vehicle operator's license and use of own vehicle for transportation during working hours; mileage reimbursement will be provided.

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

- ◆ Enthusiasm for elder services and ability to generate interest in health maintenance and the promotion of wellness in the elderly population.
- ◆ Knowledge of community health resources and services and of methods used to provide health education within the community.

## Geriatric Health Nurse

- ◆ Computer literate, including experience with Microsoft Office. Excellent written and verbal communication skills. Strong interpersonal skills. Ability to interface effectively, professionally, and with patience, tact and discretion with a wide variety of individuals including clients, the public, officials and coworkers.
- ◆ Strong organizational skills. Ability to work with a high level of detail and prioritize multiple tasks. Ability to change direction and rearrange tasks according to deadlines and circumstance.

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

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

Community nursing work is performed in a clinic environment or in clients' homes, requiring the ability to travel to and access a variety of locations and work in diverse conditions. Administrative work is generally performed in an office environment that is also used as clinic space, not subject to extreme variations of temperature, odors, etc. Work is performed in a moderately noisy and sometimes loud environment, with constant interruptions. Has frequent contact with the public and with clients both in person and by telephone. Frequently subjected to the demands of other individuals and the volume and/or rapidity with which tasks must be accomplished.

Operates computer, printer, facsimile machine, copier, calculator and other standard office equipment, medical screening and lifesaving equipment and an automobile, requiring eye-hand coordination, visual acuity and finger dexterity. Standing, walking, balancing, crouching, grasping, pulling, reaching and stooping are also required on intermittent basis.

Work may involve moderate physical effort involved in moving or lifting file boxes and equipment, physically, assisting clients and performing first aid/lifesaving functions.

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## **Senior Administrative Specialist- Human Resources**

Department: Human Resources  
Reports To: Director of Human Resources  
Appointed by: Town Manager

Salary Grade: 4  
FLSA Status: Non-Exempt  
Date: July 2023

### **GENERAL SUMMARY:**

Under the general supervision of the Director of Human Resources, provides administrative/clerical support to the Human Resources Department. Performs routine office tasks including computer data entry, record keeping, and filing. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a working knowledge of office procedures and filing systems, preparing reports and correspondence, maintaining accurate reports and implementing special projects.

### **ESSENTIAL JOB FUNCTIONS:**

*External and internal applicants, as well as position incumbents who are or 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 with the Town's recruitment and hiring processes, which may include reviewing and posting job announcements, maintaining the applicant tracking system, placing ads, and arranging background checks and medical exams.
- ◆ Assists with coordination of employee orientations and trainings.
- ◆ Assists with the administration of medical and other leaves
- ◆ Performs routine administrative tasks including filing, data entry, copying, scanning, etc.
- ◆ Reviews, sorts and organizes paper and electronic records.
- ◆ May record minutes at Town board/committee meetings
- ◆ May assist with coordination of special events.
- ◆ May provide administrative support related to maintaining classification and compensation plan
- ◆ May provide support related to benefits administration/communication
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

**SUPERVISORY RESPONSIBILITY:**

None

**EDUCATION & EXPERIENCE:**

- ◆ Associate's Degree or two-year college certificate; training in business administration preferred.
- ◆ A minimum of four years' experience in general clerical or administrative work; municipal human resources experience preferred, or any equivalent combination of education and experience.

**KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Strong organizational, computer, and attention to detail skills.
- ◆ Ability to organize time, work independently, multi-task, problem solve, and maintain accuracy with interruptions.
- ◆ Strong writing and analytical skills
- ◆ Ability to read and comprehend documents to identify relevant information and edit or sort accordingly.
- ◆ Ability to maintain confidential information.
- ◆ Ability to communicate effectively and tactfully both verbally and in writing with the public, co-workers, other employees, departments, officials and other agencies; ability to converse in sensitive manner.

**WORKING CONDITIONS & PHYSICAL DEMANDS:**

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

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.***

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TOWN OF CONCORD MASSACHUSETTS

PERSONNEL BOARD BYLAW

DRAFT B

**Section 1 Establishment of the Personnel Board**

There is hereby established a Personnel Board consisting of 5 members. Members of the Personnel Board shall be appointed by the Select Board for three (3) year terms. No member shall serve more than 9 years (three terms). Members shall have professional or personal experience and/or expertise in personnel administration. One member shall preferably have professional or personal experience in finance, or a related field, to provide expertise on the financial impact of personnel related proposals.

Members shall elect a Chair or Co-Chairs from among its members on an annual basis. A clerk is to be assigned on a rotating basis for each meeting, to take responsibility for the minutes of the meeting.

No member of the Personnel Board may be an employee of the Town nor hold Town office, whether appointed or elected, but any such member may serve on behalf of the Town on any committee negotiating with Town employees.

Members of the Personnel Board shall serve without compensation.

The Personnel Board shall meet regularly, as necessary, to consider such business as may be presented by Two officials, Town employees and others. The agenda, time and place of all meetings will be posted on the Town Website at least three days prior to the meeting date.

At any meeting of the Personnel Board, action by a majority of those Board members present shall be binding. At least three (3) members of the Board shall be present to constitute a quorum.

**Section 2 Duties and Responsibilities**

The Personnel Board shall advise the Town Manager, or their designee(s) and shall make recommendations on establishing and maintaining an equitable and efficient system of personnel administration for Town employees. All Town departments and positions shall be subject to the provisions of this bylaw except elected officers, employees with personal contracts, employees covered by a collective bargaining agreement and employees of the school department.

The Personnel Board shall also provide advice and recommendations to the Town Manager, or their designee(s) for the following areas of personnel administration:

- a) The Personnel Board shall propose, review, approve and adopt any changes to personnel policies and procedures, in consultation with the Town Manager, or their designee(s) as needed.

**Commented [EC1]:** Note for further discussion: other towns specify one seat on the Personnel Board for a town employee. Should we consider? What would be the purpose of including a town employee on the Personnel Board?

- b) The Personnel Board shall provide advice and support for the development of an Employee Handbook. The Town Manager or their designee(s) is responsible for annual (or bi-annual) revisions to the Personnel Handbook. The Personnel Board shall also review the Employee Handbook, providing advice and support regarding any changes.
- c) The Town Manager and their designee(s) shall provide recommendation to the Personnel Board regarding the Classification Plan (“Plan”), which is defined as listing of all approved position classification titles and a summary job description for each classification for all Town employees covered by this Bylaw. The Personnel Board is responsible to review and approve the Plan and present the Plan to Town Meeting. The plan includes, but is not limited to, the following:
- a. Classification of Grade, which is defined as a group of positions whose duties and responsibilities are sufficiently similar that they share the same description, title, qualifications, and compensation can be applied with equity to all positions in the classification; and
  - b. Compensation Plan, defines as a listing of the minimum and maximum wage or salary rates for each title in the Classification Plan.
- d) The Town Manager or their designee(s) should recommend to the Personnel Board on a regular basis any factors, such as cost of living or comparable municipal wage rates, that may affect the Classification and Compensation Plan. The Personnel Board is responsible to review and approve any changes to these Plans based on these investigations.
- e) The Town Manager or their designee(s) has responsibility to revise and update non-wage provision or changes to existing non-wage provisions including but not limited to the following list (see below). The Personnel Board will be consulted regarding these revisions and updates, and will provide advice and recommendations as to how these revisions and updates will be altered in the Personnel Policies and Procedures. *Town Meeting will not be required to approve revisions and updates to the following:*
- a. Employment status
  - b. In-training status for new or promoted employees
  - c. Hours of work, including standard hours, work weeks, overtime administration and non-contiguous work
  - d. Sick leave accrual, use and payout provisions (if applicable)
  - e. Holiday Leave and Holidays worked
  - f. Vacation Leave accrual, use and payoff
  - g. Bereavement Leave
  - h. Military Leave
  - i. Jury Duty Leave
  - j. Unpaid leaves of absences, including FMLA, other Leaves and Absences and Accruals During Leaves
  - k. Interruption of Employment

**Commented [EC2]:** For this part, we discussed that it should be more explicit re: what about this plan should go to Town Meeting. Note the sentence added in yellow highlight to try to respond to this discussion.

**Commented [EC3]:** I realize we need more discussion, as this verb "approve" perhaps should be changed....

I. Leave for Temporary & Limited status employees

- f) The Town Manager or their designee(s) is to provide recommendations to the Personnel Board for review and discussion regarding proposed Articles for Town Meeting that may affect Town employees covered by this Bylaw.
- g) The Town Manager or their designee(s) shall review job descriptions for new and existing Town positions covered by this Bylaw and provide recommendations to the Personnel Board for changes to the job description to ensure that the Twon is able to recruit and retain qualified candidates and employees.
- h) The Personnel Board will support the Town Manager, or their designee(s), in identifying human capital trends (e.g., benefit providers, recruitment strategies, HR database supports) and provide recommendations to ensure the Town's workforce is diverse, equitably treated, and inclusive of others.