

**TOWN OF CONCORD PERSONNEL BOARD**

**AGENDA**

**Wednesday, February 21, 2024**

**5:15 p.m.**

**Town House Select Board Room & Zoom Video Conference**

Join Zoom Meeting

<https://us02web.zoom.us/j/88058794530?pwd=TzRzOW1oaGNhVWdDZ3RXUm9iSWxMdz09>

Meeting ID: 880 5879 4530

Passcode: 325243

- 1. Call to Order**
- 2. Approval of Minutes**
  - October 25, 2023
  - November 8, 2023
  - November 15, 2023
  - December 8, 2023
- 3. Discussion of Personnel Bylaw**
- 4. Assistant Town Manager/Interim Human Resources Director's Report**
- 5. Classification Actions**
- 6. Miscellaneous Compensation Schedule**
  - Addition of Swim Aide
- 7. Uniforms & Safety Equipment Policy**
- 8. Semi-Annual Dashboard**
- 9. Discussion of Personnel Board Charge and Timeline**
- 10. Adjournment**

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

- Minutes of October 25, 2023
- Minutes of November 8, 2023
- Minutes of November 15, 2023
- Minutes of December 8, 2023

TOWN OF CONCORD PERSONNEL BOARD Meeting Summary Minutes

Wednesday, October 25, 2023 5:15 p.m

RE: UPDATE TO PERSONNEL BOARD BYLAW

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

- 5:16 pm Bill Mrachek called the meeting to order: Liz Cobbs, Joe Emeric, Bill Mrachek, all present (quorum present)
- Absent: Kate Ryan, Pamela Talbot

2. Discussion of Personnel Bylaw

- The discussion of the Personnel Bylaw was a hands-on session, working directly on the current Draft update so that the Personnel Board could submit the update for the Article. The Draft attached here includes all recommended changes discussed and provides the summary of the discussion.
- Next Steps (1): pull together all comments from the meeting here and resend (via Kimberly) to the full committee.
- Next Steps (2): Talk to Mark Howell about where we are with the Select Board.
- No public Comments were offered at this time.

3. Discussion of Personnel Board Charge:

- This discussion was postponed until we could have more members present.

4. Adjournment: Joe Emeric: moved to Adjourn, Bill: Second All: Agree. Meeting Adjourned at 6:31pm

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

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.

# TOWN OF CONCORD PERSONNEL BOARD

## Meeting Minutes

Wednesday, November 8, 2023 5:15 p.m.

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

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

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

Attendees: Bill Mrachek, Liz Cobbs, Kate Ryan, Joe Emeric,

1. Call to Order: 5:15 call to order. Roll Call: Liz Cobbs, (here) Kate Ryan (here) Joe Emeric (here) Bill Mrachek (here).
2. Approval of Minutes: Kate made the motion with amendment ; Joe Seconded. All Agreed.
  - a. October 11, 2023: approve with the caveat to finish the sentence in #3 (meghan...)
3. Interim Human Resources Director's Report
  - Quarterly Reports: (stats Jan- Sept)
    - 33 hires in the first 9 months of this year.
    - Exited 43 (11 retirement, rest resignations).
    - 11 people have exited with Kimberly doing exit interviews: prior to their leaving, Kimberly had 7 exit interviews.
    - On resignations, could we please see the total headcounts for the departments so we can understand the % of turnover to identify trends.
    - In the future— YoY trends would be great—so we could see trends over, say a 5 year plan. could we look at comparative data, looking across several years (rolling).
    - This report is a public record; it will be on the PB website. Thus far, the data is only public through the PB website, although that could change in future (e.g. could be on the HR website for the town).
    - Additional columns: referring to vacancies (and balance of those vacancies over time), expanding what you already have.
      - Could we also understand the source—where were new hires coming from?
      - Then, with YoY comparisons, we'd have a better understanding of what works, what does not.
    - TM challenged HR to work with Finance to understand where those vacancies are. MUDIS should be more and more broadly utilized going forward.
      - E.g. Assistant HR Director was not going to be hired, for example, until we hired the HR Director.
    - Next year, the bargaining begins, so our data will be very helpful to understanding how to progress with the bargaining agreements.

#### 4. Classification Actions: Job Descriptions:

- a. **Director of Library Services**
- b. **Facilities Manager**—this position was rescored, with the same salary grade, but updates to the
- c. **Special Projects Manager**—MUNIS implementation program. A critical need
  - i. Greatest success is through MMA (Mass Municipal Association)—they brought us the CFO, now we are looking in the Rec & Parks Association (we've had 55 applicants!)
  - ii. A lot of the associations—those that provide the certifications—they allow towns to advertise there.
  - iii. MUNIS: IT-heavy, with multiple modules that bring forward the Town to the 21<sup>st</sup> century.
  - iv. We have also recruited via Pink Jobs, Diversity.com to address the DEIB approach. Not a lot of traffic yet, but we've started.
- d. **Employee referrals:** candidates that come through referrals are generally valuable, as there is trust with a town employee. These folks also stay longer—with bonuses for those who do refer.
- e. On these roles—are these replacements? Adds? MUNIS role is a new role, with a new salary not prior to being on the books. This role is new, and also would be full time, long term as they would work in the Finance department.
- f. Full count of new job descriptions: 10 roles all approved (roll call taken):

#### 5. Discussion of Personnel Bylaw

- Thank you to Kate for taking this forward!
- Should we include an employee on the Personnel Board? If they were higher up in management, they might have the scope for representing more than one department – but how would they be elected? Can see value of it, but tricky. *Perhaps we can table this until next year—Mark Howell to come back with more considered comments in due time.*
- *Personnel Board will meet regularly and share materials in accordance with the Mass Open Meeting Laws.*
- *Top of page: take out “annual or biannual” ( a minimum of... –or at least on a regular basis) and put “regular review”...*
- *Article on the C&C and new job descriptions—these are all highlighted (astrix) on the Town Website. So the Article to be drafted on the ByLaw only has to go to the SB.*
- Looking at section “d”: no objections... re: “approve” .... Should we start with the PB responsibilities (Not start with the TM). “The role that the PB has in reviewing , recommending how across the board compensation information

The Personnel Board is responsible to review and approve any changes to the cost of living or comparable municipal wage rates, based on the recommendation of the Town Manager the that may affect the Classification and Compensation plan.

\*\*\*CONCLUSION\_-- put how D is now written as sub bullet of c (deleting the last sentence re; PB in subject position).

- For f: The Personnel Board is responsible for Articles for Town Meeting that may affect Town employees covered by this Bylaw. The Town Manager is responsible for reviewing and discussing with the Personnel Board regarding these Articles.
- For g: The Personnel Board shall review job descriptions for new and existing job description covered by this i Bylaw and provide recommendations to the Town Manager.
- For H: The Personnel Board will support the Town Manager, or their designee(s), in identifying human capital trends and internal HR programs and practices and provide recommendations to ensure the Town's workforce is diverse, equitably treated, and inclusive of others.

Suggested: The PB will support the Select Board by providing input into the annual evaluation on Personnel Management and Recruiting of the Town Manager. These annual evaluation parameters will be specified by the Select Board.

NOTE: Due date for draft Articles (2 of them) will be December 15, 2023. The Warrant closes on January 3, 2024 4:00pm. Town Moderator is happy to receive materials well before that. E.g., Job classification decisions through December should be in there, and then we can modify the table later (until printing). For the Select Board—the C&C will be presented at the Hearing (February), but the Bylaw should go to the Select Board beforehand. (work with Mark H. for the agenda).

\*\* Let's invite the PSTF to the December PB—let's send them a draft of the Bylaw and have their comments on our next agenda.

Citizen discussion: *There were no citizens requesting discussion opportunity at this meeting.*

6. Discussion of Personnel Board Charge: The Board agreed to finalize the Charge after the Bylaw reached agreement with the Select Board.
7. Adjournment: At 7:00pm, Liz put forward a motion to Adjourn, Kate second the motion. All agreed (Bill Mrachek, Joe Emeric, Kate Ryan, Liz Cobbs).

TOWN OF CONCORD MASSACHUSETTS

PERSONNEL BOARD BYLAW

DRAFT D

### **Section 1: Establishment of the Personnel Board**

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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.

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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 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.
- 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 regular revisions to the Personnel Handbook. The Personnel Board shall also review the Employee Handbook, providing advice and support regarding any changes.
- c) The Personnel Board is responsible to review and approve the Classification Plan ("Plan") and present the Plan to Town Meeting. The Classification Plan is defined as a listing of all approved position classification titles and a summary job description for each classification for all Town employees covered by this Bylaw. The Plan includes, but is not limited to, the following:

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- ii. Compensation Plan, defined as a listing of the minimum and maximum wage or salary rates for each title in the Classification Plan.

Oversight of the Plan includes, but is not limited to the following:

- iii. The Town Manager and their designee(s) shall provide recommendations to the Personnel Board regarding the Plan.
  - iv. The Town Manager and 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.
- d) The Personnel Board will have consultation responsibilities regarding any revisions and/or updates to existing non-wage provisions including, but not limited to, the following list (see below). The Personnel Board 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:
- i. Employment status
  - ii. In-training status for new or promoted employees
  - iii. Hours of work, including standard hours, work weeks, overtime administration and non-contiguous work
  - iv. Sick leave accrual, use and payout provisions (if applicable)
  - v. Holiday Leave and Holidays worked
  - vi. Vacation Leave accrual, use and payoff
  - vii. Bereavement Leave
  - viii. Military Leave
  - ix. Jury Duty Leave
  - x. Unpaid leaves of absences, including FMLA, other Leave and Absences and Accrual during Leaves
  - xi. Interruption of Employment
- e) The Personnel Board is responsible for Articles for Town Meeting that may affect Town employees covered by this Bylaw. The Town Manager is responsible for reviewing and discussing with the Personnel Board regarding these Articles.
- f) The Personnel Board shall review job descriptions for new and existing jobs covered by this Bylaw and provide recommendations to the Town Manager.
- g) The Personnel Board will support the Town Manager, or their designee(s), in identifying human capital trends and internal HR programs and practices, and provide recommendations to ensure the Town's workforce is diverse, equitably treated, and inclusive of others.

- h)** The Personnel Board will support the Select Board by providing input into the annual evaluation of the Town Manager related to Personnel Management and Recruiting responsibilities. The annual evaluation parameters will be specified by the Select Board and updated on a regular basis.

TOWN OF CONCORD PERSONNEL BOARD

**Meeting Summary Minutes**

**Wednesday, November 15, 2023**

**5:15 p.m.**

**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** Bill Mrachek called the meeting to order 5:17pm.

**2. Discussion of Personnel Bylaw:**

The meeting was scheduled to allow the Board to finalize all last change suggestions for the ByLaw update. All changes can be identified in the red-lined and "clean" version of the Bylaw as per the attached. Please review these versions to follow the edits for the Bylaw to be presented in the Warrant for Town Meeting. (see in attached pages)

**3. Adjournment:** Meeting Adjourned at XXXX.

All edits combined

TOWN OF CONCORD MASSACHUSETTS

PERSONNEL BOARD BYLAW

DRAFT D

**Section 1: Establishment of the Personnel Board**

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Commented [MB1]: K. Ryan

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Commented [MB2]: K. Ryan

Commented [MB3]: B. Mrachek

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 collective bargaining agreement and employees of the school department.

Commented [MB4]: BM: Is there a better word?

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

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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 regular revisions to the Personnel Handbook. The Personnel Board shall also review the Employee Handbook, providing advice and support regarding any changes.

c) The Personnel Board ~~is responsible to~~ shall review and approve the Classification Plan ("Plan") and present the Plan to Town Meeting. The Classification Plan is defined as a listing of all approved position classification titles and a summary job description for each classification for all Town employees covered by this Bylaw. The Plan includes, but is not limited to, the following:

- i. 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
- ii. Compensation Plan, defined as a listing of the minimum and maximum wage or salary rates for each title in the Classification Plan.

Oversight of the Plan includes, but is not limited to the following:

- iii. The Town Manager, ~~or and~~ their designee(s), ~~shall may provide~~ recommendations ~~for revisions~~ to the Personnel Board regarding the Plan.
- iv. The Town Manager, ~~or and~~ their designee(s), ~~should may~~ 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.

d) The Personnel Board ~~will have~~ shall provide consultation ~~to the Town Manager, or their designee(s), responsibilities~~ regarding any revisions and/or updates to existing non-wage provisions, ~~including, but not limited to, the following list (see below)~~. The Personnel Board ~~will shall~~ provide advice and recommendations ~~to as to how these revisions and updates current will be altered in the~~ Personnel Policies and Procedures ~~on non-wage provisions, including, but not limited to, the following~~; ~~Town Meeting will not be required to approve~~ revisions and updates to the following:

- i. Employment status
- ii. In-training status for new or promoted employees
- iii. Hours of work, including standard hours, work weeks, overtime administration and non-contiguous work
- iv. Sick leave accrual, use and payout provisions (if applicable)
- v. Holiday Leave and Holidays worked
- vi. Vacation Leave accrual, ~~sue~~ and payoff
- vii. Bereavement Leave
- viii. Military Leave
- ix. Jury Duty Leave

Commented [MB5]: K. Ryan

Commented [MB6]: K. Ryan

Commented [MB7]: P. Talbot: I think the first pinked out clause is awkward. Not sure what a 'consultation responsibility' entails. Maybe say "Board will consult regarding revisions/updates ....."

Commented [MB8]: P. Talbot: Second pinked out clause is a little unclear. Maybe more streamlined to just add after the aforementioned clause: "Such advice or recommendations regarding aforementioned revisions/updates will be in the Personnel Policies and Procedures...."

Commented [MB9]: P. Talbot: Maybe make reference to Town Meeting in a separate par.

Commented [MB10]: K. Ryan

Commented [MB11]: B. Mrachek: Question mark on the word "sue"  
What about:  
1. Incentive pay programs (e.g. Beede Center)  
2. Benefits- medical, dental, life  
3. Educational reimbursement  
4. Other reimbursement situations

x. Unpaid leaves of absences, including FMLA, other Leave and Absences and Accrual during Leaves

~~xi.~~ Interruption of Employment

~~xii.~~ Leave for Temporary & Limiteds status employees

**Commented [MB12]:** K. Ryan

e) The Personnel Board ~~is responsible for~~ shall develop and persent Articles for Town Meeting that may affect Town employees covered by this Bylaw. The Town Manager ~~shall is responsible for~~ reviewing and discuss ing with the Personnel Board regarding these Articles.

**Commented [MB13]:** K. Ryan

f) The Personnel Board shall review job descriptions for new and existing jobs covered by this Bylaw and provide recommendations to the Town Manager.

**Commented [MB14]:** B. Mrachek: Is it clear that new jobs/ classifications can be approved by the Town Manager and that these new jobs do not Town Meeting approval?

g) The Personnel Board will support the Town Manager, or their designee(s), in identifying human capital trends and internal HR programs and practices, and provide recommendations to ensure the Town's workforce is diverse, equitably treated, and inclusive of others.

The Personnel Board will support the Select Board by providing input into the annual evaluation of the Town Manager related to ~~P~~ersonnel ~~M~~anagement and ~~R~~ecruiting responsibilities. The annual evaluation parameters will be specified by the Select Board

**Commented [KR15]:** I believe this still needs additional discussion, but I am not in favor of adding this item to the bylaw.

**Commented [MB16R15]:** B. Mrachek: Upper case to lower case Personnel Management and Recruiting

TOWN OF CONCORD MASSACHUSETTS  
PERSONNEL BOARD BYLAW  
DRAFT D

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Commonwealth?

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is there a better word?

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  - ii. Compensation Plan, defined as a listing of the minimum and maximum wage or salary rates for each title in the Classification Plan.

Oversight of the Plan includes, but is not limited to the following:

- iii. The Town Manager and their designee(s) shall provide recommendations to the Personnel Board regarding the Plan.
  - iv. The Town Manager and 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.
- d) The Personnel Board will have consultation

responsibilities regarding any revisions and/or updates to existing non-wage provisions including, but not limited to, the following list (see below). The Personnel Board 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:

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- ii. In-training status for new or promoted employees
- iii. Hours of work, including standard hours, work weeks, overtime administration and non-contiguous work
- iv. Sick leave accrual, use and payout provisions (if applicable)
- v. Holiday Leave and Holidays worked
- vi. Vacation Leave accrual, sue and payoff ?
- vii. Bereavement Leave
- viii. Military Leave
- ix. Jury Duty Leave
- x. Unpaid leaves of absences, including FMLA, other Leave and Absences and Accrual during Leaves
- xi. Interruption of Employment

e) The Personnel Board is responsible for Articles for Town Meeting that may affect Town employees covered by this Bylaw. The Town Manager is responsible for reviewing and discussing with the Personnel Board regarding these Articles.

f) The Personnel Board shall review job descriptions for new and existing jobs covered by this Bylaw and provide recommendations to the Town Manager.

g) The Personnel Board will support the Town Manager, or their designee(s), in identifying human capital trends and internal HR programs and practices, and provide recommendations to ensure the Town's workforce is diverse, equitably treated, and inclusive of others.

The Personnel Board will support the Select Board by providing input into the annual evaluation of the Town Manager related to Personnel Management and Recruiting responsibilities. The annual evaluation parameters will be specified by the Select Board

What about:  
① incentive pay programs (e.g. Beede ctr)  
② Benefits - medical dental life  
③ educational reimbursement  
④ other reimbursement situations

is it clear that new jobs/classifications can be approved by the Town Manager and that these new jobs do not need Town meeting approval?

Kate Ryan edits/ suggestions

TOWN OF CONCORD MASSACHUSETTS

PERSONNEL BOARD BYLAW

DRAFT D

**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. Members shall assign a clerk ~~is to be assigned on a rotating basis for each meeting, to take~~ responsibility for the minutes of that meeting.

Commented [MB1]: K. Ryan

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 Town officials, Town employees and others. The agenda, time and place of all meetings will be posted ~~on the Town Website~~ in accordance with the Massachusetts State Open Meeting Law.

Commented [MB2]: K. Ryan

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 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.

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 regular revisions to the Personnel Handbook. The Personnel Board shall also review the Employee Handbook, providing advice and support regarding any changes.

c) The Personnel Board ~~is responsible to~~ shall review and approve the Classification Plan ("Plan") and present the Plan to Town Meeting. The Classification Plan is defined as a listing of all approved position classification titles and a summary job description for each classification for all Town employees covered by this Bylaw. The Plan includes, but is not limited to, the following:

Commented [MB3]: K. Ryan

- i. 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
- ii. Compensation Plan, defined as a listing of the minimum and maximum wage or salary rates for each title in the Classification Plan.

Oversight of the Plan includes, but is not limited to the following:

- iii. The Town Manager, ~~or and~~ their designee(s), ~~shall may~~ provide recommendations ~~for revisions~~ to the Personnel Board regarding the Plan.
- iv. The Town Manager, ~~or and~~ their designee(s), ~~should may~~ 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.

Commented [MB4]: K. Ryan

d) The Personnel Board ~~will have~~ shall provide consultation ~~to the Town Manager, or their designee(s), responsibilities~~ regarding any revisions and/or updates to existing non-wage provisions, ~~including, but not limited to, the following list (see below)~~. The Personnel Board ~~will shall~~ provide advice and recommendations ~~to as to how these revisions and updates current will be altered in the~~ Personnel Policies and Procedures ~~on non-wage provisions, including, but not limited to, the following~~; ~~Town Meeting will not be required to approve revisions and updates to the following~~:

Commented [MB5]: K. Ryan

- i. Employment status
- ii. In-training status for new or promoted employees
- iii. Hours of work, including standard hours, work weeks, overtime administration and non-contiguous work
- iv. Sick leave accrual, use and payout provisions (if applicable)
- v. Holiday Leave and Holidays worked
- vi. Vacation Leave accrual, sue and payoff
- vii. Bereavement Leave
- viii. Military Leave
- ix. Jury Duty Leave

x. Unpaid leaves of absences, including FMLA, other Leave and Absences and Accrual during Leaves

~~xi.~~ xi. Interruption of Employment

~~xii.~~ xii. Leave for Temporary & Limited status employees

- e) The Personnel Board ~~is responsible for~~ shall develop and present Articles for Town Meeting that may affect Town employees covered by this Bylaw. The Town Manager ~~shall is responsible for~~ reviewing and discussing with the Personnel Board regarding these Articles.
- f) The Personnel Board shall review job descriptions for new and existing jobs covered by this Bylaw and provide recommendations to the Town Manager.
- g) The Personnel Board will support the Town Manager, or their designee(s), in identifying human capital trends and internal HR programs and practices, and provide recommendations to ensure the Town's workforce is diverse, equitably treated, and inclusive of others.

The Personnel Board will support the Select Board by providing input into the annual evaluation of the Town Manager related to Personnel Management and Recruiting responsibilities. The annual evaluation parameters will be specified by the Select Board

**Commented [MB6]:** K. Ryan

**Commented [KR7]:** I believe this still needs additional discussion, but I am not in favor of adding this item to the bylaw.

## Pamela Talbot comments/ suggestions

TOWN OF CONCORD MASSACHUSETTS

PERSONNEL BOARD BYLAW

DRAFT D

### **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 that 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 Town officials, Town employees and others. The agenda, time and place of all meetings will be posted on the Town Website in accordance with the Massachusetts State Open Meeting Law.

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 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.
- 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 regular

revisions to the Personnel Handbook. The Personnel Board shall also review the Employee Handbook, providing advice and support regarding any changes.

c) The Personnel Board is responsible to review and approve the Classification Plan ("Plan") and present the Plan to Town Meeting. The Classification Plan is defined as a listing of all approved position classification titles and a summary job description for each classification for all Town employees covered by this Bylaw. The Plan includes, but is not limited to, the following:

- i. 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
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Oversight of the Plan includes, but is not limited to the following:

- iii. The Town Manager and their designee(s) shall provide recommendations to the Personnel Board regarding the Plan.
- iv. The Town Manager and 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.

d) The Personnel Board will have consultation responsibilities regarding any revisions and/or updates to existing non-wage provisions including, but not limited to, the following list (see below). The Personnel Board 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:

- i. Employment status
- ii. In-training status for new or promoted employees
- iii. Hours of work, including standard hours, work weeks, overtime administration and non-contiguous work
- iv. Sick leave accrual, use and payout provisions (if applicable)
- v. Holiday Leave and Holidays worked
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- ix. Jury Duty Leave
- x. Unpaid leaves of absences, including FMLA, other Leave and Absences and Accrual during Leaves
- xi. Interruption of Employment

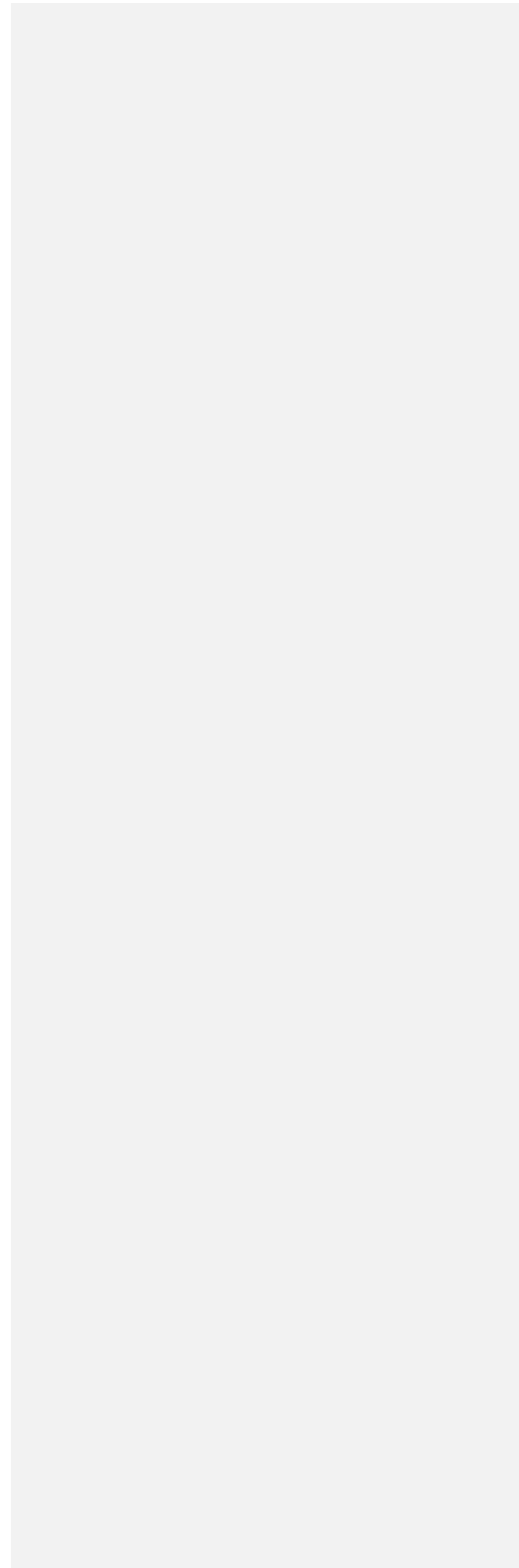
**Commented [MB1]: P. Talbot:** I think the first pinked out clause is awkward. Not sure what a 'consultation responsibility' entails. Maybe say "Board will consult regarding revisions/updates ....."

**Commented [MB2]: P. Talbot:** Second pinked out clause is a little unclear. Maybe more streamlined to just add after the aforementioned clause: "Such advice or recommendations regarding aforementioned revisions/updates will be in the Personnel Policies and Procedures...."

**Commented [MB3]: P. Talbot:** Maybe make reference to Town Meeting in a separate par.

- e) The Personnel Board is responsible for Articles for Town Meeting that may affect Town employees covered by this Bylaw. The Town Manager is responsible for reviewing and discussing with the Personnel Board regarding these Articles.
- f) The Personnel Board shall review job descriptions for new and existing jobs covered by this Bylaw and provide recommendations to the Town Manager.
- g) The Personnel Board will support the Town Manager, or their designee(s), in identifying human capital trends and internal HR programs and practices, and provide recommendations to ensure the Town's workforce is diverse, equitably treated, and inclusive of others.

The Personnel Board will support the Select Board by providing input into the annual evaluation of the Town Manager related to Personnel Management and Recruiting responsibilities. The annual evaluation parameters will be specified by the Select Board



TOWN OF CONCORD PERSONNEL BOARD

AGENDA

Monday, December 18, 2023

4:30 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**

- Good afternoon: 4:30pm
- Roll Call: Joe Emeric, Liz Cobbs, Bill Mrachek—all here. Quorum is here. (Kate Ryan may join late, Absent: Pamela Talbot).

**2. Interim Human Resources Director's Report:**

- Introducing the new Assistant Town Manager.
- Jessica Porter—first meeting.
  - Self-introductions: 16 years of experience in municipal fields, HR directors.
  - Been wanting to work for Concord and am pleased to engage with Recreation, Veteran Services, HR Services and Elderly Services.
  - Next Steps: Kimberly will stay involved through the transition.
  - Town Meeting processes—your expertise will be important. We'll need help to craft the articles. HR Director puts together the Articles.
- Note: at the last minute—an Article was removed from the Warrant (Article 6 2022), once the PSTF was put together. But it does provide some background.
- (Mark) on Town Meeting Warrant: we have an article for an approval for each C&C plan change---but also have to bring up an Article to clarify the new grid, associated with
- Ratification of Classification actions, new C&C plan, and changes to it. Then there is the changes to the Bylaw.

**3. Classification Actions:**

- Three new positions: grades have been updated to align with the new C&C plan from last year. These are not new positions, they were on the books already, but updated to fit the plan.
- Facilities Manager –title changed to match with its superior.
- CFO—in attendance. Been in the role for 6 weeks. No additional comments from the floor.
- Approval: Joe made a motion to approve the three updated positions. Liz to second All approved.

**4. Preparation of Warrant Articles for 2024**

Review drafts and further develop articles:

- Ratify Personnel Board Classification Actions: all approvals for the year have been included for that Article.

- Note that the job descriptions that are new and not in the pay plan do not go in this Warrant.

Bill: Motion to ratify the PB -ratified classification actions. Joe to make a motion to approve. Liz to Second All in Favor.

- Ratify Personnel Bylaw: Must be sent to Legal Council for review--- and should be sent tonight.

Review of Bill's assessment of the draft updated Bylaw:

- Concern: in current bylaw—purpose and application of bylaw—do we need to have that section?
- JAN 2: we may need to meet prior to the Select Board meeting.
- Town Council to review the draft and confirm changes.
- DEFER the Ratification of the PB to Jan 2<sup>nd</sup>.

Employee/Public Comment: no comments proffered.

#### **5. Discussion of Personnel Board Charge—deferred.**

6. Adjournment Joe motions to adjourn at 5:29pm All in Favor

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



**TOWN OF CONCORD**  
**Human Resources Department**  
55 CHURCH STREET  
P.O. BOX 535  
CONCORD, MASSACHUSETTS 01742

TEL: 978-318-3025  
FAX: 978-318-3393  
[hr@concordma.gov](mailto:hr@concordma.gov)

Date: February 5, 2024

To: All Non-Union Employees

From: Jessica Porter, Assistant Town Manager/Interim HR Director

Re: Proposed Personnel Bylaw

---

Section 3 of the Personnel Bylaw states that “Employees shall be provided an opportunity to review and comment on any proposed personnel policy that could have a significant impact on the conditions of their employment”. This communication is being provided to all non-union employees in fulfillment of this requirement and as notification of proposed amendments to the Personnel Bylaw, which are being submitted by the Personnel Board for inclusion on the 2024 Annual Town Meeting Warrant for discussion and vote at Annual Town Meeting on April 29, 2024.

We encourage you to review the proposed draft Bylaw and if interested, accept the invitation to attend the upcoming **Personnel Board Meeting on February 21<sup>st</sup> at 5:15 p.m.**, at which time, you will be able to hear from the Personnel Board about their proposal, provide input and ask questions. Attendance may be in person in the Select Board Meeting Room or virtually via Zoom

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

This significant undertaking was completed by the Personnel Board, whose review incorporated input from a variety of Town stakeholders, including: the Select Board, through its liaison, Mark Howell; the Town Manager; and most importantly, the September 2022 findings of the Personnel Study Task Force. The Task Force was convened by the Select Board to provide an impartial study of the Personnel Bylaw, the Charge of the Personnel Board and related documents and to then make recommendations for appropriate changes. Included in their review was a survey of employees which resulted in a participation rate of over 50%, as well as multiple employee focus groups.

The Task Force concluded that the Bylaw should be updated because current policies are confusing, and others are either missing or are inconsistent with the Bylaw. They encouraged the Personnel Board to meet on a regular basis and keep minutes of their meetings to ensure transparency. Beginning in 2023 and into January 2024, the Board met sixteen times, resulting in the draft Bylaw revisions now being proposed.

The goal was to:

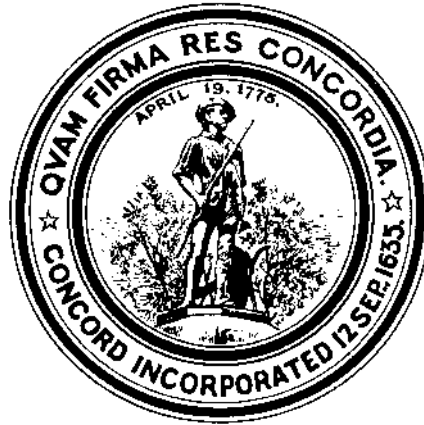
- streamline the Bylaw;
- clarify the roles of those involved; and
- to develop a plan to create an organized and comprehensive policy manual that is communicated effectively to Town employees. This policy manual will be known as the Employee Handbook.

As indicated below, Sections 1, 2, 5 and 6 of the existing Bylaw are incorporated into the new Bylaw. The remaining sections of the existing Bylaw that reference non-wage provisions are to be incorporated as Town policies. Upon approval of the draft Bylaw, Sections 3, 4, and Sections 7 through 20 of the existing Bylaw will remain in effect, being incorporated as PPP #43 in their entirety, until such time as they can be incorporated into the Employee Handbook.

<b>Section</b>	<b>Title</b>	<b>Moves To</b>
1	Purpose and Application of Bylaw	Proposed Bylaw
2	Personnel Board	Proposed Bylaw
3	Personnel Policies and Procedures	PPP #43, then Employee Handbook
4	Employment Status	PPP #43, then Employee Handbook
5	Classification Plan	Proposed Bylaw
6	Compensation Plan	Proposed Bylaw
7	Salary Schedules for Temporary and Limited Status Positions	PPP #43, then Employee Handbook
8	In-Training Status	PPP #43, then Employee Handbook
9	Hours of Work	PPP #43, then Employee Handbook
10	Pay Policies	PPP #43, then Employee Handbook
11	Sick Leave	PPP #43, then Employee Handbook
12	Holidays	PPP #43, then Employee Handbook
13	Vacation Leave	PPP #43, then Employee Handbook
14	Bereavement Leave	PPP #43, then Employee Handbook
15	Personal Leave	PPP #43, then Employee Handbook
16	Military Leave	PPP #43, then Employee Handbook
17	Jury Duty	PPP #43, then Employee Handbook
18	Unpaid Leaves of Absence	PPP #43, then Employee Handbook
19	Interruption of Employment	PPP #43, then Employee Handbook
20	Leave for Temporary and Limited Status Employees	PPP #43, then Employee Handbook

Town of Concord

# PERSONNEL BYLAW



2022

# Personnel Bylaw

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## DEFINITIONS

As used in this bylaw, the following words and phrases shall have the meanings shown below unless a different construction is clearly required by the context or by the laws of the Commonwealth.

"Board" - the Personnel Board.

"Classification" - a group of positions whose duties and responsibilities are sufficiently similar that the same descriptive title, qualifications and compensation can be applied with equity to all positions in the classification.

"Classification Plan" - a listing of all approved position classification titles and a summary job description for each classification.

"Compensation Plan" - a listing of the minimum, maximum and intermediate wage or salary rates for each title in the Classification Plan.

"Continuous Employment" - (either full-time or part-time) year-round employment which is uninterrupted except for authorized leaves of absence.

"Department Head" - the appointed official assigned administrative jurisdiction over a functional department of the Town.

"Employee" - an employee of the Town.

"Employment Status" - a category which defines the intended terms of an employment position, as to its length and number of hours worked.

"Full-time Employee" - an employee retained in a full time position.

"Full-time Position" - a position which requires the services of an employee for 37.5 or 40 hours per week whichever is defined as full-time for that classification.

"Limited Status Position" - a position which requires the services of an employee for either uninterrupted or occasional periods for an annual average of less than 20 hours per week and does not require reappointment for each period of work. *(Rev. 4/09)*

"Limited Status Employee" - an employee retained in a limited status position.

"Maximum rate" - the highest rate in a salary range.

"Minimum rate" - the lowest rate in a salary range.

"Part-time Employee" - an employee retained in a part-time position.

"Part-time Position" - any position which requires the services of an incumbent for less than the 37.5 or 40 hours per week, whichever is defined as full-time for that classification.

"Personal Rate" - a salary above the maximum rate of the salary range, applicable only to a designated employee.

"Position" - a defined set of duties and responsibilities to which one employee is appointed to perform.

"Promotion" - the movement of an employee from one position into another position which is in a classification with a higher maximum salary.

"Rate" - a sum of money designated as compensation for personal services on an hourly, weekly, annual or other basis.

"Reclassification" - the movement of a position from one classification to another classification.

"Regular Employee" - an employee retained in a regular position, either full-time or part-time.

"Regular Position" - a year-round, full-time or part-time position of 20 hours or more per week which requires the services of an employee in continuous employment for an indefinite term.  
(Rev. 4/09)

"Salary Range or Grade" - an established range of salary or wage rates included in the Compensation Plan.

"Salary Structure Movement" - Any increase or decrease in a salary range which is approved by Town Meeting.

"Seasonal Position" - a position which requires the services of an employee for a designated portion of each year.

"Step" - a specific rate in a salary range or grade.

"Temporary Employee" - an employee retained in a temporary or seasonal position or in a regular position on a temporary basis.

"Temporary Position" - a full-time or part-time position which requires the services of an employee for a temporary period of time. (Rev. 4/09)

"Town" - the Town of Concord.

---

## **Section 1. PURPOSE AND APPLICATION OF BYLAW**

This Bylaw shall be known and cited as "The Town of Concord Personnel Bylaw." Its purpose is to establish 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. All questions of doubt or dispute relative to interpretation of this bylaw shall be settled by the Personnel Board. *(Rev. 4/97)*

If any provision or application of this Bylaw is determined to be invalid under state or federal law, such decision shall not be construed to affect the validity of any other application or provision of this Bylaw.

---

## **Section 2. PERSONNEL BOARD**

This Personnel Bylaw shall be administered by a Personnel Board consisting of five (5) members. Members of the Personnel Board shall be appointed by the Board of Selectmen for three (3) year terms.

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 Town officials, Town employees, and others.

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 in order to constitute a quorum.

---

## **Section 3. PERSONNEL POLICIES AND PROCEDURES**

The Personnel Board and Town Manager shall adopt and maintain personnel policies and procedures as needed to implement and interpret the provisions of the Personnel Bylaw. *(Rev. 4/16)*

Employees shall be provided an opportunity to review and comment on any proposed personnel policy that could have a significant impact on the conditions of their employment.

---

## **Section 4. EMPLOYMENT STATUS**

Each employment position in the Town of Concord shall be assigned one of the following "employment status" designations by the Town Manager. An employee shall be assigned the same employment status as the position he/she holds and the employee's eligibility for leave and insurance benefits shall be based on the employment status of that position as defined in this bylaw and personnel policy.

**Regular, Full-Time:** Continuous, year-round employment for 37.5 or 40 hours per week, whichever is defined as full-time for that classification.

**Regular, Part-time:** Continuous, year-round employment for less than full-time, but at least 20 hours per week. *(Rev. 4/09)*

**Limited Status:** Employment for uninterrupted or occasional periods for an annual average of less than 20 hours per week that does not require reappointment for each period of work. *(Rev. 4/09)*

**Temporary (Full-time or Part-time):** Employment in a seasonal position or for a temporary period of time, either on a full-time or part-time basis. *(Rev. 4/09)*

Each temporary or seasonal position held by an employee is considered separately in determining an employee's status. If an employee holds a series of consecutive temporary positions, he/she shall continue to be designated as a temporary employee.

---

## **Section 5. CLASSIFICATION PLAN**

### **5.1 Definition and Authority**

A classification plan shall be maintained for all regular-status Town positions. The Classification Plan shall consist of a listing of all approved position classification titles and a summary job description for each classification, both of which are hereby incorporated by reference into this bylaw. The Classification Plan shall provide a uniform system for grouping positions based on the nature and complexity of the duties assigned and the minimum qualifications required to perform those duties.

All changes to the list of job titles included in the Classification Plan must be approved by Town Meeting. No person shall be appointed or promoted to any regular-status position under a title not included in the Classification Plan.

### **5.2 Job Descriptions**

The Town Manager or his/her designee(s) shall prepare and maintain summary job descriptions for all position classifications in the Classification Plan. Such descriptions shall consist of a statement describing the essential nature and level of the work performed by employees in that classification; illustrative examples of typical tasks and duties assigned; and the required or desirable qualifications for the classification. *(Rev. 4/16)*

These classification descriptions shall be interpreted as descriptive only and not restrictive. They shall be construed solely as a means of identifying and grouping positions and not as prescribing what the duties or responsibilities of any job shall be.

### **5.3 Allocation of Positions to Classifications**

Whenever a new position is established, the Personnel Board shall review the duties and qualifications of the position and allocate it to the appropriate classification.

Whenever an existing position is assigned new duties so that a new level of work exists and in effect a new position is created, the Personnel Board shall review the duties and qualifications of the position and determine if it should be reallocated (i.e., "reclassified") to another classification. (See Section 10.4 of this Bylaw for information on how such a reclassification would impact an employee's pay.)

In the event the Personnel Board determines that a new or changed position requires the establishment of a position classification not included in the Classification Plan, it may temporarily authorize the addition of a new title to the Classification Plan, subject to ratification at the next Town Meeting.

### **5.4 Periodic Review of the Classification Plan**

It shall be a responsibility of the Town Manager to ensure that position classifications and job descriptions are reviewed at reasonable intervals, as he/she deems necessary and as resources are available. *(Rev. 4/16)*

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## **Section 6. COMPENSATION PLAN**

### **6.1 Definition and Authority**

A compensation plan shall be maintained for all regular-status Town positions. The Compensation Plan shall consist of minimum, maximum and intermediate wage or salary rates for each title in the Classification Plan, and is hereby incorporated by reference into this bylaw.

Each department head shall be responsible for having the wages and salaries for regular-status Town employees under his/her jurisdiction fixed in accordance with, and only in accordance with, the rates set forth in the Compensation Plan.

### **6.2 Amendments to the Compensation Plan**

All amendments to the Compensation Plan must be approved by Town Meeting. The Personnel Board shall be responsible for preparing and presenting recommended amendments to the Compensation Plan at Town Meeting.

In the event the Personnel Board determines that the establishment of a new position or the reclassification of an existing position requires a change in the compensation plan (e.g., adding or changing a salary range or reallocating an existing classification to a

different salary range), it may temporarily authorize the necessary change subject to ratification at the next Town Meeting.

Any increase in wages or salaries under this section shall be effective only if funds are available for the purpose.

### **6.3 Periodic Review of the Compensation Plan**

It shall be a responsibility of the Personnel Board to review rates of pay at least every three (3) years. Whenever the Personnel Board reviews the Compensation Plan, it shall take into account and give such weight as it may deem appropriate to the following:

- a. Rates of pay for like positions in other Massachusetts towns considered by the Personnel Board to be comparable to Concord.
- b. Rates of pay for like jobs (if any) in commercial and business establishments in the area of Concord and vicinity.
- c. The current level of the Consumer Price Index for Urban Wage Earners and Clerical Workers, Boston, Massachusetts.

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## **Section 7. SALARY SCHEDULES FOR TEMPORARY AND LIMITED STATUS POSITIONS**

The Personnel Board shall be responsible for establishing and maintaining salary schedules for temporary and limited status positions. No person shall be employed in a temporary or limited status position under a title or wage rate not included in the Personnel Board's approved salary schedules for such positions or in the Town's regular Classification and Compensation Plans.

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## **Section 8. IN-TRAINING STATUS**

Regular employees shall be considered to be "in-training" during their first six months of service in a position. Employees may be released from their position at any time during the in-training period without right to appeal such action through the Town's established grievance procedure. Prior to the end of the six month in-training period, each employee's job performance will be reviewed by the department head to determine if s/he should continue in the position. When extenuating circumstances exist, the Town Manager may extend the in-training period for up to an additional six (6) months.

Both new and promoted regular employees shall complete an in-training period.

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## **Section 9. HOURS OF WORK**

### **9.1 Work Week**

The full-time work week for each employee shall be designated by the Town Manager as 37.5 or 40 hours in accordance with the duties and responsibilities of the position held. (Rev. 4/97)

### **9.2 Overtime**

1. Employees determined to be non-exempt under the Fair Labor Standards Act shall receive one and a half times their hourly rate (including longevity and other special pays as required by federal law) for time worked over 40.0 hours in the work week. In addition, Personnel Policies and Procedures may provide for pay at one and a half times the hourly rate for time worked outside of an employee's regular work schedule. In lieu of overtime pay and with the mutual consent of the employee and his/her department head, these employees may receive compensatory time off at the rate of one and one half times the number of overtime hours worked. (Rev. 4/98; 4/07)
2. Employees whose positions are exempt under the Fair Labor Standards Act shall not receive overtime pay. These employees may receive appropriate compensatory time off for prolonged work hours with the prior approval of the Town Manager. (Rev. 5/01)

### **9.3 Non-contiguous Work**

Employees determined to be non-exempt under the Fair Labor Standards Act who are assigned or recalled to work for periods that are non-contiguous with their regular workday will receive a minimum of four (4) hours pay for such work when the assignment or recall was made less than eight (8) hours prior to the scheduled start time. When eight (8) hours or more notice is given the employee for such work, a minimum of two (2) hours pay will be given. (Rev. 4/07)

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## **Section 10. PAY POLICIES**

### **10.1 Appointment Rates**

New employees and employees who receive a promotion will be appointed at a base rate of pay within the approved range for the position's classification; the Town Manager shall determine the starting rate based on his/her consideration of the individual's qualifications, available funds, market influences, internal equity and any other relevant factors. (Rev. 4/16)

## **10.2 Increases Within the Salary Ranges**

The Town Manager and Personnel Board shall adopt a plan for providing employees with salary increases within the ranges specified in the Compensation Plan. Increases within the salary ranges may only be granted when an employee's performance is found to be satisfactory. *(Rev. 4/98)*

## **10.3. Incentives and Reward**

The Town Manager and Personnel Board may adopt programs which provide monetary and/or non-monetary incentives and rewards to recognize unusual accomplishments and circumstances such as temporary additional duties, useful suggestions, high productivity, outstanding achievements, etc. Such incentives and rewards may provide an employee with pay which exceeds the maximum of the salary range, however, such pay may not become a permanent part of the employee's compensation. Any program adopted under this section shall be effective only if funds are available for the purpose. *(Rev. 4/97)*

## **10.4 Reclassifications**

### **1. Positions Reclassified to a Higher Salary Grade**

An employee whose position is reclassified to a higher salary grade shall receive a rate of pay in the new salary range. The Town Manager may increase the employee's base rate of pay up to a percentage equivalent to the percent increment between the minimum pay of the former range and the minimum pay of the new range. When the position is in a step pay plan the employee will normally be paid a step in the new range which is closest to this percent. With prior approval of the Personnel Board the Town Manager may approve a salary outside of this guideline when circumstances relating to the position warrant a higher pay. In no case shall the employee receive a salary greater than the top of the salary range of the higher classification. *(Rev. 4/95)*

### **2. Positions Reclassified to a Lower Salary Grade**

If an employee's position is reclassified to a lower salary grade, the employee's current salary shall not change. If the employee's current salary is below the new range's maximum, the employee will receive salary increases in accordance with policy until the maximum is reached. If the employee's current salary is above the new range's maximum, the employee's current salary will become a personal rate and the employee shall receive no further increases in pay (including salary structure movement) until such time as the personal rate is exceeded by the new salary range.

## **10.5 Acting Pay**

An employee may be assigned to assume temporarily some or all of the duties of another position from which an incumbent is absent. Additional compensation shall be given for such assignments when all of the following conditions have been met:

- a. The employee is assigned to perform a majority of the significant duties of a budgeted, higher paid position from which an incumbent is absent.

- b. The duties of the higher paid position are assigned to and performed by the designated employee for fifteen (15) or more consecutive work days.
- c. The assignment is approved by the Town Manager.

Employees who perform the duties of a higher paid position under the above provisions, shall receive "acting" pay beginning on or retroactive to the first day of the assignment.

Acting pay shall be a rate in the salary range of the position being filled. The Town Manager may appoint an employee at an acting rate of pay up to an amount which provides the employee with a percent increase equivalent to the percent increment between the minimum pay of the employee's current range and the minimum pay of the new range. Employees who are assigned acting duties of a position in a step pay plan may be paid the step in the new range which is closest to this percent. With prior approval of the Personnel Board and when circumstances relating to the position warrant, an employee may be appointed at a rate of pay beyond this guideline. In no case shall the employee receive a salary greater than the top of the salary range of the higher classification. *(Rev. 4/95)*

Acting pay shall apply to any overtime worked in the higher classification (when eligible), but shall not apply to any paid leave taken or accrued during the acting assignment, unless authorized by the Town Manager.

**10.6 Longevity Pay**

Regular, full-time employees shall be entitled to receive "longevity" pay in recognition of years of continuous service, as follows:

<u># of Years Continuous Service</u>	<u>Longevity Pay</u>
5	\$125 per year
10	\$250 per year
15	\$400 per year
20	\$600 per year

Regular, part-time employees will receive credit for years of continuous service on the same basis as full-time employees, but will receive longevity pay prorated to their average weekly work schedule.

Town Personnel Policies and Procedures may provide further definition of the calculation of continuous service and the schedule for payment of longevity pay.

**10.7 Other Special Pays**

The Town Manager may adopt schedules to provide employees with special pays that are consistent with the municipal employment market. Examples of such compensation that may be provided beyond the maximum base rate of pay outlined in the Compensation Plan include, but are not limited to: stand-by pay, uniform pay, education assistance, and educational incentives. *(Rev. 5/14)*

## **10.8 Workers' Compensation**

In the event a employee is incapacitated as the result of an injury or illness arising out of and in connection with his/her employment with the Town and for which workers compensation is payable, s/he may use first any accumulated sick and then any other accrued leave time to supplement the difference between workers compensation payments and the regular straight time rate of pay.

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## **Section 11. SICK LEAVE**

### **11.1 Accrual**

Upon hire, each regular, full-time employee shall be credited with three (3) days of sick leave accrual. Additional sick leave will not be accrued until the employee completes three (3) months of service, at which time he/she shall begin to accrue sick leave at the rate of one day for each month of active employment. Each part-time regular employee shall accumulate sick leave on a prorated basis in proportion to the percentage of full-time hours worked. There is no maximum on the amount of sick leave that may be accumulated. *(Rev. 5/01)*

### **11.2 Use**

Sick leave is generally granted to employees for protection against loss of pay due to their own personal illness or injury, and to attend medical appointments with health care professionals. However, the Town Manager and Personnel Board may adopt policies that permit an employee to use accrued sick leave to care for an immediate family member during an illness or injury, and for any purpose for which leave may be taken under the Family and Medical Leave Act or Small Necessities Leave Act. Such policies shall define "immediate family member" for the purposes of family-related sick leave use. *(Rev. 4/16)*

Department heads may, at their discretion, require medical certification of any illness or injury for which sick leave is used.

Town Personnel Policies and Procedures may provide further definition of the accrual and use of sick leave.

### **11.3 Sick Leave Payoff**

Unused sick leave shall not be paid off when an employee terminates employment with the Town except upon retirement, as provided below.

When an employee who was hired prior to July 1, 1992 retires from Town employment, he/she shall be paid for 50% of the accumulated sick leave balance he/she holds at the date of retirement, up to a maximum of 62 days of pay (i.e., 50% of 124 days of accumulated sick leave). Employees hired on or after July 1, 1992 shall not be eligible for sick leave payoff upon retirement.

In the event of an employee's death while on the payroll of the Town (prior to retirement), his/her designated beneficiary shall be paid 50% of his/her accumulated sick leave at the date of his/her death, up to a maximum of 62 days of pay (i.e., 50% of 124 days of accumulated sick leave).

"Retirement" as used in this section shall mean when an individual begins to collect a retirement pension as an active Town retiree. An employee who voluntarily takes deferred retirement is not eligible for payment of accumulated sick leave.

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## **Section 12. HOLIDAYS**

### **12.1 Holiday Leave**

Except as noted below, one day of paid leave shall be granted to all regular status employees for each of the following days:

Holidays: (Rev. 5/22)

New Year's Day  
Martin Luther King Day  
Presidents' Day  
Patriots' Day  
Memorial Day  
Juneteenth Independence Day  
Independence Day  
Labor Day  
Indigenous Peoples'/Columbus Day  
Veterans' Day  
Thanksgiving Day  
Day After Thanksgiving  
Christmas Day

Observed On:

January 1  
Third Monday in January  
Third Monday in February  
Third Monday in April  
Last Monday in May  
June 19  
July 4  
First Monday in September  
Second Monday in October  
November 11  
Fourth Thursday in November  
Day After Thanksgiving  
December 25

The Personnel Board and Town Manager may adopt policies that reduce the amount of holidays granted and/or provide alternate holidays and dates of observance for employees who work in the Beede Center or other operations that remain open when Town offices are generally closed. (New 4/08)

Regular, part-time employees shall receive prorated holiday leave based on the ratio of their average weekly hours to the full-time workweek for their positions.

To qualify for holiday pay, an employee must be on paid status on their last regularly scheduled work day immediately preceding the holiday and on their first regularly scheduled work day immediately following the holiday.

Town Personnel Policies and Procedures may provide further definition of the leave and/or pay granted for holidays defined above.

## **12.2 Holidays Worked**

Except as noted below, when an employee who is paid on an hourly basis is required to work on New Year's Day, Christmas Day or Thanksgiving Day, s/he shall receive two (2) times his/her hourly rate of pay in addition to any holiday pay for which s/he may be eligible. When such an employee is required to work on any other observed holiday, s/he shall receive one and one-half (1 1/2) times his/her hourly rate of pay in addition to any holiday pay for which s/he may be eligible. *(Rev. 5/01)*

The Personnel Board and Town Manager may adopt a different pay policy for holidays worked by employees in the Beede Center or other operations that maintain a different schedule than Town offices. *(New 4/08)*

The Fire Chief shall be paid for holidays worked in accordance with M.G.L. Chapter 48, Section 57E, as amended from time to time. *(New 5/01)*

The Police Chief shall be paid for holidays worked in accordance with M.G.L. Chapter 147, Section 17F, as amended from time to time. *(New 5/01)*

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## **Section 13. VACATION LEAVE**

### **13.1 Accrual**

The Personnel Board and Town Manager shall adopt policies regarding how regular-status employees accrue vacation leave. *(Rev. 5/01)*

Regular, part-time employees shall accrue vacation on a pro-ration of the above schedule, based on the ratio of their average weekly hours to the full-time workweek for their positions.

Town Personnel Policies and Procedures may provide further definition of the accrual and use of vacation leave.

### **13.2 Maximum Vacation Accrual**

Accumulation of vacation hours is limited to a maximum of the employee's annual accrual level, plus five (5) days. In unusual circumstances approved by the Department Head and Town Manager, an employee may accumulate more than this maximum.

### **13.3 Payoff of Vacation**

When regular status employment with the Town ends, the employee shall be paid for any unused vacation earned up to the last day worked. *(Rev. 5/22)*

#### **Section 14. BEREAVEMENT LEAVE**

Up to five (5) days of paid leave may be granted by a department head to any regular employee when such leave is needed because of the death of a member of the employee's family or household. Definition of "family member" for the purposes of bereavement leave shall be determined by Town Personnel Policies and Procedures. The Town Manager may grant additional paid leave to an employee when warranted by special circumstances relating to a death. *(Rev. 4/04; 5/22)*

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#### **Section 15. PERSONAL LEAVE**

Each regular employee shall accrue up to three (3) days of paid personal leave during each fiscal year; personal leave for regular part-time employees shall be pro-rated. Personal leave may be used by the employee for any personal reason; however, the scheduling of such leave must be approved by the appropriate department head. Any unused personal leave shall be forfeited upon separation of employment. Town Personnel Policies and Procedures may provide further definition of the accrual and use of personal leave. *(Rev. 4/2017)*

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#### **Section 16. MILITARY LEAVE**

Employees who serve as members of a reserve component of the US armed forces shall receive their regular pay, in addition to any military pay, for up to seventeen (17) days of their annual tour of duty (per M.G.L. Chapter 33, Section 59 as adopted by Town Meeting, March, 1948). Annual tour of duty does not include orientation courses and weekend or other inactive duty drills.

A reservist employee shall receive unpaid leave to attend orientation courses and weekend or other inactive duty drills unless the employee elects to voluntarily take vacation, holiday, or personal leave time.

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#### **Section 17. JURY DUTY**

Regular employees who serve on jury duty on any regularly scheduled work day shall receive the difference between their normal pay and pay received for jury duty (excluding travel allowance). An employee will report to work on any scheduled work day that his/her attendance is not required for jury duty.

For the purposes of this policy, "regular" employment shall be defined by M.G.L. Chapter 234A, Section 48.

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**Section 18. UNPAID LEAVES OF ABSENCE**

**18.1 Family and Medical Leave**

The Town Manager and Personnel Board shall adopt and implement personnel policies and procedures which comply with the Family and Medical Leave Act of 1993. *(Rev. 4/94)*

**18.2 Other Leaves of Absence**

Unpaid leaves of absence not covered by the Family and Medical Leave Act of 1993 may be granted at the discretion of the Town Manager. *(Rev. 4/94)*

**18.3 Accruals During Leaves**

Employees may be required to use other accrued leave balances prior to being granted any unpaid leave of absence, as determined by Town Personnel Policies and Procedures. No paid leave time or seniority shall accrue to an employee beyond the thirtieth (30th) calendar day of an unpaid leave of absence.

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**Section 19. INTERRUPTION OF EMPLOYMENT**

Any regular employee who leaves Town service while in good standing and is subsequently rehired by the Town will, upon successful completion of one year's service, be given credit for his/her previous years of service for the purposes of vacation accrual and longevity pay.

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**Section 20. LEAVE FOR  
TEMPORARY AND LIMITED-STATUS EMPLOYEES**

Temporary and limited-status employees may be eligible for paid sick, holiday, vacation and/or personal leave when approved by the Town Manager and Personnel Board. *(New 5/01)*

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## **Scope and Construction of Bylaw**

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. All questions concerning the interpretation of this bylaw shall be resolved by the Personnel Board.

If any provision or application of this Bylaw is determined to be invalid under state or federal law, such decision shall not be construed to affect the validity of any other provision or application of this Bylaw.

## **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), whether consecutively or in separate 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 that meeting.

No member of the Personnel Board may be an employee of the Town or hold Town office, whether appointed or elected.

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 Town officials, Town employees and others. The agenda, time and place of all meetings will be posted on the Town Website in accordance with the Massachusetts State Open Meeting Law.

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 efficient system of personnel administration for Town employees.

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 new personnel policies and procedures as well as changes to existing personnel

- policies and procedures, in consultation with the Town Manager, or their designee(s).
- b) The Personnel Board shall provide advice and support for the development and adoption of an Employee Handbook. The Town Manager or their designee(s) shall be responsible for regular revisions to the Employee Handbook. Once adopted and implemented, the Personnel Board shall review the Employee Handbook providing advice and support regarding any changes.
  - c) The Personnel Board shall review and approve the Classification Plan ("Plan") and present the Plan to Town Meeting. The Classification Plan lists all approved Town positions and a summary job description for each position covered by this Bylaw. The Plan includes, but is not limited to, the following:
    - i. Grades which are defined as groups of positions whose duties and responsibilities are sufficiently similar that they share the same or similar description, title, and qualifications, so that compensation can be applied equitably to all positions in the grade; and
    - ii. Compensation Plan, defined as a list of the minimum and maximum wage or salary rates for each job title in the Classification Plan.
  - d) The Personnel Board shall have oversight of the Plan, subject to input as follows
    - i. The Town Manager and their designee(s) shall provide recommendations to the Personnel Board concerning revisions to the Plan.
    - ii. The Town Manager and their designee(s) shall 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.
  - e) The Personnel Board shall consult with the Town Manager regarding any revisions and/or updates to existing non-wage personnel provisions including, but not limited to, the following list (see below). The Personnel Board shall provide advice and recommend updates to the Town's Personnel Policies and Procedures pertaining to non-wage provisions, including but not limited to the following:
    - i. Employment status
    - ii. In-training status for new or promoted employees
    - iii. Hours of work, including standard hours, work weeks, overtime administration and non-contiguous work
    - iv. Sick Leave accrual, use and payout provisions (if applicable)
    - v. Holiday Leave and Holidays Worked
    - vi. Vacation Leave accrual, use and payout provisions
    - vii. Bereavement Leave
    - viii. Military Leave
    - ix. Jury Duty Leave
    - x. Unpaid Leaves of Absences, including the Family Medical Leave Act (FMLA), other Leave and Absences and Accrual during Leaves
    - xi. Interruption of Employment

- f) The Personnel Board shall prepare Articles for Town Meeting that pertain to this Bylaw. The Town Manager shall review and discuss proposed Articles with the Personnel Board before they are brought forward to the Select Board.
- g) The Personnel Board shall review job descriptions for new and existing jobs covered by this Bylaw and provide recommendations to the Town Manager for any changes or updates as necessary.
- h) The Personnel Board shall support the Town Manager, or their designee(s), in identifying human capital trends and internal HR programs and practices, and provide recommendations to ensure the Town's workforce is diverse, equitably treated, and inclusive of others.

*The Personnel Board completed a comprehensive review of the Personnel Bylaw, incorporating input from a variety of Town stakeholders, including the September 2022 findings of the Personnel Study Task Force. The Task Force was convened by the Select Board to provide an impartial study of the Personnel Bylaw, the Charge of the Personnel Board and related documents and make recommendations for appropriate changes. Included in their review was a survey of employees which resulted in over 50% participation, as well as multiple employee focus groups. They concluded that the Bylaw should be updated and that current policies are confusing, some are missing and some are inconsistent with the Bylaw. They encouraged the Board to meet on a regular basis and keep minutes of their meetings to ensure transparency. During 2023 and including January 2024 the Board met sixteen times and this proposed draft is the result of those meetings. The goal was to streamline the Bylaw, clarify the roles of those involved and to develop a plan to create an organized and comprehensive policy manual that is communicated effectively to Town employees. This policy manual will be known as the Employee Handbook.*

*The existing Bylaw contains a number of topics that are better suited as policies. Upon approval of the draft Bylaw, Sections 3, 4, and Sections 7-20 of the existing Bylaw will remain in effect, being incorporated as PPP #43 in their entirety, until such time as they can be incorporated into the Employee Handbook.*



## **Fire Chief**

Department: Fire  
Reports To: Town Manager  
Appointed by: Town Manager

Salary Grade: 17  
FLSA Status: Exempt  
Date: July 2023

### **GENERAL SUMMARY:**

Under the general administrative direction of the Town Manager, manages the delivery of Fire and Emergency Medical services for the Town of Concord and directs the Town's emergency preparedness/response program; serves as the administrative head of the Fire Department and as Emergency Management Director; commands, controls and manages the entire Department. Keeps all losses of life and property due to fire to a minimum through fire prevention and fire suppression programs and activities.

The Fire Chief is responsible for utilizing the resources of the department to the fullest extent to protect the lives and property of all within the Town of Concord, and 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 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.*

- ◆ Plans, organizes, evaluates, and directs the programs, operations, staff, and equipment of the fire department in order to implement directives from the Town Manager. Establishes the general philosophy of the fire department, consistent with community needs and expectations, and national standards. Reviews departmental performance and effectiveness and formulates programs or policies to alleviate deficiencies.
- ◆ Maintains knowledge of laws, regulations, best practices, and trends related to fire, emergency medical services, and emergency management. Trains and/or provides for the training of all department staff and monitors performance to ensure that all work is carried out in compliance with established policies and procedures and applicable safety regulations.
- ◆ Represents the department within the Town government decision-making processes; attends a variety of town meetings with boards to present the department's views on a variety of municipal issues where input is relevant. Interacts with federal and state officials to represent the interests of the town and the department; serves as the department's chief spokesperson to the press, media and the general public.
- ◆ Promotes the alignment of department and divisional goals and objectives with those of the Town Manager and Select Board. Participates as a member of the Town's Senior Management Team to assist the Town Manager in coordinating services and developing and disseminating Town-wide management plans, strategies, initiatives, values, and standards of behavior. Reviews progress and success in attaining department goals and objectives. Keeps the Town Manager fully informed of department activities and operations. Ensures that routine and informative reporting of departmental programs, plans, and services is provided to department staff.

## *Fire Chief*

- ◆ Establishes the norms of behaviors and standards of performance to support a work environment that promotes safety, professionalism, and respect through supervisory actions that are within the scope of the Town's policies and procedures. Administers the department's Collective Bargaining Agreement on behalf of the Town Manager and in a manner that fosters mutual trust.
- ◆ Responds to alarms as necessary and may direct and participate in activities at the scene of emergencies. Provides for incident command at emergency scene, assuming command as necessary. Assigns an 'Acting Fire Chief' when unavailable.
- ◆ Develops, recommends, and defends department budget requests before the Town Manager; directs the implementation of the department's adopted budgets; plans and reviews specifications for new or replaced equipment; monitors budget and expenses regularly; and makes adjustments as necessary to ensure that Town resources are effectively managed. Applies for and administers state and federal grants as appropriate. Develops and manages a capital replacement plan for facilities, vehicles, and equipment.
- ◆ Prepares or oversees the preparation of a variety of regular and special reports related to departmental programs, plans and services; serves as record custodian of all statistical data and records of department activities; ensures the maintenance of departmental reports, records and files consistent with requirements for confidentiality and public disclosure.
- ◆ Enforces all state and local statutes, bylaws, regulations and codes within the jurisdiction of the Fire Department. Supervises the inspection of buildings and other properties for fire hazards and enforces fire prevention ordinances.
- ◆ Coordinates town plans and activities related to local comprehensive emergency planning. Serves as the town's Right to Know Officer. Serves as the Emergency Management Director; responsible for coordination of overall preparedness, response, and recovery operations of the Town during an event requiring implementation of the Town's All Hazards/Comprehensive Emergency Management Plan. Coordinates and serves on the Local Emergency Planning Committee. Coordinates efforts of citizen volunteers.
- ◆ Manages emergency medical services for the town, including fire department basic life support emergency ambulance service and regional based advanced life support service. Coordinates billing for services with Town Treasurer.
- ◆ Develops and recommends to the Town Manager major department plans and policies affecting the community and the public, implements such plans and policies, assesses their effectiveness, and recommends modifications as required; develops and/or authorizes department internal operating procedures and directives.
- ◆ 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 Assistant Fire Chief, Captains, Lieutenants, Firefighters, EMT's and Volunteers. Carries out supervisory responsibilities in accordance with policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addresses complaints and resolves problems.

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

- ◆ Bachelor's degree in fire science, public administration or related field and a minimum of ten years of progressively responsible related experience in fire and emergency medical services, including supervisory/leadership experience and at least two years of progressively responsible experience in emergency preparedness; or any equivalent combination of education and experience. A relevant master's degree, Executive Fire Officer (EFO) designation from the National Fire Academy, Chief Fire Officer (CFO) designation from the Center for Public Safety Excellence and/or additional management-level training is preferred.
- ◆ Must possess and maintain a valid motor vehicle operator's license.
- ◆ Must be, and remain, a non-smoker.

## *Fire Chief*

- ◆ Within one year of appointment, must meet the same residency requirement as members of the Concord Firefighter's Association (i.e., must reside in a community listed in the Concord Firefighters collective bargaining agreement).

### **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.
- ◆ Thorough knowledge of modern fire suppression and prevention and emergency medical services principles, procedures, techniques and equipment; knowledge of first aid and resuscitation techniques and their application.
- ◆ 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.*

Frequent and extended periods of outside work, subject to all weather conditions and extremes. Continuous walking, standing, climbing, frequent periods requiring sustained uncomfortable physical positions. Operates equipment which causes loud noises and high levels of vibrations. Exercises caution when operating heavy equipment or handling toxic chemicals or other materials. Occasionally works near moving mechanical parts and in high, precarious places and is exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals and risk of electric shock.

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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## **Police Chief**

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

Salary Grade: 17  
FLSA Status: Exempt  
Date: July 2023

### **GENERAL SUMMARY:**

Under the direction of the Town Manager, and as the chief law enforcement officer of the Town, responsible for knowing and enforcing law, plans, organizes and directs the operations of the police department, staff, and equipment, in the protection of life and property, and in the prevention and suppression of crime. Works collaboratively with all Town departments; federal, state, and regional law enforcement agencies; community groups; local schools; and other agencies to meet the needs of the Town's citizens.

The Chief is responsible for utilizing the resources of the department to the fullest extent to protect the lives and property of the people and businesses of Concord, and 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 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.*

- ◆ Plans, organizes, and directs the operations of the police department, staff, and equipment in order to implement directives from the Town Manager. Establishes the general philosophy of the police department, consistent with community needs and expectations, and national standards. Establishes appropriate balance between provision of community services and public safety/emergency response activities to deliver a culture of community partnership.
- ◆ Maintains knowledge of laws and regulations related to police and public safety issues; ensures that department staff is fully trained in the application of such laws, regulations and in all department policies, procedures and practices.
- ◆ Represents the department within the Town government decision-making processes; attends a variety of town meetings with boards to present the department's views on a variety of municipal issues where police input is relevant.
- ◆ Promotes the alignment of department and divisional goals and objectives with those of the Town Manager and Select Board. Participates as a member of the Town's Senior Management Team to assist the Town Manager in coordinating services and developing and disseminating Town-wide management plans, strategies, initiatives, values, and standards of behavior. Reviews progress and success in attaining department goals and objectives. Keeps the Town Manager fully informed of department activities and operations. Ensures that routine and informative reporting of departmental programs, plans, and services is provided to department staff.
- ◆ Interacts with federal and state officials to represent the interests of the town and the department; serves as the department's chief spokesperson to the press, media and the general public.

## *Police Chief*

- ◆ Oversees operations of the department, including the joint police/fire dispatch center, delegating daily supervision of operations to the Deputy Police Chief and/or Lieutenants. Trains and/or provides for the training of all department staff and monitors performance to ensure all police work is carried out in compliance with established policies and procedures and applicable laws and regulations.
- ◆ Directs and/or participates in the interviewing and recommending for hire of all department employees, monitors and evaluates employee performance, makes recommendations concerning employee promotion and discipline where necessary to sustain department operations and support the succession plan, and addresses all personnel issues and concerns.
- ◆ Establishes the norms of behaviors and standards of performance to support a work environment that promotes safety, professionalism, and respect through supervisory actions that are within the scope of the Town's policies and procedures. Administers the department's Collective Bargaining Agreements on behalf of the Town Manager and in a manner that fosters mutual trust.
- ◆ Develops, recommends, and defends department budget requests before the Town Manager; directs the implementation of the department's adopted budgets; monitors budget and expenses regularly; and makes adjustments as necessary to ensure that Town resources are effectively managed. Applies for and administers state and federal grants as appropriate. Develops and manages a capital replacement plan for facilities and vehicles.
- ◆ Routinely answers calls for service and supervises line level shifts when necessary.
- ◆ Prepares or oversees the preparation of a variety of regular and special reports related to departmental programs, plans and services; ensures the maintenance of departmental reports, records and files consistent with requirements for confidentiality and public disclosure.
- ◆ Develops and recommends to the Town Manager major department plans and policies affecting the community and the public, implements such plans and policies, assesses their effectiveness, and recommends modifications as required; develops and/or authorizes department internal operating procedures and directives.
- ◆ Serves as record custodian of all statistical data and records of department activities.
- ◆ 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 administrative, patrol, detective/investigation, community safety, community services, parking enforcement, dispatch and all other department staff. Carries out supervisory responsibilities in accordance with policies and applicable laws. Responsibilities include interviewing, recommending for hire/promotion, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; and addressing complaints and resolving problems.

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

- ◆ Bachelor's degree in Criminal Justice, Law Enforcement, Public Administration or a closely related field, plus at least ten years of progressively responsible recent supervisory and command experience in a law enforcement agency; or an equivalent combination of education and experience. A relevant Master's degree, FBI National Academy attendance, and/or additional management-level training is preferred.
- ◆ Certification by the Municipal Police Training Committee (MPTC) as a full-time police officer. (Incumbent must have certification from a full-time police officer training academy, as recognized by MPTC to be eligible for hire; certification by MPTC must be obtained within sixty days of hire).
- ◆ Possession of a License to Carry Firearms and qualifications to process firearms licenses.
- ◆ Possession of a valid motor vehicle operator's license.
- ◆ Must be, and remain, a non-smoker.

**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.
- ◆ Thorough knowledge of the principles and practices of police administration, and of approved police methods and procedures. Thorough knowledge of automated police systems, internet, and on-line databases, and related applications. Thorough knowledge of town, state and federal laws and regulations affecting police work. Knowledge of criminal law and modern techniques of criminal investigations. Knowledge of labor law and collective bargaining.
- ◆ 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.*

Frequent and extended periods of outside work, subject to all weather conditions and extremes. Continuous walking, standing, climbing, frequent periods requiring sustained uncomfortable physical positions. May operate equipment which causes loud noises and high levels of vibrations. Occasionally works near moving mechanical parts and in high, precarious places and is exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals and risk of electric shock. Exercises caution when operating heavy equipment or handling toxic chemicals or other materials.

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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## Assistant Fire Chief

Department: Fire  
Reports To: fire Chief  
Appointed by: Town Manager

Salary Grade: 15  
FLSA Status: Exempt  
Date: July 2023

### **GENERAL SUMMARY:**

Under the general direction of the Fire Chief, assists with managing the delivery of Fire and EMS services for the Town of Concord; serves as the head of the Fire Department in the absence of the Fire Chief, and as such commands, controls, and manages the entire Department. Performs highly responsible work assisting the Fire Chief in leading and managing the delivery of Fire Suppression, Fire Prevention, Rescue, EMS, Hazardous Materials, Emergency and Disaster management services. The Assistant Fire Chief is a member of the Department's executive management team exhibiting a strong, continuing commitment to the community of Concord and the Fire Department's mission, philosophy, goals, and objectives. Assists the Fire Chief in keeping all losses of life and property due to fire to a minimum through fire prevention and fire suppression programs and activities. Assists the Fire Chief in managing Emergency Management operations and 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 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.*

- ◆ Responsible for the daily operations of the department including supervision of Captains, Lieutenants, and Firefighters.
- ◆ Manages, administers, and leads prevention, inspection activities, and coordination of department programs.
- ◆ Formulates departmental policies, rules, regulations, general orders, and directives, subject to the approval of the Fire Chief in conformance with Federal, State, County, Town Bylaws and ordinances when required.
- ◆ Responsible for the implementation of new and on-going policies, procedures, regulations, and practices, including the oversight of ongoing training of department staff.
- ◆ Under the direction of the Fire Chief, coordinates the department's human resources activities with the Town's Human Resources Department.
- ◆ Assists the Fire Chief in managing the Fire Department; assists with planning, coordinating, supervising, and evaluating fire operations; assists with establishing policies and procedures for the Fire Department in order to implement directives from the Town Manager.
- ◆ Assists with the planning and implementation of fire programs for the Town in order to better carry out the policies and goals; assists with reviewing departmental performance and effectiveness; formulates programs or policies to alleviate deficiencies.

## *Assistant Fire Chief*

- ◆ Responds to alarms and may direct and participate in activities at the scene of emergencies. Manages emergency scenes as necessary.
- ◆ Assists the Fire Chief with production of annual budgets and managing budgets; assists with preparation and presentation to the Town Manager of a proposed annual budget for the department and assists with directing the implementation of the department's adopted budgets; plans and reviews specifications for new or replaced equipment.
- ◆ Acts as Fire Chief during absence as needed.
- ◆ Prepares and submits periodic reports and roll call updates to the Fire Chief regarding the Department's activities and operations.
- ◆ Works with Town management on a variety of issues and items. Assists with the preparation and submission of monthly reports to the Town Manager regarding the Department's activities and prepares a variety of other reports as appropriate, including the annual report of activities.
- ◆ May supervise the inspection of buildings and other properties for fire hazards and enforces fire prevention ordinances.
- ◆ Assigns personnel to such duties as the service requires; may evaluate the need for and recommend the purchase of new equipment and supplies.
- ◆ Meets with Town officials and other fire officials, community and business representatives and the public on all aspects of the department's activities.
- ◆ Performs the duties of command personnel as needed.
- ◆ Attends trainings and meetings to keep abreast of current trends in the field; may represent the Town in a variety of local, county, State, and other meetings; serves as a member of various employee committees.
- ◆ 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 the department operations and provides functional oversight to Captains, Lieutenants, Firefighters, EMTs, and volunteers. Carries out supervisory responsibilities in accordance with policies and applicable laws. Responsibilities include assisting in recruitment, interviewing, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

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

- ◆ Bachelor's degree in Fire Science, Public Administration, or a closely related field, plus seven to ten years of progressively responsible experience in fire or emergency management, including three years of experience at the shift commander level, including fireground experience supervising multiple companies and complex incidents; or any equivalent combination of education and experience.
- ◆ Valid Driver's License.
- ◆ Certification in Incident Command System (ICS).
- ◆ Massachusetts EMT License within one year of employment in position.
- ◆ Must be, and remain, a non-smoker.

### **Preferred qualifications:**

- ◆ Massachusetts Firefighting Academy Chief Fire Officer Program completion,

## *Assistant Fire Chief*

- ◆ National Fire Academy (NFA) Executive Fire Officer Program completion,
- ◆ Chief Fire Officer (CFO) designation by Center for Public Safety Excellence, or
- ◆ Massachusetts Fire Chief credential by Massachusetts Fire Service Commission.

### **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.
- ◆ Thorough knowledge of modern fire suppression and prevention and emergency medical services principles, procedures, techniques, and equipment; knowledge of first aid and resuscitation techniques and their application.
- ◆ Ability to work with a high level of detail; ability to manage time and meet deadlines, 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.*

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.

Thorough knowledge of modern fire suppression and prevention and emergency medical services principles, procedures, techniques, and equipment; knowledge of first aid and resuscitation techniques and their application.

Ability to work with a high level of detail; ability to manage time and meet deadlines, ability to prioritize multiple tasks and deal effectively with interruptions; ability to identify and analyze complex issues and to develop appropriate recommendations.

***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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## **Police Captain**

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

Salary Grade: 15  
FLSA Status: Exempt  
Date: July 2023

### **GENERAL SUMMARY:**

Under the general supervision of the Police Chief, performs supervisory, administrative and professional work in assisting the Chief in planning, organizing, and directing the operations of the police department to protect life and property; helps formulate and implement policy; assists with procurement of supplies and equipment, staff training and fleet management; assists Chief in overseeing operations of call and computer centers. 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 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.*

- ◆ Responsible for the daily operations of the department including supervision of sergeants, uniform and criminal investigation staff, dispatch center staff, and DARE and safety officers, and coordination of programs for special and auxiliary officers.
- ◆ Formulates departmental policies, rules, regulations, general orders and directives, subject to the final authorization of the Police Chief or the Town Manager when required.
- ◆ Responsible for the implementation of new and on-going policies, procedures, regulations and practices, including ongoing training of department staff.
- ◆ Serves as shift supervisor as required to maintain appropriate staffing levels.
- ◆ Serves as the department's liaison to the Northeastern Massachusetts Law Enforcement Council regarding regional Motor Unit, SWAT Regional Response Team, and Critical Dispatch Unit.
- ◆ Coordinates department's human resources activities with the town's Human Resources Department.
- ◆ Recommends priorities and needs for annual budget requests; monitors expenditures for consistency with budget; takes corrective action as required to meet approved budget levels; authorizes expenditures of funds consistent with town policies and procedures; prepares grant requests.
- ◆ Manages the department's computer information systems, including preparation of recommendations for new systems and applications.
- ◆ Oversees the maintenance of police vehicles and building facilities.

## *Police Captain*

- ◆ Manages the police accreditation program; attends regional accreditation meetings.
- ◆ Prepares Incident Action Plans for special events and coordinates with other departments and agencies to ensure public safety.
- ◆ 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 supervisors and officers, Detective Sergeants, Detectives, Information Technology Detective and School Resource Officer. Carries out supervisory responsibilities in accordance with policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance and professional standards; rewarding and disciplining employees; addressing complaints and resolving problems.

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

- ◆ Bachelor's degree in Criminal Justice, Law Enforcement, Public Administration or a closely related field, plus at least ten years of progressively responsible law enforcement experience, with at least three years at the management level; or an equivalent combination of education and experience. Master's Degree preferred.
- ◆ Possession of a License to Carry Firearms and qualifications to process firearms licenses.
- ◆ Possession of a valid motor vehicle operator's license.
- ◆ Must be, and remain, a non-smoker.

### **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.
- ◆ Thorough knowledge of the principles and practices of police administration, and of approved police methods and procedures. Thorough knowledge of automated police systems, internet, and on-line databases, and related applications. Thorough knowledge of town, state and federal laws and regulations affecting police work. Knowledge of criminal law and modern techniques of criminal investigations. Knowledge of labor law and collective bargaining.
- ◆ 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.*

Frequent and extended periods of outside work, subject to all weather conditions and extremes. Continuous walking, standing, climbing, frequent periods requiring sustained uncomfortable physical positions. May operate equipment which causes loud noises and high levels of vibrations. Occasionally works near moving mechanical parts and in high, precarious places and is exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals and risk of electric shock. Exercises caution when operating heavy equipment or handling toxic chemicals or other materials.

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.

*Police Captain*

***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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## **Police Lieutenant**

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

Salary Grade: 13  
FLSA Status: Exempt  
Date: July 2023

### **GENERAL SUMMARY:**

Under the general direction of the Police Chief and supervision of the Police Captain, performs supervisory, administrative and professional work in assisting the Chief in planning, organizing, and directing the operations of the police department to protect life and property; helps formulate and implement policy; assists with procurement of supplies and equipment, staff training and fleet management; assists Chief in overseeing operations of call and computer centers. 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 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.*

- ◆ Provides leadership in preparing and motivating the department's workforce to protect life and property, suppress crime, and promote community engagement and citizenship, collaborating with other Town officials as appropriate; oversees and coordinates daily operations of the department in areas assigned; coordinates training functions for the department to ensure all staff members have the knowledge and proficiency needed to perform their duties.
- ◆ Implements norms of behavior and standards of performance to support a work environment that promotes safety, professionalism, and respect. Ensures supervisory actions are within the scope of the Town's policies and procedures; administers the department's Collective Bargaining Agreements on behalf of the Town Manager and Police Chief in a manner that fosters mutual trust; addresses employee concerns; conducts internal investigations as assigned; initiates corrective actions as needed.
- ◆ Recommends priorities and needs for annual budget requests; monitors expenditures for consistency with budget; takes corrective action as required to meet approved budget levels; authorizes expenditures of funds consistent with town policies and procedures; prepares grant requests; develops and manages a capital replacement plan for facilities and vehicles.
- ◆ Prepares or oversees the preparation of a variety of regular and special reports related to departmental programs, plans and services; ensures the maintenance of departmental reports, records and files is consistent with requirements for confidentiality and public disclosure. Serves as administrator, under direction of the Chief, of statistical data and records of department activities.
- ◆ Represents the department in a variety of inter-department, inter-agency, and inter-community collaboration efforts and decision-making processes; attends a variety of meetings with boards to present the department's views on municipal issues where police input is relevant; serves as a department spokesperson to the press, media and the general public.

## *Police Lieutenant*

- ◆ Assists the Police Chief in promoting the alignment of department and divisional goals and objectives with those of the Town Manager and Select Board. Reviews progress and success in attaining department goals and objectives. Keeps the Police Chief fully informed of department activities and operations. Provides department staff with routine and informative reports of departmental programs, plans, and services.
- ◆ Routinely answers calls for service and supervises line level shifts.
- ◆ Formulates departmental policies, rules, regulations, general orders and directives, subject to the final authorization of the Police Chief or the Town Manager when required.
- ◆ Manages the department's computer information systems, including preparation of recommendations for new systems and applications.
- ◆ Oversees the maintenance of police vehicles and building facilities.
- ◆ 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 employees of the department including sergeants, uniform and support services staff, dispatch center staff, crossing guards, and staff assigned to community programs. Carries out supervisory responsibilities in accordance with policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance and professional standards; rewarding and disciplining employees; addressing complaints and resolving problems; and sustaining a succession plan.

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

- ◆ Bachelor's degree in Criminal Justice, Law Enforcement, Public Administration or a closely related field, plus seven consecutive years of experience as a police officer with at least four years of progressively responsible supervisory and/or administrative experience; or any equivalent combination of education and experience.
- ◆ Possession of a License to Carry Firearms and qualifications to process firearms licenses.
- ◆ Possession of a valid motor vehicle operator's license.
- ◆ Must be, and remain, a non-smoker.

### **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. Ability to lead and supervise subordinates and to transmit general instructions in the form of detailed orders.
- ◆ Knowledge of the principles and practices of police administration, and of approved police methods and procedures. Thorough knowledge of town, state and federal laws and regulations affecting police work. Knowledge of criminal law and modern techniques of criminal investigations. Knowledge and skill in operating automated police systems, internet, on-line databases, and all other equipment and technology utilized in police operations.
- ◆ 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.*

*Police Lieutenant*

Frequent and extended periods of outside work, subject to all weather conditions and extremes. Continuous walking, standing, climbing, frequent periods requiring sustained uncomfortable physical positions. Frequently subjected to the demands of other individuals and the volume and /or rapidity with which tasks must be accomplished. May operate equipment which causes loud noises and high levels of vibrations. Occasionally works near moving mechanical parts and in high, precarious places and is exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals and risk of electric shock. Exercises caution when operating heavy equipment or handling toxic chemicals or other materials.

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 Network Engineer**

Department: Concord Municipal Light Plant  
Reports To: Broadband Manager  
Appointed by: Town Manager

Salary Grade: LP-11  
FLSA Status: Exempt  
Date: July 2023

### **GENERAL SUMMARY:**

Under the general administrative direction of the Broadband Manager and Chief Technology Officer (CTO), leads the development and implementation of processes and tools to monitor all of the day-to-day operations of the Broadband and Town of Concord telecommunications infrastructure and services to ensure adequate capacity, performance, security and availability.

Designs, develops, updates, documents, audits, and verifies network and network service evolution for both the broadband and town networks. Analyzes project needs/requirements and recommends systems and solutions to enhance network capacity, redundancy, resiliency and security. Provides Technical project management for network and infrastructure projects.

Manages both planned and unplanned network outages and communicates to stakeholders.

Communicates with vendors for: system configurations, project and service quoting, and hardware/software support of Broadband and Town networks and services.

Works closely with the Broadband staff and Telecommunication Technicians to develop and support service offerings and provide technical support to Concord Broadband customers.

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. Must handle significant amounts of detail with a flexible approach to managing and prioritizing workload.

### **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.*

- ◆ Designs, implements and troubleshoots switching, routing and cloud-based networks and services.
- ◆ Automates network configuration, monitoring, upgrades and hardening efforts as needed.
- ◆ Trains and mentors to develop members of the team and other staff as necessary.
- ◆ Provides high level escalation support of network trouble tickets
- ◆ Delivers performance metrics and analytics use multiple data sources to identify issues and optimize the network.
- ◆ Performing complex analysis, installation, maintenance, and upgrade of computer hardware, OS, and software utilities.

## *Senior Network Engineer*

- ◆ Investigates, Reviews and Recommends broadband technologies and/or broadband partners. Serves as the key technical contact for providers of telecommunications services which support the business activities of CMLP, the Town of Concord and Concord Broadband customers.
- ◆ Participate in Disaster Recovery and Business Continuity planning and testing;
- ◆ Effectively communicate step by step instructions with non-technical personnel acting as remote hands.
- ◆ Supports project teams and other technical teams within the town with networking issues.
- ◆ Participates in the Concord Broadband on-call and standby rotation. In conjunction with the Telecommunications Technicians, Network Engineer and IT staff, provides continuous on-call coverage for network and IT services. May be required to help with fiber optic emergency or other network restoration activities.
- ◆ Works with the Town IT Department to evaluate, plan, and implement any voice or data
- ◆ 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 & SPECIAL REQUIREMENTS:**

- ◆ Bachelor's degree in Computer Science or Electrical Engineering with seven or more years of progressively responsible experience in the design and operations aspects of the telecommunications and broadband provider industry; or any equivalent combination of education and experience.
- ◆ Network certification such as Cisco Certified Network Professional (CCNP) or equivalent is desired. Additional professional certification, such as the Cisco Certified Internetwork Expert (CCIE), is highly desirable.
- ◆ Deep technical experience with network technology such as fiber optics, wireless transmission systems and twisted pair copper cable systems.
- ◆ Extraordinary interpersonal communications and customer-service skills
- ◆ Experience evaluating and managing outages to business critical infrastructure
- ◆ Ability to maintain composure and customer-service focus in stressful and ambiguous situations
- ◆ Self-starter, self-motivated, self-directed, self-sufficient
- ◆ Experience in large scale networks
- ◆ Solid understanding of OSPF, TCP/IP, Enterprise Wireless, and L2 technologies
- ◆ Good background in Cisco, Aruba, or Juniper routing/switching and firewall configuration
- ◆ Familiarity with Calix or other broadband hardware and software.
- ◆ TCP/IP, Network Security, VoIP and OSPF networking experience required.
- ◆ Valid motor vehicle operator's license.

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

- ◆ Knowledge of technical standards and environment surrounding the provisioning of telecommunications and Internet services.

## Senior Network Engineer

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

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

*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. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

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

***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.***



## Senior Health Inspector

Department:	Planning & Land Management/ Health	Salary Grade:	9
Reports To:	Public Health Director	FLSA Status:	Exempt
Appointed by:	Town Manager	Date:	August 2023

### **GENERAL SUMMARY:**

Under the general supervision of the Public Health Director and on behalf of the Concord Board of Health, is responsible for the planning, implementation, and enforcement of public health and environmental laws and regulations. Designs and implements preventive health and environmental programs, conducts inspections, and educates and informs the public on health initiatives, and licenses permit holders, businesses and other entities. The Senior Public Health Inspector supports the Director and establishes long- and short-range plans, objectives and professional performance standards, and shares responsibility for achieving the Health Division's goals and objectives. The incumbent performs varied and responsible functions requiring considerable judgment in the interpretation and application of public health practices, laws, and regulations; oversees and conducts public health inspections in accordance with State/Federal Environmental and Sanitary Codes, Town Bylaws and Board of Health Regulations; enforces a variety of national, state, and local environmental sanitary and health regulations; and, investigates and acts in response to complaints of violations of local and state rules and regulations in the interest of protecting the public's health. 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.*

- ◆ Inspects and evaluates health risks in food establishments to ensure compliance with appropriate laws, regulations, rules and bylaws; and may issue fines, schedule administrative hearings, or request temporary closure in accordance with established policies and procedures. Investigates all food borne illness complaints and works with the state epidemiologists for case review.
- ◆ Performs plan reviews of food establishments, and issues permits to all new establishments, and for all temporary food events ; reissues permits for changes to existing establishments; sends reports to the state as appropriate.
- ◆ Oversees or conducts Sanitary Survey of all public and semi-public beaches including water testing and notification to state agencies in the event of closure due to high e-coli levels; provides end of year reports on this program to the state.
- ◆ Assists in oversight and inspection of living facilities, hotels, recreational camps for children, health clubs, ice skating rinks, and both public and semi-public swimming pools, and cooperates with others in review of bodyworks and massage establishments. Conducts inspections and plan reviews for facilities which provide massage therapy or other body centered services and sends reports to the state; and reviews applications for licensing as a massage therapist.
- ◆ Assists in the oversight and implementation of communications involving health risks and risk avoidance related to tobacco, opioids, infectious disease, Lyme disease and related tick-borne illness. Reviews all potential rabies exposures and manages the quarantine of these animals; collects dead birds and sends to the state lab for testing.

## *Senior Health Inspector*

- ◆ Conducts inspections of all facilities which house farm animals and serves as the Animal Inspector.
- ◆ Conducts inspections of all facilities which store hazardous materials for compliance with applicable laws and regulations; sends reports to the state.
- ◆ Assists in the inspections, reviews and approval of plans for private sewage disposal systems for Title 5 compliance, and Form S reviews for the Concord Water & Sewer Division.
- ◆ Assists the Director with policy analysis, researching policies and regulations, and with drafting recommendations for changes. In collaboration with the Director, develops new public health regulations and revises existing regulations.
- ◆ Responsible for educating and informing the public and business community about the public health and environmental health through training, community presentations, written articles, updates to the Health Division web page and other means to raise public awareness. Responsible for the maintenance of public health records and the preparation of monthly and annual reports in the areas of control.
- ◆ Assists Director in conducting and interpreting indoor air and water quality tests, reviews plans for construction and renovation of buildings, and participates in the town's plan review team.
- ◆ Assists in the oversight and investigation of environmental health complaints, including food-related, smoking, housing/hoarding, illegal dumping, animal-related, nuisance noise and odor violations reported to the Health Division and the Board of Health.
- ◆ Assists in oversight, inspection and evaluation of housing facilities including tenant-occupied and single-family dwellings, lodging houses, group homes, residential school buildings, and hotels/motels for conformance to the Chapter II of the State Sanitary Code: Minimum Standards of Fitness for Human Habitation, which includes enforcement of the Lead Poisoning Prevention law.
- ◆ Assists in assessing health risks and conducting inspections pertaining to solid waste, noise, water, vector control, and air pollution as directed by the Director and in concert with other Town departments.
- ◆ May be required to attend Board of Health meetings to present reports and provide updates. May represent the Health Division on town-wide, regional, and state committees, task forces, and working groups as needed and as assigned.
- ◆ 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:**

May provide general supervision, mentoring, and functional oversight to the environmental health and regional collaborative inspectors. Carries out supervisory responsibilities in accordance with policies and applicable laws. Responsibilities include planning, assigning and directing work; addressing complaints and resolving problems; and providing training if appropriate.

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

- ◆ Bachelor's degree in a related field, plus 7-10 years of progressively responsible, related experience; or any equivalent combination of education and experience.
- ◆ Holds certifications such as registered Sanitarian, SI, SE, has completed Mass PHIT housing and Mass PHIT food or is actively working toward TRAIN requirements.
- ◆ Possession of a valid motor vehicle operator's license required.
- ◆ Must obtain and maintain clearance to obtain Criminal Offender Records Information (CORI).

### **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

## Senior Health Inspector

relationships with coworkers.

- ◆ Complete working knowledge of public health requirements. Thorough knowledge of all town and state laws, regulations, policies and standards related to public health.
- ◆ 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.
- ◆ Advanced Knowledge of food safety specialized processes. Trains and oversees Variances to Food Code.
- ◆ Education and Outreach on emergent diseases (environmental health) including but not limited to vector borne illnesses and issues related to climate change.

### **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.*

Half of the work is performed in a normal office environment, not subject to extreme 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.

Operates computer, printer, video display terminal, typewriter, 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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## **Associate Financial Manager/ Accountant**

Department: Concord Municipal Light Plant  
Reports To: Financial Manager/Accountant  
Appointed by: Town Manager

Salary Grade: 8  
FLSA Status: Exempt  
Date: July 2023

### **GENERAL SUMMARY:**

Under the general administrative direction of the Financial Manager/Accountant, performs responsible accounting and administrative work to support the Financial Manager/Accountant and the operations of the CMLP. Responsible for oversight and production of monthly financial statements including balance sheets, income and expense statements, comparative statements of sales and expenses, analyses of electric plant accounts, statements of cash and aging of receivables. Performs varied and responsible duties requiring a thorough knowledge of accounting, departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring flexibility in approach to workload. Confers and collaborates with the Financial Manager/Accountant to design, develop and implement accounting and financial management policies, workflows and procedures. Serves as Acting Financial Manager/Accountant in the incumbent's absence.

### **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.*

- ◆ Compiles and produces monthly, quarterly and annual financial statements for review and approval by the Financial Manager/Accountant.
- ◆ Monitors daily Accounting and Business Systems bookkeeping tasks for timely, accurate and thorough data entry. Assists coworkers during heavy volume periods and pressing deadlines.
- ◆ Oversees, assists and troubleshoots use of Accounting and Business Systems software applications.
- ◆ Performs various and sophisticated financial analyses under the guidance of the Financial Manager/Accountant. Performs analyses of general ledger accounts for use by responsible CMLP department managers.
- ◆ Prepares monthly reports to and reconciliations with the Town Finance Department.
- ◆ Assists the Financial Manager/Accountant in preparing audit working papers and responses to auditor inquiries.
- ◆ Oversees periodic balancing and reconciliations of general ledger accounts.
- ◆ Manages payroll processing. Assists with workload as needed.
- ◆ Provides guidance to coworkers responsible for data entry into accounting and business systems applications.
- ◆ Establishes competency in the skills and responsibilities of finance bookkeeping staff; assists and substitutes for such

## *Associate Financial Manager/Accountant*

staff 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 RESPONSIBILITIES:**

- ◆ As needed and occasionally, directly supervises the activities and performance of and provides functional oversight of the Finance Group's Office Accountant and Accounts Payable Specialist; and indirectly supervises the activities and performance of and provides functional oversight as warranted of the Office Administrator (re payroll) and others who supply data to the Accounting and Business Systems applications. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include interviewing and training employees, appraising performance, resolving problems and providing the Financial Manager/Accountant with recommendations concerning employee training and remedial actions.

### **EDUCATION & EXPERIENCE:**

- ◆ Bachelor's degree or higher in Accounting or a related field and seven or more years of progressively responsible experience, including experience in accounting, business administration or management in a multi-faceted accounting environment; or any equivalent combination of education and experience. Enterprise accounting (ERP) experience preferred. Public utility accounting experience beneficial.

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

- ◆ Able to safeguard and not misuse confidential information.
- ◆ Possess strong working knowledge of and skill in using computer applications for accounting and financial management.
- ◆ Able to oversee, contribute to and maintain complex financial record keeping systems.
- ◆ Able to analyze and interpret financial data and to present and discuss findings clearly.
- ◆ Possess a strong working knowledge of accounting principles and practices, including knowledge and understanding of Generally Accepted Accounting Principles (GAAP) standards; and the ability to learn, understand and apply Federal Energy Regulatory Commission (FERC) accounting requirements, and applicable regulations and requirements of the Massachusetts Department of Public Utilities (MA DPU).
- ◆ Skilled user of Microsoft Office applications – in particular, Excel and Word; and familiar with PowerPoint, Access, Publisher and other MS Office tools.
- ◆ Able to work with high levels and volumes of detail.
- ◆ Able to prioritize multiple tasks and deal effectively with interruptions.
- ◆ Able to identify and analyze complex issues, to develop and apply appropriate solutions, and to propose balanced and effective recommendations.
- ◆ Possess strong interpersonal and communication skills suitable for establishing and maintaining good intra- and inter-departmental working relationships with managers, coworkers and subordinates.
- ◆ Possess the interest and desire to obtain levels of knowledge and understanding of the functions and operations of the CMLP appropriate to a management level role.

### **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.*

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

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

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

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## **Senior Planner- Generalist**

Department: Planning and Land Management  
Reports To: Town Planner  
Appointed by: Town Manager

Salary Grade: 8  
FLSA Status: Exempt  
Date: August 2023

### **GENERAL SUMMARY:**

Under the general administrative direction of the Town Planner, assists with the overall coordination of town planning function, provides administrative and technical assistance to the Planning Board and the Zoning Board of Appeals, and other Committees as assigned; reviews and makes recommendations on development proposals as assigned to ensure consistency with the Town's overall community development plans and objectives and Town by-laws and regulations. Assists the Town Planner with the coordination, facilitation of Planning Board and Zoning Board of Appeals meetings, and other meetings as directed. Attendance at night meetings required on a regular basis.

Performs varied and responsible duties requiring knowledge of departmental operations and the exercise of judgment and initiative in completing tasks. 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. Expected to work with considerable independence while keeping Town Planner informed and working to achieve Division and Departmental goals.

### **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 the Town Planner in providing technical and professional guidance and support to the Planning Board on Site Plan Review, Subdivision Plans (including Approval Not Required plans, Preliminary and Definitive plans, financial guarantees, easements, etc.) and Special Permits (including Residential Compounds, Common Driveways). Attends night meetings.
- ◆ In the absences of the Town Planner, acts as agent and liaison for the Planning Board; coordinates, attends and facilitates Planning Board meetings, makes presentations as needed, attends public hearings and other related public meetings/public hearings.
- ◆ Assists the Town Planner and Building Commissioner in providing technical support to the Board of Appeals on Special Permits and Site Plan Review; Drafting reports and decisions as assigned.
- ◆ Assists the Town Planner in the review of applications submitted to the Planning Board and Board of Appeals for various proposed development projects (including, but not limited to Subdivision, Special Permit, and Site Plan Approval), checking for completeness, accuracy, and compliance with State law (Subdivision Control Law, Zoning Act, Comprehensive Permit, etc.), town bylaws and regulations.
- ◆ As assigned by the Town Planner, coordinates the plan review process for various applications by referring plans to other town agencies for input, ensuring timely submission of comments and recommendations, and coordinating discussion and resolution of differences when needed. Conducts and coordinates site visits for proposed projects when warranted.

## *Senior Planner – Generalist*

- ◆ As assigned by the Town Planner, prepares reports for the Planning Board and Board of Appeals that provide background information and analysis of compliance with local regulations; assimilates and summarizes comments from other Town agencies; identifies issues and concerns with proposed projects, and recommends alternative courses of action and/or conditions for approval.
- ◆ Conducts relevant research on various land use topics and provides advice and recommendations to the Town Planner on zoning bylaw amendments. Provides general support on the administration of all related town and state bylaws and regulations related to land use and planning.
- ◆ Conducts inspection of development sites to ensure conformance with Planning Board and Zoning Board of Appeals decisions and bylaws.
- ◆ Performs special projects and related responsibilities as initiated and requested by the Town Planner.
- ◆ 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:**

- ◆ Bachelor's degree in planning, public affairs, landscape architecture or other closely related field, with 3 to 5 years of experience in implementing and administering planning and land development in a municipal setting; or a Master's degree in Planning, Public Affairs, Landscape Architecture or other closely related field with a minimum of 3 years municipal experience or any equivalent combination of education and experience.
- ◆ A solid knowledge of MA Subdivision Control Law and MGL Ch. 40A required.
- ◆ Geographic Information System knowledge and expertise is preferred.
- ◆ Possession of a valid motor vehicle operator's license required.

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

- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; excellent public relations skills 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.
- ◆ Knowledge of regulatory and enforcement strategies for land development and management which includes planning, land acquisition, land use, zoning, environmental and wetlands protection, open space conservation, historic preservation and housing initiatives.
- ◆ 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.*

Conducts occasional visits to construction sites, subject to variable weather conditions and sometimes rugged terrain. Frequent walking, standing, climbing, bending, and lifting.

The majority of work is performed in a normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Work is performed in a quiet work environment, with frequent 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, typewriter, calculator, telephone, copier, and all other standard office

*Senior Planner – Generalist*

equipment requiring eye-hand coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

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## GIS Analyst

Department: Information Technology  
Reports To: GIS Program Manager  
Appointed by: Town Manager

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

### **GENERAL SUMMARY:**

Under the general supervision of the GIS Program Manager, performs GIS, analytical, and administrative work in the office and rarely the field in supporting the daily operation of the Town of Concord's departments. Primary duties include maintaining geographic data sets for the Town and designing digital maps with geographic data and various other data sets, using ArcGIS and associated software. 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 GIS, 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 flexibility in approach to workload.

### **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 project and program support to various departments through the use of GIS and databases, including but not limited to: data maintenance, verification of data accuracy, maintenance of metadata and maintenance of websites.
- ◆ Creates and maintains maps for the Town, primarily using a combination of ArcGIS Desktop software (ArcCatalog, ArcMap and ArcGIS Pro) and ArcGIS Online.
- ◆ Runs various spatial analyses as required using both vector and raster datasets, potentially including 3D analyses, with guidance from the GIS Program Manager.
- ◆ Uses online GIS platforms (primarily ArcGIS Online) to create custom web maps and applications for various Town projects. Maps and applications used in ArcGIS Online may include Field Maps Designer, Experience Builder, Story Maps, etc. Applications may need to be used by staff in the field.
- ◆ Assists with efforts to automate processes using programming languages such as Python, Javascript, HTML, Arcade expressions, etc.
- ◆ Trains employees in ArcGIS Desktop or online GIS systems and provides guidance and assistance in the continual use of these programs. Provides guidance to employees in starting new data collection projects.
- ◆ Works with IT Department staff to ensure all data and metadata is maintained in formats consistent with adopted Town-wide standards.
- ◆ Provides technical review for GIS components and receives digital data submissions for data maintenance.
- ◆ Prepares new project documents, such as Requests for Proposals (RFP), when needed.

## *GIS Analyst*

- ◆ Serves as IT liaison working with Town of Concord Departments on various GIS initiatives.
- ◆ Assists with the hiring and training of GIS interns.
- ◆ Attends and represents IT at various GIS seminars, meetings, and events in order to keep the Town's management staff abreast of new and innovative GIS technological advancements.
- ◆ 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:**

- ◆ Provides functional oversight to GIS interns. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Assists in the interviewing and training of GIS intern level employees, including planning, assigning, and directing work; providing appraisal of intern level employee performance; and addressing complaints and resolving problems.

### **EDUCATION & EXPERIENCE:**

- ◆ Bachelor's degree in geography/cartography, GIS, civil engineering, land surveying, or a related field, plus 4 or more years of progressively responsible experience in the creation or maintenance of a Geographic Information System or in civil engineering; or any equivalent combination of education and experience. Master's degree preferred. Municipal experience preferred.
- ◆ Valid motor vehicle operator's license.

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

- ◆ Proficiency in ESRI software products, including ArcMap, ArcGIS Pro, and ArcGIS Online, is required.
- ◆ Knowledge of programming languages (Python, Javascript, HTML) is desirable.
- ◆ Computer literate, including experience with MS Word, Excel, Access, and related software, and ability to troubleshoot computer systems and software. Experience with website development and maintenance and/or various proprietary GIS software products is desirable.
- ◆ Ability to interface and communicate effectively and professionally with the public, coworkers, Division Managers, etc. Ability to speak and give presentations to large groups.
- ◆ 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.*

Regularly required to walk, stand, sit, talk, and hear. Uses hands to finger, handles, feels or operates objects, tools, or controls and reaches with hands and arms as in picking up paper, files, and other common offices objects. May infrequently lift and/or move objects weighing up to 30 pounds such as tools, equipment, supplies, etc. Regularly operates an automobile/light truck. Must be able to access all levels of a construction site and traverse uneven terrain and is occasionally exposed to variable weather conditions and hazards associated with construction sites and facilities projects. Vision and hearing at or correctable to normal ranges.

Administrative work is generally performed in a normal office environment, not subject to extreme 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.

## *GIS Analyst*

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

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## Health Inspector

Department: Planning & Land Management/ Health  
Reports To: Public Health Director  
Appointed by: Town Manager

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

### **GENERAL SUMMARY:**

Under the general supervision of the Public Health Director, performs varied administrative and field service functions to effectively enforce the State Sanitary Code and all Department of Environmental Protection (DEP), state, and local regulations. Performs administrative work in aspects of the environmental health program for the Health Division. 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.*

- ◆ Processes applications from and issues licenses and permits to construct on-site wastewater disposal systems to residents and contractors during construction projects; reviews engineered plans and requires revisions as needed. Consults with residents, contractors, business owners, and real estate agents during construction process. Conducts inspections during septic system construction and ensures compliance with DEP, State Sanitary Code, and local regulations. Maintains accurate and detailed related records.
- ◆ Processes applications from and issues licenses and permits to homeowners looking for animal permits, food establishments, pool and recreational camps.
- ◆ Conducts soil evaluations to determine soil morphology and ground water levels, documenting all findings and making recommendations as appropriate.
- ◆ Performs routine inspections of food establishments, public pools, recreational camps, beaches, housing, nuisances, and hazmat facilities to ensure compliance with DEP, state, and local regulations. Investigates complaints related to such facilities and maintains detailed records of all such inspections and investigations. Drafts order letters as appropriate with input from the Public Health Director.
- ◆ Complies with the State Public Health Workforce Training Standards.
- ◆ Participates in the FDA Voluntary Retail Program Standards training and implementation for the Town.
- ◆ Coordinates activities with other departments and divisions to support the Health Division's mission or to provide support for other divisions. Reviews plans filed with the Building Division for potential sewage impacts and files results with the Water & Sewer Division.
- ◆ Directly provides services to Division customers by responding to questions, processing applications, issuing licenses

## *Health Inspector*

and permits, and offering guidance on public health issues, programs, and regulations.

- ◆ Conducts housing inspections in accordance with 105 CMR 410.000 of the State Sanitary Code. Provides code enforcement and files in Housing Court when necessary. Prepares inspection reports, order letters, and Court documents as required.
- ◆ 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 & SPECIAL REQUIREMENTS:**

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

- ◆ Bachelor's degree in biology, public health, natural science, physical science, or a related field with one to three years of progressively responsible experience in municipal public health inspection; or any equivalent combination of education and experience.
- ◆ DEP Certified Soil Evaluator license required.
- ◆ Must have experience with septic system design, planning and review; Title 5 System Inspector license preferred.
- ◆ Possession of a valid motor vehicle operator's license required.
- ◆ Must obtain and maintain clearance to obtain Criminal Offender Records Information (CORI).
- ◆ Must possess or be eligible to obtain, within one (1) year of employment the following certifications: Registered Sanitarian (RS) or Registered Environmental Health Specialist (REHS); Certified Pool Operator, Food Protection Manager Certification; MDPH Housing Inspector Training.

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

- ◆ Knowledge of the principles and practices involved in public health and the federal and state laws and regulations governing the services and work of town public health programs. Knowledge of effective public and community relations practices. Ability to read and interpret blueprints or construction drawings.
- ◆ Good interpersonal skills with an ability to communicate effectively both verbally and in writing with all members of the public in a courteous and tactful manner. Ability to establish and maintain good working relationships with coworkers and to supervise the work of subordinates. Ability to form connections with health agents in other communities.
- ◆ Ability to recognize town-wide priorities and work cooperatively to support their accomplishment. Ability to work with a high level of detail, to prioritize multiple tasks, and to deal effectively with interruptions. Ability to identify and analyze complex issues and to develop appropriate recommendations in cooperation with the Public Health Director.
- ◆ Ability to effectively operate computers and software necessary for the performance of job duties.
- ◆ Knowledge of occupational hazards and standard safety practices.

### **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.*

Performs frequent and extended periods of outside work at undeveloped sites, construction sites, or housing sites, subject

## *Health Inspector*

to all weather conditions and extremes and to rough, wet, and slippery terrain. Walking, standing, climbing, bending, and lifting required. Work requires some physical exertion, such as long periods of standing, walking over rough, uneven terrain, and recurring bending, crouching, reaching, and occasional lifting of moderately heavy items.

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

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

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## **Executive Assistant to the Town Manager & Select Board**

Department: Town Manager's Office  
Reports To: Town Manager  
Appointed by: Town Manager

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

### **GENERAL SUMMARY:**

Under the general supervision of the Town Manager, performs complex administrative work in assuring the efficient operation of the Town Manager's Office. Maintains and assists others with the maintenance of governmental, financial, personnel and other records. Works both independently and collaboratively in performing varied and responsible duties that require a thorough knowledge of the Town's operations, policies, procedures, and practices; a high degree of familiarity with government regulations and applicable laws; and proficiency with various computer applications. Duties typically involve the evaluation and interpretation of policies and circumstances requiring the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Appointee is called upon to handle a significant amount of complex details, each varying from the other in substance and content, requiring flexibility in the approach to work and assignments.

### **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 assistance to the public, town staff and committee/board members in person and via telephone. Answers incoming calls; responds to questions regarding Town procedures and operations; resolves citizen issues or re-directs questions and requests to the appropriate Town department. Opens, processes, routes, and responds to Departmental mail; skims mail to maintain knowledge of all incoming correspondence. Utilizes a high degree of judgment, discretion, and professional office protocols while working with and communicating regarding highly confidential and sensitive Town-wide information and contemplated policy actions.
- ◆ Composes correspondence and other communications to staff, citizens, officials, and others; gathers input from other parties as needed. Takes primary role and assists others in writing, editing, and disseminating various Town reports and communications including, but not limited to the Annual Town Report and Town Manager's weekly reports.
- ◆ Prepares and processes payroll, accounts payable, warrants, personnel status changes, and related documents for multiple operational units as assigned, utilizing software systems as applicable; authorizes payments on behalf of the Town Manager and/or Deputy Town Manager. May assist in carrying out organizational and communication tasks on behalf of various committees.
- ◆ Serves as lead coordinator and the main point of contact for Annual and Special Town Meetings by coordinating the many logistical issues associated with their occurrence; drafts yearly calendar for Select Board and Town Manager approval; collects, edits and transcribes warrant articles submitted by various town committees, boards, and citizen petitioners; coordinates printing of meeting warrants; compiles all necessary information and correspondence regarding meetings and ensures information is readily available to the public; works with various vendors and Town departments regarding meeting logistics and needs; attends pre-Town Meeting Moderator and staff workshops;

## *Executive Assistant to the Town Manager and Select Board*

attends town meeting sessions, public hearings, and other gatherings and assists with audio-visual, technological, and/ logistical requirements as assigned.

- ◆ Assists in posting information and notices on the Town's website and social media accounts; maintains and designs parts of the Town's website as assigned.
- ◆ Serves as a point of intake and referral for requests to use Town property to ensure that concerns such as public safety and proper liability coverage are addressed. Collects insurance certificates and applications for property use, and coordinates with staff for approvals and services.
- ◆ Maintains extensive confidential records including vendor and contract information, public and private correspondence, litigation files, land leases, collective bargaining history and positions, acquisition records and other important departmental documents; posts and records information; updates data and records; checks, sorts, records, and files various materials. May assist in responding to public record requests.
- ◆ Creates and maintains up-to-date records of administrative and operational procedures; provides functional written and verbal guidance to others in completion of tasks and projects; identifies and implements opportunities for process improvement.
- ◆ Serves as a building coordinator; communicates with building users and facilities staff regarding a wide variety of matters including use-protocols, supplies, energy-conservation, equipment, security, cleaning, maintenance, room set-ups and reservations, signage, and parking; monitors common areas such as hallways, breakrooms, and restrooms to ensure they are orderly and have necessary supplies.
- ◆ May support various boards or committees as needed; attends meetings; prepares and posts, agendas or committee correspondence; posts notices; arranges and sets-up rooms and equipment for in-person meetings.
- ◆ Assists in scheduling meetings and maintaining electronic calendars for the Town Manager, Deputy Town Manager, Select Board and Town Moderator; updates website meeting calendars where necessary.
- ◆ 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:**

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

- ◆ two to three years of college with at least five years of responsible, relevant experience; public sector experience preferred.

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

- ◆ High degree of familiarity with town government and a working knowledge of municipal operations and applicable laws.
- ◆ Proficiency using the Microsoft 365 suite and other administrative computer applications including video conferencing, collaboration, publishing, web design, accounts payable, financial management and human resources software solutions. Knowledge of processes, practices and requirements relevant to municipal government operations.
- ◆ Excellent interpersonal and customer service skills. Strong written and social media communication skills. Ability to communicate professionally, effectively and tactfully with the public, co-workers, department heads and other Town employees, officials and other agencies.

## *Executive Assistant to the Town Manager and Select Board*

- ◆ Strong time management and organizational skills; ability to work accurately and efficiently with a high level of detail; ability to prioritize work, deal effectively with interruptions and effectively perform multiple tasks independently within deadlines; ability to interpret directions in a fast-paced work environment; ability to identify and analyze complex issues and to develop appropriate recommendations.
- ◆ Ability to apply considerable discretion in maintaining highly confidential information.

### **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 is performed in a normal office environment, which is not subject to extreme variations of temperature, noise, odors, etc., and is subject to constant interruptions. Occasional periods working in public assembly areas. Frequently subjected to interruptions, the demands of other individuals, and the volume and /or rapidity with which tasks must be accomplished in fast-paced environment.

Must be able to lift and carry files, boxes and supplies weighing up to twenty-five pounds; ability to climb, crouch and/or bend to access office and storage areas required.

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

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## **Office Administrator- Fire**

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

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

### **GENERAL SUMMARY:**

Under the general supervision of the Fire 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 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 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 Fire Chief with preparation of annual budget; prepares monthly, annual and quarterly reports. Maintains budget for the LEPC and CEMA and for SAFE grants.
- ◆ Screens incoming mail and responds appropriately to matters not requiring the personal attention of the Fire Chief or action by municipal board.
- ◆ Composes and/or prepares correspondence, memorandums, meetings and legal notices, orders, warrants, vouchers, purchase orders, permits, reports, newsletters and agendas; schedules appointments and meetings. Schedules fire inspections as needed. Prepares annual uniforms bid; processes purchase orders; monitors each member's allowance; processes invoices/backorders from and payments to vendors.
- ◆ 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; enters information onto payroll company forms; prepares change of status forms; separates, reviews daily Fire Officers reports, Fire Incident reports and Emergency Medical reports for accuracy prior to filing.
- ◆ Prepares weekly accounts payable invoices and maintains all associated records. Collects fees for permits, copies, etc., and prepares accurate forms; prepares turnover/record payments of fees; prepares and sends invoices for outside details, copies of reports, MEMA, FEMA and HazMat reimbursements.

## *Office Administrator- Fire*

- ◆ 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:**

May occasionally instruct or show other employees how to perform the work.

### **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 coworkers.
- ◆ 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.

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## **GIS Technician**

Department: Information Technology  
Reports To: GIS Program Manager  
Appointed by: Town Manager

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

### **GENERAL SUMMARY:**

Under the general supervision of the Town Engineer, responsible for field GIS data collection, geodatabase feature class updating and maintaining, and map creation. Primary duties include data collection using GPS and other GIS equipment, maintaining geographic data sets for the Town and designing digital maps with geographic data and various other data sets, using ArcGIS and associated software. 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 flexibility in approach to workload.

### **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 project and program support to various departments through the use of GIS and databases, including but not limited to: data maintenance, verification of data accuracy, maintenance of metadata and maintenance of websites.
- ◆ Collects GIS data in the field using GPS and other GIS software, in coordination with other Public Works staff, ensuring spatial accuracy of datasets.
- ◆ Creates and maintains the maps for the Town, primarily using a combination of ArcGIS Desktop software (ArcCatalog, ArcMap and ArcGIS Pro) and ArcGIS Online. Works with both vector and raster datasets.
- ◆ Uses online GIS platforms (primarily ArcGIS Online) to create custom web maps and applications for various Town projects. Applications may need to be used by staff in the field.
- ◆ Trains employees in using GIS applications and collecting GIS data in the field. Provides guidance to employees in starting new data collection projects.
- ◆ Works with IT Department staff to ensure all data and metadata is maintained in formats consistent with adopted Town-wide standards.
- ◆ Provides technical review for GIS components and receives digital data submissions for data maintenance.
- ◆ 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:**

- ◆ Bachelor's degree in geography/cartography, GIS, civil engineering, land surveying, or a related field, plus 1 or more years of progressively responsible experience in the creation or maintenance of a Geographic Information System or in civil engineering; or any equivalent combination of education and experience. Municipal experience preferred.
- ◆ Valid motor vehicle operator's license.

**KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Proficiency in Esri software products, including ArcMap, ArcGIS Pro, and ArcGIS Online, is required.
- ◆ Experience with Esri data collection applications such as ArcGIS Collector, Field Maps, and Survey123 are desirable.
- ◆ Experience in Autodesk AutoCAD Map 3D software is preferred.
- ◆ Experience in GPS and conventional surveying equipment and methods, including total stations and GPS measuring devices is preferred.
- ◆ Computer literate, including experience with MS Word, Excel, Access, and related software, and ability to troubleshoot computer systems and software. Experience with website development and maintenance and/or various proprietary GIS software products is desirable.
- ◆ Ability to interface and communicate effectively and professionally with the public, coworkers, Division Managers, etc. Ability to speak and give presentations to large groups.
- ◆ 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.*

Performs site inspection/observation and survey responsibilities outdoors and is occasionally exposed to variable weather conditions and hazards associated with construction sites and facilities projects.

Regularly required to walk, stand, sit, talk, and hear. Uses hands to finger, handles, feels or operates objects, tools, or controls and reaches with hands and arms as in picking up paper, files, and other common offices objects. May infrequently lift and/or move objects weighing up to 30 pounds such as tools, equipment, supplies, etc.. Regularly operates an automobile/light truck. Must be able to access all levels of a construction site and traverse uneven terrain. Vision and hearing at or correctable to normal ranges.

Administrative work is generally performed in a normal office environment, not subject to extreme 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.

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.***

*GIS Technician*

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## **Office Coordinator- Fire**

Department: Fire  
Reports To: Assistant Fire Chief  
Appointed by: Town Manager

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

### **GENERAL SUMMARY:**

Under the general direction of the Assistant Fire Chief assigned to the Fire Prevention Division, provides skilled bookkeeping, computer applications, and clerical work to support records management within the Fire Department. Organizes, maintains, and ensures the compliance of a variety of public records. Ensures that access to department-specific confidential records and HIPPA protected records are controlled. 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 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 numerous 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.*

- ◆ Provides in-person customer service at the Fire Department lobby.
- ◆ Organizes, files, and monitors access to department-specific confidential records and information. Maintains knowledge of state statutes and department rules, regulations, and policies controlling the maintenance of and access to these records. Responds to public requests for records. Maintains log of and ensures the compliance of records requests. Maintains and processes all requests for permits, plans review, and ensures that all applications and associated payments are complete.
- ◆ Maintains the schedule for the Fire Prevention Division.
- ◆ Maintains processes and ensures the compliance of records of non-criminal fire code violations. Responsible for filing, preparation, notification, and review. Prepares auditing reports for submittal to the Department of Fire Services. Assists the Fire Prevention Staff with preparation for Fire Code Infraction Hearings.
- ◆ Assists with maintaining statistical records and compiling NFIRs reports for the State Fire Marshal's Office.
- ◆ Process EMS Patient Care Reports (PCRs). Ensures completeness and submits the reports to the third-party billing company.
- ◆ Processes record requests from the Office of the State Medical Examiner, and other government agencies
- ◆ Assists with the preparation of personnel changes of status and absence reporting.
- ◆ Assists as needed with department hiring and promotional processes.

## *Office Coordinator- Fire*

- ◆ Assists department personnel in the preparation of files and documents needed for follow-up investigations, hearings, and court proceedings.
- ◆ Assists department staff with a variety of administrative and clerical tasks, including processing weekly payroll and accounts payable/receivable, preparing purchase orders; maintaining personnel records, recording and submitting cash receipts to Town Treasurer. Provides clerical assistance for the Chief's office as assigned and assists the Chief in the absence of the Office Administrator.
- ◆ Maintains a database of accounts payable/receivable for private details and tracks outstanding payments.
- ◆ Maintains Filemaker databases and runs monthly reports for records requests and open burning permits.
- ◆ Assists department fire alarm specialist with maintaining a database of fire alarm subscribers. Prepares and processes annual billing invoices to fire alarm subscribers.
- ◆ Assists the department training officer with various administrative duties as required.
- ◆ Assists the department quartermaster with maintaining uniform allowance records.
- ◆ 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 diploma, including courses in accounting, bookkeeping, and office procedures, plus two years of accounting or general bookkeeping and word processing experience, preferably in a municipal setting; or an equivalent combination of education and experience.

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

- ◆ Knowledge of office procedures, practices, and terminology. Knowledge of the use of office and data processing equipment, business arithmetic, American business English, and spelling. Strong organizational and attention to detail skills.
- ◆ Ability to effectively operate computers and all required software, including word processing and department-specific and Town-specific software. Ability to keyboard at a sufficient speed for word processing and data entry. Ability to compose correspondence and to prepare and proofread reports as to form and logic.
- ◆ Ability to maintain detailed and extensive records, prepare accurate reports, and maintain strict confidentiality. Ability to maintain current knowledge of state statutes and department rules, regulations, and policies to ensure files are appropriately maintained and confidential data is not inappropriately disclosed.
- ◆ Ability to organize time, work independently, accomplish tasks, and maintain accuracy with frequent interruptions. Ability to work under time constraints and meet deadlines.
- ◆ Ability to communicate effectively and tactfully, both verbally and in writing, and to work cooperatively with the public, co-workers, other employees, departments, officials, vendors, attorneys, and other agencies.
- ◆ General knowledge of the operations and functions of other Town departments.

### **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.*

*Office Coordinator- Fire*

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.***



## **Office Coordinator- Police**

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

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

### **GENERAL SUMMARY:**

Under the general direction of the Division Commander or designee assigned to the Criminal Investigations Division, provides skilled bookkeeping, computer applications, and clerical work to support records management within the Police Department. Organizes, maintains, and ensures the compliance of a variety of public records. Ensures that access to department-specific confidential records is controlled. 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 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 numerous 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.*

- ◆ Responds to police department public, non-public, and commercial records requests. Provide MA Public Records exemption letters as required. Process CORI, in-house background checks, letters of good standing. Maintains Excel spreadsheet of annual records requests and commercial records requests. Process commercial records request fees, submit checks, log, and department deposit slip to Office Administrator for Town House submittal.
- ◆ Monitors police reports for accuracy, completeness and comprehension before distributing as records requests. Submit reports to officers/supervisors for corrections. Review crash reports on a weekly basis so that errors may be corrected by officers/supervisors. Export crash reports to the Registry of Motor Vehicles on a weekly basis.
- ◆ Organizes, files, and monitors access to department-specific confidential records and information. Maintains knowledge of state statutes and department rules, regulations, and policies controlling the maintenance of and access to these records. Responds to internal and public requests for records and maintains the Case File Sign-Out Log. Maintains and ensures the compliance of records requests per the Massachusetts Public Records Law.
- ◆ Maintains and ensures the compliance of incident/arrest reports. Transcribes police investigation reports in the department's automated records management system, and monitors reports for accuracy, completeness, and comprehension. Maintains hard copy record file and identifies missing or delinquent reports. Maintains master name database by updating contact information, sudden deaths, family members, merging duplicate files, correcting errors, etc.
- ◆ Maintains, transcribes and ensures the compliance of motor vehicle crash reports and associated documentation. Ensure copies of reports are submitted to the Registry of Motor Vehicles.
- ◆ Maintains, processes and ensures the compliance of automated records of motor vehicle citations/infractions where applicable. Responsible for filing, preparation, notification, and review of all retained copies of citations. Assists the Court Prosecutor with preparation for Motor Vehicle Infraction Hearings.

## *Office Coordinator- Police Department*

- ◆ Maintains statistical records and compiles information for NIBR's. Completes documentation and maintains the department's automated master name records system.
- ◆ Maintain legacy warrant files for bi-annual CJIS audit. File updated warrant validations provided by Lead Dispatcher. Create Secondary Dissemination Log for preceding 12 months. Pull legacy warrant files for auditor's review. Create procedure, filing system, and maintenance of active CJIS stolen plate/motor vehicle, missing persons, stolen guns, etc., files currently located in dispatch that will be moved to Records Room.
- ◆ Cross references departmental case files and CJIS with existing Warrant Management System (WMS) in Microsoft Access database.
- ◆ Assists with application processing for Firearms ID and License to Carry. Performs quarterly internal CJIS audit of MIRCS firearms licensing fees.
- ◆ Assists department personnel in the preparation of files and documents needed for follow-up investigations, District Attorney's Office, or for presentation in court.
- ◆ Provide Town Records Manager/Municipal Archivist with monthly police department records request log.
- ◆ Provides clerical assistance for the Chief's Office and Captain as assigned and assists the Chief in the absence of the Office Administrator. Assists department staff with a variety of administrative and clerical tasks. Performs special projects and related responsibilities as initiated and requested.
- ◆ Maintains department forms. Updates old department forms to electronic, fillable forms. Organizes and updates department forms on the y: drive for ease of access. Creates, maintains, and distributes department rosters, seniority lists, contact rosters, organization chart, Summer Youth Academy certificates, etc
- ◆ Maintains Microsoft Access databases and runs monthly reports for records requests, Licenses to Carry, case management and open warrants.
- ◆ Processes CORI, in-house background checks, letters of good standing, and records requests. Assists with new hire background reports.
- ◆ Processes Hawkers and Peddlers permits for Annual Patriot's Day Parade. Handles all correspondence with vendors, collects completed applications, documentation, and fees. Provides receipts, permits, and rules of compliance on parade day to vendors. Provides spreadsheet of vendor fees, checks received, and copies of permits issued to appropriate personnel for submittal to Town House. Responds to walk-in or phone calls from residents and the general public which may be either routine matters, require problem resolution, or police referral. Handles complaints and contact with irate callers and passes information on to officers for follow-up. Handles more difficult contacts that are forwarded by dispatch.
- ◆ Attends annual MA Public Records Law training(s) for Public Safety Records Access Officers as well as Records Management Procedure training(s).
- ◆ 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 diploma, including courses in accounting, bookkeeping, and office procedures, plus two years of accounting or general bookkeeping and word processing experience, preferably in a municipal setting; or an equivalent combination of education and experience.

**KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Knowledge of office procedures, practices, and terminology. Knowledge of the use of office and data processing equipment, business arithmetic, American business English, and spelling. Strong organizational and attention to detail skills.
- ◆ Ability to effectively operate computers and all required software, including word processing and department-specific and Town-specific software. Ability to keyboard at a sufficient speed for word processing and data entry. Ability to compose correspondence and to prepare, type, and proofread reports as to form and logic flow.
- ◆ Ability to maintain detailed and extensive records, prepare accurate reports, and maintain strict confidentiality. Ability to maintain current knowledge of state statutes and department rules, regulations, and policies to ensure files are appropriately maintained and confidential data is not inappropriately disclosed.
- ◆ Ability to organize time, work independently, accomplish tasks, maintain accuracy with frequent interruptions, and to work under time constraints and meet deadlines.
- ◆ Ability to communicate effectively and tactfully, both verbally and in writing, and to work cooperatively with the public, co-workers, other employees, departments, officials, vendors, attorneys, and other agencies.
- ◆ General knowledge of the operations and functions of other Town departments.
- ◆ Notary Public (preferred) or ability to obtain within 6 months.

**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 is performed in a normal office environment, which is not subject to extreme variations of temperature, noise, odors, etc., and is subject to constant interruptions. Occasional periods working in public assembly areas. Frequently subjected to interruptions, the demands of other individuals, and the volume and /or rapidity with which tasks must be accomplished in fast-paced environment.

Must be able to lift and carry files, boxes and supplies weighing up to twenty-five pounds; ability to climb, crouch and/or bend to access office and storage areas required.

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

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## **Outreach Coordinator**

Department:	Human Services- Senior Services	Salary Grade:	5
Reports To:	Social Services Supervisor	FLSA Status:	Exempt
Appointed by:	Town Manager	Date:	July 2023

### **GENERAL SUMMARY:**

Under the general supervision of the Social Services Supervisor, assists the COA in providing social services for Concord seniors. 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 flexibility in approach to workload. Follows department guidelines and procedures. Errors could result in reduced levels of service, poor public relations, and potential danger to the general 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.*

- ◆ Provides case management for Concord seniors, as assigned by supervisor.
- ◆ Conducts office and/or in-home interviews with seniors and their families or legal guardians in order to assess seniors' needs and facilitate access to needed services and activities while maintaining professional ethical boundaries. This may include reports to Elder Protective Services, emergency services and other Town departments including the Board of Health and law enforcement.
- ◆ Makes appropriate referrals to other agencies for needed services with permission of the client.
- ◆ Develops and accurately maintains client files, including Initial Assessment, Progress Notes, Care Plans, Release of Information Forms, and records of family and emergency contacts and referrals.
- ◆ Assists clients in accessing senior resources such as elder law, Social Security, food stamps, health and medical resources, housing, fuel assistance, tax assistance, and health insurance. Assists clients in filling out necessary applications to obtain needed services from appropriate agencies.
- ◆ Interacts with and maintains good working relationships with other area senior service organizations.
- ◆ Follows up on all assistance requests to ensure that needed services are provided or alternative measures are taken.
- ◆ Works to empower clients by encouraging them to take positive appropriate actions to help themselves.
- ◆ Uses client database system to maintain client records using established office protocols. Uses a system of organization that ensures familiarity with caseload and regular contact with clients.
- ◆ Maintains accurate records of work time, mileage, and expenses.

## *Outreach Coordinator*

- ◆ 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:**

- ◆ Duties require knowledge equivalent to a Bachelor's Degree in Human Services and two or more years of experience working with the senior population, or any equivalent combination of education and experience.
- ◆ Valid motor vehicle operator's license required, with a safe driving record and ability to provide own transportation.
- ◆ Ability to be cleared through the Criminal Offender Record Information (CORI) background check.

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

- ◆ Excellent written and verbal communication skills. Ability to interface and communicate effectively, professionally, and with a high level of patience, tact, and discretion. Communicates regularly with seniors and the general public.
- ◆ Strong organizational and interpersonal 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.
- ◆ Strong computer skills; experience with Microsoft Office preferred.

### **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.*

Approximately one-half of time consists of outreach work, including conducting in-home visits in varying conditions. Outreach work can take place in all weather conditions. Employee must be able to traverse uneven terrain.

Approximately one-half of time consists of work performed under shared office conditions. The noise level is moderate to loud at times. Frequently subjected to the demands of other individuals and the volume and/or rapidity with which tasks must be accomplished. Has frequent contact with the general public in person, by telephone, and by email.

Operates computer, printers, facsimile machine, copier, calculator and other standard office equipment, requiring eye-hand coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching, and stooping may also be required. Also operates an automobile.

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

Department:	Public Works- Water & Sewer Division	Salary Grade:	2
Reports To:	Water & Sewer Superintendent	FLSA Status:	Non-Exempt
Appointed by:	Town Manager	Date:	July 2023

### **GENERAL SUMMARY:**

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

### **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.*

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

## Senior Crew Member- Water & Sewer Division

- ◆ Assists other Divisions, as 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:**

- ◆ Possession of valid MA Class D driver's license.
- ◆ High school diploma, or equivalent.
- ◆ Two to three years of related experience in construction, municipal water and sewer system operations, landscaping, or related work experience; or any equivalent combination of education and experience.
- ◆ Position requires the following licenses which must be obtained within the first six (6) months of employment (possession of license upon hire preferred):
  - Class B Commercial Driver's License, with air brake endorsement.
  - Massachusetts Hoisting Engineer 2B License.

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

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

### **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.*

Frequent walking, standing, bending, climbing and lifting; frequent periods requiring sustained uncomfortable physical positions requiring lifting and pulling operations. May work 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. Frequently lifts supplies and equipment weighing 100 pounds, utilizing proper body mechanics and techniques. Frequent and extended periods of outside work, subject to all weather conditions and extremes.

Operates and exercises caution when operating equipment or handling toxic chemicals or other materials. Exposure to loud noise levels and high vibrations from equipment. Utilizes proper sanitary precautions when performing sewer work, handling trash, garbage and other potential bio-hazards.

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*Senior Crew Member- Water & Sewer Division*

***change by the employer, as the needs of the employer and requirements of the job change.***

TOWN OF CONCORD  
Personnel Policy and Procedure #7-2

**Miscellaneous Compensation Schedule – Recreation**  
***Date Effective: 8/1/2023***

**POSITION TITLE**

➤ **Recreation Associate**

*Temporary and Limited-Status employees of Recreation Department shall hold the position of "Recreation Associate." Recreation Associates may perform more than one function for the department and may be paid at different rates of pay. The approved function titles and pay ranges are contained in this schedule.*

➤ ~~**Swim/Fitness Specialist**~~

~~*This Miscellaneous Compensation Schedule shall also be used to determine function titles and pay ranges for regular status employees holding the position of "Swim/Fitness Specialist" in the SF-1 Grade of the Classification and Compensation Plan.*~~

**FUNCTION TITLE**

**MINIMUM**

**MAXIMUM**

**SWIM & FITNESS - GENERAL**

Waterfront Director	\$21.00	\$35.00
Aquatics Generalist	\$15.00	\$25.00
Head Lifeguard	\$21.00	\$30.00
Lifeguard	\$15.75	\$20.00
Water Safety Instructor	\$17.00	\$25.00
Water Fitness Instructor	\$36.00	\$50.25
Swim Coach		
<i>Assistant</i>	\$15.50	\$19.50
<i>Head</i>	\$20.00	\$31.00
<del>Swim Aide</del>	<del>\$15.00</del>	
Group Exercise Instructor	\$46.00	\$75.00*
		* - Max is \$63.04 for S/F Specialist
Fitness Trainer	\$16.00	\$27.00
Private Personal Fitness Trainer	\$35.00	\$50.00

**SUMMER PROGRAMS**

Summer Program Instructor	\$15.75	\$40.00
Summer Program Assistant	\$15.00	\$25.75
Counselor in Training Coordinator	\$15.00	\$25.75
Camp Director	\$25.25	\$45.00
Assistant Camp Director	\$20.00	\$35.00
Summer Health Care Supervisor	\$20.00	\$30.00
Camp Specialist	\$15.75	\$24.25
Lead Counselor	\$16.75	\$18.25
Counselor	\$15.00	\$16.75
Junior Counselor	\$15.00	\$15.00

**CHILDCARE PROGRAMS**

Lead Teacher	\$22.00	\$30.00
Teacher	\$18.50	\$22.00
Assistant Teacher	\$15.00	\$18.50
Site Coordinator	\$25.00	\$30.00
Group Leader	\$17.75	\$25.00
Assistant Group Leader	\$15.00	\$17.75

**FUNCTION TITLE**

**MINIMUM**

**MAXIMUM**

**GENERAL RECREATION**

Intern	\$15.00	\$18.00
Nurse	\$25.00	\$50.00
Beede Member Service Assistant	\$15.00	\$17.50
Office Clerk	\$15.00	\$22.25
Office Assistant	\$15.75	\$26.50
Inclusion Aide	\$18.00	\$30.00
Private Program Instructor	\$20.00	\$60.00
Program Instructor	\$20.00	\$45.00
Program Assistant	\$15.00	\$18.00
Program Director	\$20.00	\$40.00
Site Supervisor, Level 1	\$15.00	\$18.00
Site Supervisor, Level 2	\$19.00	\$22.00

TOWN OF CONCORD  
Personnel Policy and Procedure #7-2

**Miscellaneous Compensation Schedule – Recreation**  
***Date Effective: 8/1/2023***

**POSITION TITLE**

➤ **Recreation Associate**

*Temporary and Limited-Status employees of Recreation Department shall hold the position of "Recreation Associate." Recreation Associates may perform more than one function for the department and may be paid at different rates of pay. The approved function titles and pay ranges are contained in this schedule.*

**FUNCTION TITLE**

**MINIMUM**

**MAXIMUM**

**SWIM & FITNESS - GENERAL**

Waterfront Director	\$21.00	\$35.00
Aquatics Generalist	\$15.00	\$25.00
Head Lifeguard	\$21.00	\$30.00
Lifeguard	\$15.75	\$20.00
Water Safety Instructor	\$17.00	\$25.00
Water Fitness Instructor	\$36.00	\$50.25
Swim Coach		
<i>Assistant</i>	\$15.50	\$19.50
<i>Head</i>	\$20.00	\$31.00
Swim Aide	\$15.00	
Group Exercise Instructor	\$46.00	\$75.00*
		* - Max is \$63.04 for S/F Specialist
Fitness Trainer	\$16.00	\$27.00
Private Personal Fitness Trainer	\$35.00	\$50.00

**SUMMER PROGRAMS**

Summer Program Instructor	\$15.75	\$40.00
Summer Program Assistant	\$15.00	\$25.75
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Assistant Camp Director	\$20.00	\$35.00
Summer Health Care Supervisor	\$20.00	\$30.00
Camp Specialist	\$15.75	\$24.25
Lead Counselor	\$16.75	\$18.25
Counselor	\$15.00	\$16.75
Junior Counselor	\$15.00	\$15.00

**CHILDCARE PROGRAMS**

Lead Teacher	\$22.00	\$30.00
Teacher	\$18.50	\$22.00
Assistant Teacher	\$15.00	\$18.50
Site Coordinator	\$25.00	\$30.00
Group Leader	\$17.75	\$25.00
Assistant Group Leader	\$15.00	\$17.75

**FUNCTION TITLE**

**MINIMUM**

**MAXIMUM**

GENERAL RECREATION

Intern	\$15.00	\$18.00
Nurse	\$25.00	\$50.00
Beede Member Service Assistant	\$15.00	\$17.50
Office Clerk	\$15.00	\$22.25
Office Assistant	\$15.75	\$26.50
Inclusion Aide	\$18.00	\$30.00
Private Program Instructor	\$20.00	\$60.00
Program Instructor	\$20.00	\$45.00
Program Assistant	\$15.00	\$18.00
Program Director	\$20.00	\$40.00
Site Supervisor, Level 1	\$15.00	\$18.00
Site Supervisor, Level 2	\$19.00	\$22.00

## Magnolia Begley

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**From:** Jessica Porter  
**Sent:** Tuesday, February 6, 2024 8:23 AM  
**To:** All Employees  
**Subject:** Policy Amendment: PPP 10.7-2 UNIFORMS  
**Attachments:** PROPOSED AMENDMENT PPP 10.7-2.pdf; COMPARISON RED LINE.pdf; General Reimbursement Form 10 25 24.xlsx

Good morning, everyone!

Section 3. PERSONNEL POLICIES AND PROCEDURES of the Town Bylaw, provides for the following:

“The Personnel Board and Town Manager shall adopt and maintain personnel policies and procedures as needed to implement and interpret the provisions of the Personnel Bylaw. Employees shall be provided an opportunity to review and comment on any proposed personnel policy that could have a significant impact on the conditions of their employment.”

As such, Town of Concord Personnel Policy and Procedure # 10.7-2, Uniforms and Safety Equipment has been reviewed and updated and you are being provided this information as it may either impact conditions of your employment or that of employees who report to you, or both.

Attached are:

1. A clean copy of the proposed amended PPP 10.7-2
2. A redline version showing the proposed changes between the two
3. Template reimbursement form that will be used in conjunction with the revised policy

The uniform our employees wear while performing their duties is intended to create a sense of unity across Town employees as well as a recognizable professionalism to our residents. Buying in bulk creates cost efficiencies while ensuring safety criteria at met while allowing for operational differences.

On behalf of the Town manager and your Department leadership, we are pleased to update this policy and appreciate all of your efforts to ensure continuity of services to our Concord residents. **I anticipate this policy will be before the Personnel Board at the February 21<sup>st</sup> meeting.** You may attend this meeting in person at the Town House (select board meeting room) or via ZOOM (<https://us02web.zoom.us/j/88058794530?pwd=TzRzOW1oaGNhVVdDZ3RXUm9iSWxMdzo9>). The meeting is scheduled for 5:15 p.m. that evening.

Should you have any questions or feedback, please do not hesitate to reach out.

Jess

Jessica Porter, M.P.A.  
Assistant Town Manager/Interim HR Director  
Town of Concord  
55 Church Street  
West Concord, MA 01742

T: 978-318-3028  
F: 978-318-3393  
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TOWN OF CONCORD  
Personnel Policy and Procedure #10.7-2

**Uniforms and Safety Equipment**

*Date Issued:  
Supersedes PPP #10.7-2*

**Personnel Bylaw**

As authorized under the Personnel Bylaw, Section 10, "Pay Policies" and Subsection 10.7 "Other Special Pays", "the Town Manager may adopt schedules to provide employees with special pays that are consistent with the municipal employment market." The following Personnel Policy outlines one such form of compensation entitled "Uniform Pay".

**Purpose and Scope**

The purpose of this document is to establish the policy for the administration of Section 10 "Pay Policies" and Subsection 10.7, "Other Special Pays" through the establishment of a Personnel Policy entitled, "Uniforms and Safety Equipment" which shall apply to employees specified in the policy and other classes of work that may be approved from time to time. All provisions of this policy are contingent upon sufficient funding being allocated and approved by Town Meeting.

**Uniforms**

Due to the physical nature and specialized working conditions involved in the performance of their respective job responsibilities, eligible employees shall be provided with uniforms as follows:

**A. The Public Works Department**

The Public Works Director is authorized to designate job titles whose incumbents meet specific criteria based on their working conditions, essential job functions and occupational safety requirements.

Eligible employees in Public Works include the following:

**Administration**

Director of Public Works  
Environmental Health & Safety Manager

**Engineering Division**

Assistant Town Engineer  
Associate Engineer  
Engineering Technician  
Public Works Engineer  
Senior Public Works Engineer  
Town Engineer

**Facilities Division**

Assistant Facilities Manager  
Building Custodian  
Crew Leader/ Electrician & Carpenter  
Facilities Manager  
HVAC Technician/ Master Plumber  
HVAC Technician  
Senior Building Custodian  
Senior Facilities/ Landscape Maintainer

**Water/ Sewer Division**

Assistant Water/ Sewer Superintendent  
Crew Leader  
Crew Member  
Environmental & Regulatory Coordinator  
Public Works Supervisor  
Senior Crew Member  
Senior Environmental & Regulatory Coordinator  
Senior Public Works Engineer  
Senior Treatment System Operator  
System Maintainer  
Treatment System Operator  
Water/ Sewer Superintendent\_

**Highway & Grounds Division**

Assistant Highway & Grounds Superintendent  
Highway & Grounds Superintendent  
Operations Manager  
Program Analyst

The Director, or designee, shall ensure that eligible employees are supplied with shirts, pants, and outerwear provided by a vendor who shall be contracted by the Public Works Director and approved by the Town Manager. As available and desired, such items may be cleaned by a uniform services company as contracted by the Public Works Director and approved by the Town Manager.

**B. Municipal Light Plant**

The Concord Municipal Light Plant (“CMLP”) Director is authorized to designate job titles whose incumbents meet specific criteria based on their working conditions, essential job functions and occupational safety requirements.

Eligible employees in the Concord Municipal Light Plant include the following:

**Line Division**

Crew Leader  
Equipment/Line Operator  
Lineworkers

**Engineering Division**

CMLP Assistant Director  
CMLP Director  
Electrical Engineer  
Engineering Technician  
Lead Electrical Engineer  
Senior Engineering Technician

**Metering Division**

Meter Supervisor  
Meter Technician  
Utility Electrician  
Senior Meter Technician  
Senior Utility Electrician

**Maintenance Division**

Maintenance and Warehouse Coordinator  
Senior Master Mechanic

**Broadband**

Lead Broadband Technician  
Senior Broadband Technician  
Broadband Technician

The Director, or designee, shall ensure that eligible employees are supplied with shirts, pants, jackets, jumpsuits, overalls and rain gear that meet departmental requirements for arc rating. In addition, eligible personnel within the Engineering Division shall be provided with substation flash gear provided by a vendor who shall be contracted by the CMLP Director and approved by the Town Manager.

**C. Miscellaneous, Field-Based Staff and Inspections Personnel**

The Town Manager or CFO designee is authorized to designate job titles whose incumbents meet specific criteria based on their working conditions, essential job functions and occupational safety requirements.

Eligible employees in these areas include:

**Inspections Personnel**

Assistant Assessor  
Assistant Electrical Inspector  
Assistant Local Inspector  
Assistant Natural Resources Director  
Assistant Plumbing & Gas Inspector  
Building Commissioner  
Electrical Inspector  
Health Director  
Local Inspectors  
Natural Resources Director  
Plumbing & Gas Inspector

**Field-Based Personnel**

Land ~~Management Personnel~~Manager  
Ranger

**Human Services Personnel**

Outreach Workers  
Outdoor Recreation Staff  
Maintenance/Custodial Staff

**Economic Vitality & Tourism**

Tourism Manager  
Visitor Center Associate

Public Health Inspectors

Public Health Nurse

Sanitary Inspector

Town Assessor

D. Work Boots and Workplace Footwear

The Town may issue work boots at the Town's expense to eligible employees designated within this policy that are necessary for the performance of their jobs and are necessary to ensure workplace safety during the course of their daily work and department operations. Footwear standards and safety criteria shall be determined in writing by the respective department head and approved by the Town Manager. The amount of the footwear allowance per fiscal year will vary, dependent on the nature of work performed and safety requirements. Eligible employees will receive direct reimbursement following the submittal of a completed General Reimbursement Form, provided below, and an invoice detailing the purchase of work shoes or boots to be used while carrying out the duties of their position and which meet the footwear standards and safety criteria determined by their department head and approved by the Town Manager.

E. Prescription Safety Glasses

The Town shall provide prescription safety glasses up to a maximum of \$500 per ~~calendar~~fiscal year for employees who require them, based on a doctor's prescription. Eligible employees will receive direct reimbursement following the submittal of a completed General Reimbursement Form, provided below, and an invoice detailing the purchase of prescription safety glasses to be used while carrying out the duties of their position and which meet the standards and safety criteria determined by their department head and approved by the Town Manager.

TOWN OF CONCORD  
Personnel Policy and Procedure #10.7-2

**Uniforms and Safety Equipment**

*Date Issued:  
Supersedes PPP #10.7-2*

**Personnel Bylaw**

As authorized under the Personnel Bylaw, Section 10, "Pay Policies" and Subsection 10.7 "Other Special Pays", "the Town Manager may adopt schedules to provide employees with special pays that are consistent with the municipal employment market." The following Personnel Policy outlines one such form of compensation entitled "Uniform Pay".

**Purpose and Scope**

The purpose of this document is to establish the policy for the administration of Section 10 "Pay Policies" and Subsection 10.7, "Other Special Pays" through the establishment of a Personnel Policy entitled, "Uniforms and Safety Equipment" which shall apply to employees specified in the policy and other classes of work that may be approved from time to time. All provisions of this policy are contingent upon sufficient funding being allocated and approved by Town Meeting.

**Uniforms**

Due to the physical nature and specialized working conditions involved in the performance of their respective job responsibilities, eligible employees shall be provided with uniforms as follows:

**A. The Public Works Department**

The Public Works Director is authorized to designate job titles whose incumbents meet specific criteria based on their working conditions, essential job functions and occupational safety requirements.

Eligible employees in Public Works include the following:

**Administration**

Director of Public Works  
Environmental Health & Safety Manager

**Engineering Division**

Assistant Town Engineer  
Associate Engineer  
Engineering Technician  
Public Works Engineer  
Senior Public Works Engineer  
Town Engineer

**Facilities Division**

Assistant Facilities Manager  
Building Custodian  
Crew Leader/ Electrician & Carpenter  
Facilities Manager  
HVAC Technician/ Master Plumber  
HVAC Technician  
Senior Building Custodian  
Senior Facilities/ Landscape Maintainer

**Water/ Sewer Division**

Assistant Water/ Sewer Superintendent  
Crew Leader  
Crew Member  
Environmental & Regulatory Coordinator  
Public Works Supervisor  
Senior Crew Member  
Senior Environmental & Regulatory Coordinator  
Senior Public Works Engineer  
Senior Treatment System Operator  
System Maintainer  
Treatment System Operator  
Water/ Sewer Superintendent

**Highway & Grounds Division**

Assistant Highway & Grounds Superintendent  
Highway & Grounds Superintendent  
Operations Manager  
Program Analyst

The Director, or designee, shall ensure that eligible employees are supplied with shirts, pants, and outerwear provided by a vendor who shall be contracted by the Public Works Director and approved by the Town Manager. As available and desired, such items may be cleaned by a uniform services company as contracted by the Public Works Director and approved by the Town Manager.

**B. Municipal Light Plant**

The Concord Municipal Light Plant (“CMLP”) Director is authorized to designate job titles whose incumbents meet specific criteria based on their working conditions, essential job functions and occupational safety requirements.

Eligible employees in the Concord Municipal Light Plant include the following:

**Line Division**

Crew Leader  
Equipment/ Line Operator  
Lineworkers

**Engineering Division**

CMLP Assistant Director  
CMLP Director  
Electrical Engineer  
Engineering Technician  
Lead Electrical Engineer  
Senior Engineering Technician

**Metering Division**

Meter Supervisor  
Meter Technician  
Utility Electrician  
Senior Meter Technician  
Senior Utility Electrician

**Maintenance Division**

Maintenance and Warehouse Coordinator  
Senior Master Mechanic

**Broadband**

Lead Broadband Technician  
Senior Broadband Technician  
Broadband Technician

The Director, or designee, shall ensure that eligible employees are supplied with shirts, pants, jackets, jumpsuits, overalls and rain gear that meet departmental requirements for arc rating. In addition, eligible personnel within the Engineering Division shall be provided with substation flash gear provided by a vendor who shall be contracted by the CMLP Director and approved by the Town Manager.

**C. Miscellaneous, Field-Based Staff and Inspections Personnel**

The Town Manager or designee is authorized to designate job titles whose incumbents meet specific criteria based on their working conditions, essential job functions and occupational safety requirements.

Eligible employees in these areas include:

**Inspections Personnel**

Assistant Assessor  
Assistant Electrical Inspector  
Assistant Local Inspector  
Assistant Natural Resources Director  
Assistant Plumbing & Gas Inspector  
Building Commissioner  
Electrical Inspector  
Health Director  
Local Inspectors  
Natural Resources Director  
Plumbing & Gas Inspector

**Field-Based Personnel**

Land Manager  
Ranger

**Human Services Personnel**

Outreach Workers  
Outdoor Recreation Staff  
Maintenance/Custodial Staff

**Economic Vitality & Tourism**

Tourism Manager  
Visitor Center Associate

Public Health Inspectors  
Public Health Nurse  
Sanitary Inspector  
Town Assessor

D. Work Boots and Workplace Footwear

The Town may issue work boots at the Town's expense to eligible employees designated within this policy that are necessary for the performance of their jobs and are necessary to ensure workplace safety during the course of their daily work and department operations. Footwear standards and safety criteria shall be determined in writing by the respective department head and approved by the Town Manager. The amount of the footwear allowance per fiscal year will vary, dependent on the nature of work performed and safety requirements. Eligible employees will receive direct reimbursement following the submittal of a completed General Reimbursement Form, provided below, and an invoice detailing the purchase of work shoes or boots to be used while carrying out the duties of their position and which meet the footwear standards and safety criteria determined by their department head and approved by the Town Manager.

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The Town shall provide prescription safety glasses up to a maximum of \$500 per fiscal year for employees who require them, based on a doctor's prescription. Eligible employees will receive direct reimbursement following the submittal of a completed General Reimbursement Form, provided below, and an invoice detailing the purchase of prescription safety glasses to be used while carrying out the duties of their position and which meet the standards and safety criteria determined by their department head and approved by the Town Manager.

**Town of Concord**  
**Regular Status Hires and Terminations**  
**YTD 2023 (January through December 2023)**

Department	12-31-23 Headcount		YTD 2023 Hires		YTD 2023 Terminations			
	RFT	RPT	RFT	RPT	RFT		RPT	
					Resignations	Retirements	Resignations	Retirements
Finance	16	1	2		2	2		
Fire	49		4		2	1		
Human Resources	4		1		1		1	
Human Services	20	3	4		8		1	
Information Technology	9	1	3					1
Library	20	6	4		3		1	
Light Plant	39		2		1			
Planning & Land Management	17	1	2		1	2		
Police	42		8		6	2		
Public Works	59		11		4	4		
Town Manager's Office	9		4		2	1		
<b>Grand Totals</b>	<b>284</b>	<b>12</b>	<b>45</b>		<b>30</b>	<b>12</b>	<b>3</b>	<b>1</b>

**Town of Concord**  
**Regular Status Non-Union Employee Comp Ratio Data Summary**  
**January 1, 2024**

<b>Average Compa Ratio by Gender</b>		
<b>Gender</b>	<b>Number of Employees</b>	<b>Avg of Compa Ratio</b>
Man / Male	93	0.96
Woman / Female	81	0.96
<b>Grand Total</b>	<b>174</b>	<b>0.96</b>

<b>Average Age by Gender</b>		
<b>Gender</b>	<b>Number of Employees</b>	<b>Average of Age</b>
Man / Male	93	46.3
Woman / Female	81	53.3
<b>Grand Total</b>	<b>174</b>	<b>49.6</b>

<b>Average Compa Ratio by Age</b>		
<b>Age Range</b>	<b>Number of Employees</b>	<b>Average of Compa Ratio</b>
Under 30	12	0.92
30 - 39	30	0.93
40 - 49	36	0.97
50 - 59	56	0.97
60 & Over	40	0.98
<b>Grand Total</b>	<b>174</b>	<b>0.96</b>

<b>Average Compa Ratio by Race</b>		
<b>Race</b>	<b>Number of Employees</b>	<b>Average of Compa Ratio</b>
American Indian or Alaska Native	1	0.94
Asian	3	0.95
Black or African American	1	0.97
Hispanic or Latino	4	0.99
Not Hispanic or Latino	4	0.93
White	149	0.96
Not Specified	12	0.95
<b>Grand Total</b>	<b>174</b>	<b>0.96</b>

**Town of Concord  
Regular Status Employee Data Summary  
January 1, 2024**

<b>Total Active Regular Status Employees - Age and Gender</b>				
<b>Age Group</b>	<b>Not Specified</b>	<b>Man / Male</b>	<b>Woman / Female</b>	<b>Grand Total</b>
Under 30	1	24	10	35
30 - 39	1	59	20	80
40 - 49	1	33	18	52
50 - 59		40	39	79
60 & Over		21	29	50
<b>Grand Total</b>	<b>3</b>	<b>177</b>	<b>116</b>	<b>296</b>

<b>Total Active Regular Status Employees by Department</b>	<b>Filled Positions</b>
Finance	17
Fire	49
Human Resources	26
Human Services	42
Information Technology	59
Library	4
Light Plant	23
Planning & Land Management	10
Police	39
Public Works	18
Town Managers Office	9
<b>Grand Total</b>	<b>296</b>

<b>Total Active Regular Status Race/Ethnicity</b>	<b># of Employees</b>	<b>%</b>
American Indian or Alaska Native	1	0.3%
Asian	6	2.0%
Black or African American	4	1.4%
Hispanic or Latino	6	2.0%
Two or more races (Not Hispanic or Latino)	1	0.3%
Not Hispanic or Latino	6	2.0%
White	251	84.8%
Not Specified	21	7.1%
<b>Grand Total</b>	<b>296</b>	

<b>FY</b>	<b>Number of Employees</b>	<b>Number of Terminations</b>	<b>Turnover</b>
YTD FY24*	292	19*	6.5%*
FY23	281	35	12.5%
FY22	286	44	15.4%
FY21	290	31	10.7%
FY20	286	35	12.2%
FY19	269	27	10.0%

\*Turnover for first Half of FY24

# Personnel Board Charge

## DRAFT

### Mission Statement:

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

[goal: condense above to one sentence]

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

### Purpose and Scope:

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

### Membership:

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

### Duties and Responsibilities:

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


- a) the Personnel Board will review and confirm job classifications, minimum and maximum wage brackets, and salary schedules for all non-union, regular town positions with the Town Manager and the HR Director for approval by Town Meeting, with the exception of:

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

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



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

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

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

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

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

**Employee Relations:** The Personnel Board will support  non-union, regular town employees in developing and maintaining a positive work culture and environment.  The Personnel Board will review regular employee surveys and make recommendations to the HR Director, Town Manager and Select Board as to how the Town might respond and improve the work culture for Town employees

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