

TOWN OF CONCORD PERSONNEL BOARD

AGENDA

Wednesday, April 10, 2024

5:15 p.m.

55 Church St & Zoom Video Conference

Join Zoom Meeting

<https://us02web.zoom.us/j/85461671990?pwd=TXlvSctVVGRGNFAzUE8vQ3lBTHZvZz09>

Meeting ID: 854 6167 1990

Passcode: 828906

- 1. Call to Order**
- 2. Approval of Minutes**
 - January 2, 2024
 - February 21, 2024
 - March 13, 2024
- 3. Assistant Town Manager/Interim Human Resources Director's Report**
- 4. Classification Actions**
 - Review of updated job descriptions
- 5. Town Meeting Presentation Preparation (Articles 4 & 5)**
- 6. Discussion: Will the Personnel Board continue to approve each job description that was included in the July 1, 2023 Classification and Compensation Plan?**
- 7. Discussion: Will the Personnel Board approve job descriptions as they are added or adjusted within the existing Classification and Compensation Plan?**
- 8. Discussion of Personnel Board Charge and Timeline**
- 9. Adjournment**

Meeting materials will be available at: www.concordma.gov/PersonnelBoard

TOWN OF CONCORD PERSONNEL BOARD

MINUTES

Wednesday, February 21, 2024 at 5:15 p.m.

Town House Select Board Room & Zoom Video Conference

Select Board Room & Zoom Video Conference Join Zoom Meeting

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

Meeting ID: 880 5879 4530 Passcode: 325243

Attendees: Kate Ryan ((Kate), Bill Mrachek (Bill), Liz Cobbs (Liz). (Joe Emerick absent)
Additional Attendees: Kimberly Crum, Mark Howell, Jessica Porter, Aaron Miklosko

1. Call to Order

- 5:15pm Liz Cobbs called the meeting to order. Bill will be the Clerk. Quorum confirmed.

2. Approval of Minutes

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

Kate: Moved to approve the above minutes as amended: Bill seconded. Kate, Bill and Liz approved.

3. Discussion of Personnel Bylaw

- Liz confirmed that Town employees were notified and received a copy of the new proposed Personnel Bylaw (Town employees without a Town email address received their copy through their personal email)
 - Liz will present the proposed Personnel Bylaw material at the 2/26/24 Select Board meeting
 - Personnel Policies Procedures (PPP#43) discussion: PPP#43 contains all elements/schedules in the current Personnel Bylaw that are not included in the new Personnel Bylaw; PPP#43 to be made effective upon approval of new Personnel Bylaw at Town Meeting; suggested that PPP#43 be circulated in advance to employees (via Jess and Kimberly) with a cover letter explaining changes; confirmed that the Personnel Board can approve, in advance, PPP#43 with the understanding that the proposed Personnel Bylaw is approved at Town Meeting
 - Confirmed employee handbook being is being drafted
 - Brief discussion as to how, today, employees can access their vacation and sick leave balances

4. Assistant Town Manager/Interim Human Resources Director's Report

- Brief discussion on open positions being currently recruited
- Mention of an interviewing video and QR codes created for helping the Town recruit

5. Classification Actions

- Eighteen positions presented for review/approval; none of these are new, all included in the Compensation Plan; Kate moved (Bill second) to approve all classification and job descriptions included in the meeting packet for the February 21 meeting; motion passed
- Going forward, the PB needs to decide how much of a review of new job descriptions they want

6. Miscellaneous Compensation Schedule

- Swim Aide discussion; Kate and Liz moved to accept the new Swim Aide position at \$15/hr plus reimbursement of costs to obtain certification

7. Uniform & Safety Equipment Policy

- Updated policy presented to establish a reimbursement mechanism for boots and safety glasses; review conducted with all Town departments to update lists; motion made by Kate to approve the new PPP#10-7-2 as contained in the PB packet of material for the February 21, 2024 PB meeting; motion passed

8. Semi-Annual Dashboard

- an evolving document; now on a semi-annual basis, but could be more frequent
- PB needs to examine this dashboard and give thought to what additional data would be beneficial—short term, mid-term, and long-term
- Need to think how this data can be shared in the Town including where it might be able to be placed on the Town PB and HR website pages
- Brief benchmark discussion on what might be available from other municipalities to use for comparisons
- There will be an update to the numbers column in the “department total active regular status employees” table

9. Discussion of Personnel Board Charge and Timeline

- discussion about waiting to continue working the charge until the new Personnel Bylaw is voted upon at Town Meeting

10. Adjournment Meeting materials will be available at:

- Meeting adjourned at 6:47 PM by unanimous vote

[Past Meeting Materials | Concord, MA \(concordma.gov\)](#)

Town of Concord
Regular Status Hires and Terminations
YTD 2024 (February)

Department	2-29-2024 Headcount		YTD 2024 Hires		YTD 2024 Terminations			
	RFT	RPT	RFT	RPT	RFT		RPT	
					Resignations	Retirements	Resignations	Retirements
Finance	17	1	1					
Fire	49							
Human Resources	4							
Human Services	22	3	4		1	1		
Information Technology	9	1	1			1		
Library	20	6						
Light Plant	37					2		
Planning & Land Management	18	1	2			1		
Police	42		2		1	1		
Public Works	61		3			1		
Town Manager's Office	8							
Grand Totals	287	12	13		2	7		



Water/ Sewer Superintendent

Department:	Public Works- Water/ Sewer	Salary Grade:	15
Reports To:	Public Works Director	FLSA Status:	Exempt
Appointed by:	Town Manager	Date:	July 2023

GENERAL SUMMARY:

Under the general supervision of the Public Works Director, manages all functions of the Town's Water and Sewer systems to provide a drinkable and reliable water supply as well as wastewater collection and treatment for residential, commercial and institutional users. Plans, organizes and directs the operations and activities of the Water and Sewer Division and related distribution, collection, storage and treatment systems in conformance with applicable federal and state mandates and regulations. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Develops, recommends, implements and oversees plans and programs that provide for the design, construction, repair and maintenance of a Municipal Water and Sewer system.
- ◆ Ensures personnel perform work in compliance with all applicable laws, policies, procedures, practices and norms under direct control.
- ◆ Hires and selects division personnel and provides training, development and guidance to maximize individual performance and organizational stability.
- ◆ Prepares and submits division operating and capital budgets; expends funds as authorized and monitors and controls expenses.
- ◆ Oversees and directs operations and maintenance of water and sewer pumping facilities, treatment facilities, storage reservoirs and associated distribution/collection systems and services.
- ◆ Oversees and directs administrative functions directly associated with water and sewer services to the Town.
- ◆ Oversees water/wastewater treatment and quality control operations and submittal of requisite reports to regulators.
- ◆ Manages procurement activities and contracts required for all materials and services required to satisfy all functions of water and sewer operations. Oversees inventory and storage of equipment and materials and related record keeping.
- ◆ Responds to a variety of inquiries, requests and complaints from citizens, merchants and organizations/committees related to water and sewer services.

Water/ Sewer Superintendent

- ◆ Recommends new divisional operating policies and procedures and oversees and monitors their implementation and effectiveness.
- ◆ Reviews and approves a variety of designs, reports and records related to division operations and activities. Submits notices and reports to State DEP and other regulators as required.
- ◆ Communicates directly with regulatory agents and permitting authorities to insure systems and services continue to operate in accordance with state and federal requirements.
- ◆ Participates in and contributes to water and wastewater committees and boards to ensure emerging industry trends are understood and effectively managed.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

Directly supervises the activities and performance of and provides functional oversight to all divisional employees, consultants and contractors employed by the division. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include interviewing and training employees; planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems; and making recommendations to the Public Works Director concerning employee hiring, rewards or discipline.

EDUCATION & EXPERIENCE:

- ◆ Master's degree in engineering or environmental sciences and seven or more years of progressively responsible related experience in water/sewer systems and plant management; or any equivalent combination of education and experience.
- ◆ Possession of a valid motor vehicle operator's license.
- ◆ Preference may be given for the following:
 - Professional Engineer License
 - Water Distribution License(s)
 - Water Treatment Operator License(s)
 - Wastewater Collection System Certification
 - NASSCO Condition Assessment Operator Certification

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Complete knowledge of the materials, methods and techniques relative to water and sewer construction and maintenance and plant operations.
- ◆ Thorough knowledge of the laws/rules/regulations pertaining to the operation and permitting of the Town's Water and Sewer Systems.
- ◆ Ability to plan, assign and supervise the work of groups of employees or independent contractors engaged in a variety of water/sewer construction and maintenance operations.
- ◆ Ability to communicate effectively in both written and oral form. Ability to communicate tactfully with the public, co-workers, other employees, departments, officials and other agencies.
- ◆ Ability to work effectively and independently under time constraints to meet deadlines.
- ◆ Ability to establish goals and objectives for the water and sewer programs, to recognize town-wide priorities and work cooperatively to support their accomplishment.
- ◆ Ability to prepare and administer budgets and departmental finances.

Water/ Sewer Superintendent

- ◆ High-level skill in the strategic and financial planning, organizing, managing, staffing and controlling two highly regulated utilities.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

Employee is regularly required to sit, talk and hear. Uses hands to fingers, handles, feels or operates objects, tools or controls and reach with hands and arms as in picking up paper, files and other common office objects. Employee may spend a significant portion of shift standing or walking while performing inspection/supervision/investigation work. Employee may infrequently lift and/or move objects weighing up to 60 pounds, such as tools, equipment, supplies, etc. Employee must be able to access all levels of a construction site and traverse uneven terrain. Vision and hearing at or correctable to normal ranges; ability to distinguish colors.

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, keyboard, calculator, telephone, copier 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.



Building Commissioner

Department: Planning & Land Management, Building Inspections Division Salary Grade: 15
Reports To: Town Manager for State Building Code Enforcement; FLSA Status: Exempt
Deputy Town Manager for Administrative Matters
Appointed By: Town Manager Date: July 2023

GENERAL SUMMARY:

Responsible to the Town Manager, and under the administrative direction of the of the Deputy Town Manager, performs administrative, supervisory, and inspection work related to the enforcement and interpretation of the State Building Code as well as Section 13A of Chapter 22 and the rules and regulations made under the authority thereof governing building, electrical, plumbing, and gas standards; Architectural Access Board (AAB) regulations; Concord Zoning and Sign bylaws, Board of Appeals, and Planning Board and Historic Districts Commission decisions. 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.

- ◆ Works strategically and collaboratively in coordinating activities with other departments and divisions to either support the Building Division's mission or provide support for another division's mission.
- ◆ Functions as the local Code official, interpreting and enforcing the MA State Building Code, 780 CMR. Examines or provides for the examination of all applications for permits and amendments. Issues and/or rejects permits based on code. Coordinates building code reviews and issuance with the Concord Fire Department as required by statute.
- ◆ Functions as the Zoning Enforcement Officer per MGL Ch. 40A. Reviews, grants, or denies building permit applications for compliance with the Concord Zoning Bylaw.
- ◆ Reviews, grants, or denies sign permit applications based on compliance with the Concord Sign Bylaw.
- ◆ Enforces the Architectural Access Board (AAB) regulation. Reviews plans for compliance with the AAB regulations. Ensures the provision and enforcement of handicap accessibility and parking at public buildings in the Town.
- ◆ Reviews, makes recommendations, and enforces all Board of Appeals Special permits, variances and appeals decisions and all Planning Board special permit and site plan approvals.
- ◆ Enforces the workers' compensation requirements of state law by managing all such requirements in the issuance of all plumbing, gas, electrical, and building permits.
- ◆ Reviews applications for building new structures or adding to existing structures within airport approaches.
- ◆ Seeks a review and manages the application process for all construction located on lots within the designated White Pond area.

Building Commissioner

- ◆ Monitors and enforces the Municipal Outdoor Lighting Policy and Guidelines and all aspects of the Demolition Review Bylaw.
- ◆ Enforces the posting of identification numbers of dwellings, apartment buildings, condominiums and business establishments and assigns street addresses for new or renovated structures.
- ◆ Manages the annual liquor establishment inspections process with the Concord Fire Department. Submits a report to the Select Board prior to their issuance of liquor licenses.
- ◆ Reviews all “common victualer” Class I and Class II motor vehicle, automatic amusement device, inn-holder and lodging house, livery/taxicab license renewal applications for compliance with local zoning bylaws.
- ◆ Prepares and recommends the Division’s budget to the Deputy Director and administers approved funds in accordance with town policies and procedures and within the adopted budget.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance at the workplace is required.

SUPERVISORY RESPONSIBILITY:

Directly supervises the activities and performance of and provides functional oversight to Local Inspectors, Office Coordinator, Administrative Specialist, Assistant Local Inspector, Electrical Inspector, Assistant Electrical Inspector, Plumbing/Gas Inspector, and Assistant Plumbing/Gas Inspector. Carries out supervisory responsibilities in accordance with Concord’s policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; making recommendations regarding selection, termination and discipline; planning, assigning, and directing work; appraising evaluating performance and recommending pay increases; rewarding and disciplining employees; addressing complaints and resolving problems.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Bachelor’s Degree in architecture, engineering, or a related field, and ten or more years of progressively responsible building construction/design experience, with supervisory experience desired; or any equivalent combination of education and experience.
- ◆ Valid motor vehicle operator’s license.
- ◆ Certification as a Building Commissioner by the Massachusetts Board of Building Regulations and Standards.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Expert knowledge of statutes, bylaws, regulations, codes, policies and procedures relevant to the division’s operations. Superior knowledge of the equipment and materials essential for the safety, comfort, and convenience of the occupants of a building or structure. Ability to enforce regulations firmly, tactfully and impartially. Ability to read and interpret blueprints, drawings, and building plans and specifications.
- ◆ 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. Ability to work cooperatively with citizen boards.
- ◆ 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.

Building Commissioner

Conducts occasional visits to construction sites, subject to all weather conditions and extremes and sometimes rugged terrain. Walking, standing, climbing, bending, and lifting required.

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 constant interruptions. Frequently subjected to the demands of other individuals and the volume and /or rapidity with which tasks must be accomplished. Often required to work outside of normal business hours and attend regular evening meetings or respond to Fire Dept. emergencies when there is a question of building safety to be determined.

Operates computer, printer, calculator, telephone, copier 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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Public Health Director

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

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

GENERAL SUMMARY:

Under the direction of Deputy Town Manager, responsible for promoting, directing, and enhancing the public health and well-being of all people and the environment of the Town by providing policy analysis for staff and citizen boards, implementing services as required by state and local laws, and ensuring that the Division meets the Town's commitment to customer service, legal compliance, board support, resource management and staff development. 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.

- ◆ Plans, directs, and evaluates the public health programs and activities of the Town subject to the direction of Senior Management. In conjunction with the Deputy Town Manager, facilitates information sharing, communication, and collaboration among the Board of Health, Select Board, and Town Manager in the formulation and implementation of public health policies and practices designed to meet legal requirements and the continuing needs of the community; integrates the Division's goals and priorities with policies and goals of the Town Manager and the Board of Health.
- ◆ Supervises and supports the activities of Division staff, including providing back-up support and the conduction of field inspections during employees' absences. Jurisdiction includes, but is not limited to: onsite wastewater systems, sewage flows, building plan review, and hazardous waste spills; food establishments, tobacco sales, summer camps, pools, beaches, mental health, animal pens, and nuisances; and the issuance and renewal of licenses to residential and commercial property owners and firms and individuals. Prepares and reviews records of Division activity and conducts data analysis to evaluate program effectiveness.
- ◆ In addition to directly providing services to Division customers, supervises staff who provide services to customers by responding to questions, processing applications, issuing licenses and permits, and offering guidance on public health issues, programs, and regulations. Serves as principal staff member to the Board of Health, drafting and developing policies and undertaking special analysis and projects as determined necessary.
- ◆ Administers inter-municipal agreements to provide public health inspection services to other towns. Ensures that guidance and staff support are provided within the boundaries set by the inter-municipal agreement approved by the Town Manager. Ensures that staff hours are monitored and provided to each community; ensures that invoices are prepared and funds collected.
- ◆ Prepares guidance documents for Board of Health hearings and drafts findings after each vote.
- ◆ Works strategically and collaboratively in coordinating activities with other departments and divisions to either support

the Health Division's mission or to provide support for another division's mission. Reviews plans filed with the Building Inspections Division for potential sewage impacts and forwards the results to Concord Public Works; reviews subdivision or site plans filed with the Planning Board or Zoning Board of Appeals and forwards comments and recommendations to appropriate support staff; reviews and inspects those portions of municipal construction projects (i.e., schools, affordable housing) that fall under Board of Health jurisdiction.

- ◆ Recommends public health emergency preparedness and response programs to Town officials; oversees and coordinates related programs for the Town, including updating the public health appendices to the Comprehensive Emergency Management Plan – Emergency Dispensing Site Operations Plan, Pandemic Influenza Plan, Health Division Emergency Operations Plan. Integrates response planning with a broad range of public and private sector community partners to ensure inclusive and effective planning and response.
- ◆ Prepares and recommends the Division's budget to the Deputy Town Manager; administers approved funds in accordance with town policies and procedures and within the adopted budget.
- ◆ Recommends grants to senior management and applies for funds to support public health goals and programs; drafts requests for quotations, invitations to bid, and requests for proposals in accordance with town and state procurement guidelines.
- ◆ Evaluates and drafts local regulations related to public health for consideration by Town officials to accommodate changes in state regulations or changing priorities.
- ◆ Researches, develops, recommends, and implements new programs in response to community public health needs which are consistent with Board of Health and Town Manager priorities. Addresses issues related to environmental protection, mosquito control, and communicable diseases. Drafts and manages contracts for public health services purchased from outside vendors.
- ◆ Coordinates the development, implementation, upgrading and maintenance of computerized systems in support of Division operations and the integration of such systems with other divisions. Serves as the principal manager of the Town's Integrated Wastewater Management System and the Division's inspection and permitting software.
- ◆ Ensures that the Finance Department is provided with financial and legal documents required to maintain Town's septic betterment loan programs.
- ◆ Oversees the Concord Volunteer Medical Reserve Corps, including volunteer recruitment, and training development; coordinates with other Town emergency preparedness and response volunteer programs as needed.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

Directly supervises the activities and performance of and provides functional oversight to the Public Health Inspectors, Public Health Nurse and Office Coordinator. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include interviewing and recommending candidates for hire; planning, assigning, and directing work; scheduling; evaluating performance; training, rewarding and disciplining employees; and addressing complaints and resolving problems.

EDUCATION & EXPERIENCE:

- ◆ Master's degree in biology, public health, natural science, physical science, or related field and seven or more years of progressively responsible experience in municipal public health administration or any equivalent combination of education and experience. Some supervisory experience helpful.
- ◆ Must have the ability to travel to and attend various day and evening meetings in a variety of locations.
- ◆ Certified Health Officer or Registered Sanitarian preferred.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Knowledge and understanding of the principals 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.
- ◆ 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 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.
- ◆ Ability to read and interpret construction drawings and diagrams.

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 or housing sites, subject to all weather conditions and extremes and to rough, wet, and slippery terrain. Walking, standing, climbing, bending, and lifting required.

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 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, calculator, telephone, copier and all other standard office equipment requiring eye-hand coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

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

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Town Planner

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

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

GENERAL SUMMARY:

Under the general administrative direction of the Deputy Town Manager, coordinates overall 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 to ensure consistency with the Town's overall community development plans and objectives and Town by-laws and regulations. Coordinates, facilitates, and attends all Planning Board and Zoning Board of Appeals meetings, and other meetings as directed. Oversees the Town by-laws and regulations regarding community development; develops and/or updates by-laws and regulations. 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 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.

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 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 and Solar Photovoltaic Installations). Attends night meetings.
- ◆ Acts as agent and liaison of the Planning Board; coordinates, attends and facilitates Planning Board meetings, makes presentations as needed, attends public hearings and other related public meetings/public hearings; drafts decisions for review and approval.
- ◆ Provides technical support to the Board of Appeals on Special Permits and Site Plan Review. Attends night meetings.
- ◆ Receives and reviews applications submitted to the Planning Board and Board of Appeals for all proposed development projects (including, but not limited to Subdivision, Special Permit, Site Plan Approval and Comprehensive Permit), checking for completeness, accuracy and compliance with State law (Subdivision Control Law, Zoning Act, Comprehensive Permit, etc.), town bylaws and regulations.
- ◆ Coordinates the plan review process 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.
- ◆ 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 Planning

Town Planner

Board on zoning bylaw amendments. Develops long term and short range policies and programs relevant to land use and planning. Administers all related town and state bylaws and regulations related to land use and planning.

- ◆ Assists and advises landowners, developers, residents and other interested parties seeking interpretation of the Zoning Bylaw and Subdivision Rules and Regulations; responds to public inquiries on planning matters prior to submission of plans/applications and throughout process.
- ◆ Coordinates, facilitates, and/or participates in special town planning studies and projects as assigned or directed. Prepares grant applications and conducts project management as directed or initiated.
- ◆ Conducts inspection of development sites to ensure conformance with Planning Board decisions and bylaws.
- ◆ Prepares and administers Planning Division budget with input from the Deputy Town Manager; oversees maintenance of Planning Division files including subdivision, special permit and site plan files; prepares periodic and special reports as required.
- ◆ Coordinates use of outside consultants paid for by applicants as necessary (MGL Ch.44 Section 53(g)).
- ◆ Acts as liaison to Town Counsel on issues of land use and litigation with Boards or Committees as needed.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

Directly supervises the activities and performance of and provides functional oversight to the Administrative Assistants to Planning and the Board of Appeals ensuring that all work is performed in compliance with established policies and procedures and with applicable regulations. Carries out supervisory responsibilities in accordance with policies and applicable laws. Responsibilities include interviewing and recommending candidates for hire; training and/or providing for the training of employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

EDUCATION & EXPERIENCE:

- ◆ Master's degree in Planning, Public Affairs, Landscape Architecture or other closely related field, and seven or more years of experience in implementing and administering planning and land development in a municipal setting; or any equivalent combination of education and experience.
- ◆ Massachusetts municipal experience is preferred.
- ◆ Geographic Information System knowledge and expertise is preferred.
- ◆ Certification from the American Institute of Certified Planners (AICP); Commonwealth of Massachusetts Landscape Architect License or comparable credential preferred.
- ◆ Must have the ability to travel to and attend various day and evening meetings in a variety of locations.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with all members of the public in a courteous and tactful manner; ability to establish and maintain good working relationships with co-workers.
- ◆ 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 plan, assign and supervise the work of subordinates. Ability to assist in preparation, presentation and administration of budgets and capital expenditure/projects.

- ◆ 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.

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, keyboard, calculator, telephone, copier 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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Natural Resources Director

Department:	Planning and Land Management	Salary Grade:	13
Reports To:	Deputy Town Manager	FLSA Status:	Exempt
Appointed by:	Town Manager	Date:	July 2023

GENERAL SUMMARY:

Under the general supervision of the Deputy Town Manager, performs professional and technical work in serving as principal staff and advisor to the Natural Resources Commission. Develops strategies and materials to address Concord's natural resources and administers the Wetlands Protection Act, the Rivers Protection Act and the local Wetlands Bylaw, making recommendations on development proposals to ensure consistency with these and accompanying regulations. Responsible for managing all Town Conservation Land. Develops Conservation Restrictions and oversees monitoring of these lands. Responsible for promoting and enhancing natural resources protection. 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.

- ◆ Serves as principal staff member to the Natural Resources Commission (NRC); reviews projects related to the Wetlands and Rivers Protection Acts and the local Concord Wetlands Bylaw; performs field inspections; reviews wetland delineations; prepares recommendations to the NRC; develops findings and conditions; investigates and enforces wetland violations, including issuance of fines as appropriate, and ensures compliance with Orders of Conditions. Provides expert witness testimony in wetlands appeal cases.
- ◆ Develops strategies and materials to achieve success for NRC initiatives and compliance with applicable laws and regulations.
- ◆ Evaluates and drafts local bylaws, regulations, and policies for NRC adoption.
- ◆ Provides staff support to NRC subcommittees, recommends development of new committees to the NRC, including developing committee charges, recommends dissolution of committees whose mission has been achieved.
- ◆ Develops new Conservation Restrictions (CRs) as directed by the Town Manager and in accordance with state and local laws and bylaws. Works with landowner attorneys to develop new CRs, and coordinates review of new CRs by the Conservation Restriction Stewardship Committee. Makes recommendations regarding CRs to the NRC and the Select Board.
- ◆ In conjunction with the Deputy Town Manager and the Town Manager, facilitates acquisition of conservation land. Responsibilities include overseeing preparation of appraisals, hazardous waste investigations, hazardous waste remediation, and overseeing site restoration. Makes recommendations regarding conservation land to the NRC and the Select Board.

Natural Resources Director

- ◆ Develops Requests for Proposals and Requests for Quotes for land and watershed management plans in accordance with state and local procurement regulations, evaluates proposals, and recommends award to the Town Manager. Oversees all aspects of plan development including managing contracts with consultants, conducting public hearings, reviewing plans and narratives, and incorporating relevant feedback from the public.
- ◆ Develops construction documents for conservation land improvement projects in accordance with state and local procurement regulations, recommends award to the Town Manager, and oversees all aspects of permitting and construction, including managing contracts with consultants and contractors.
- ◆ Oversees periodic updates to the Open Space and Recreation Plan (OSRP), including managing consultants, reviewing and revising narrative and maps, conducting public meetings, soliciting and incorporating feedback, and developing recommendations to guide the Town to meet open space objectives. Implements recommendations from the OSRP, coordinates with other Town staff and boards to implement recommendations to achieve Open Space and Recreation goals and objectives.
- ◆ Represents the NRC and the town at regional or statewide conferences; provides committee and community support. Acts as liaison with other state, federal and private environmental and natural resources agencies and organizations.
- ◆ Prepares and recommends budget to the Deputy Town Manager; recommends expenditures; administers approved funds.
- ◆ Prepares Division reports and oversees the maintenance of records, maps and files.
- ◆ Prepares grant applications for federal, state and local funding; writes proposals and manages grants; administers approved funds.
- ◆ Provides public information and educational programs on natural resources and the environment; provides public assistance regarding conservation issues and matters.
- ◆ Manages the Town's 1,500 acres of conservation lands, including developing land management plans that provide a diversity of habitats and other conservation values.
- ◆ Develops agricultural license agreements under direction of the Town Manager, puts agricultural land out to bid, evaluates bid responses and recommends award to the NRC and Town Manager. Oversees all aspects of agricultural license agreements of approximately 200 acres of Town-owned land in active agricultural use.
- ◆ Manages existing community gardens and develops new gardens on conservation land.
- ◆ Organizes and coordinates seasonal workers (conservation crew and local residents) to maintain lands, trails, and signage.
- ◆ Oversees reviews of selected town and other private development projects (that are subject to subdivision approval, site plan review or special permit approval) from an environmental perspective and offers recommendation on project approval to the Planning Board and ZBA on behalf of the NRC.
- ◆ Provides guidance to other Town Departments as requested, including wetland delineation on Town projects; and permitting guidance for large and complex projects.
- ◆ Serves on various task forces as may be created to represent the NRC and the Division of Natural Resources. Participates in professional development; keeps current on important regulatory and legal developments.
- ◆ 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 Natural Resources Director, Land Manager, Office Coordinator, Rangers, Conservation Crew and Interns. Carries out supervisory responsibilities in accordance with policies and applicable laws. Responsibilities include interviewing and training employees; planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems; and making

recommendations concerning employee hiring, rewards or discipline.

EDUCATION & EXPERIENCE:

- ◆ Master's degree in Natural Sciences or a related field, with five or more years of experience in implementing, administering and enforcing wetlands and rivers protection acts; or any equivalent combination of education and experience.
- ◆ Must have ability to travel to and attend various day and evening meetings in a variety of locations.

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 federal, state, and local wetland laws, regulations, and bylaws, rare species regulations, wetland functions and values, wetland boundary delineation, land management and conservation practices, and applicable policies, regulations and laws. Working knowledge of botany, geology, hydrology, forestry, natural communities, vernal pool identification and certification requirements, wildlife habitat evaluation, biodiversity, and land use law.
- ◆ 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. Ability to understand construction drawings.

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.

Some work is performed in the field, in thick woods, on steep slopes, and in wet areas. Frequent and extended periods of outside work, subject to all weather conditions including heat, high wind, rain, and deep snow. Frequent walking, standing, climbing, bending, and lifting. May operate heavy equipment or handle toxic chemicals. Often exposed to health hazards (Lyme disease and West Nile virus), and plant irritants such as poison ivy and thorny plants, and the hazards of site work associated with construction such as noise and heavy equipment.

Some work is performed in a normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Majority of 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, typewriter, calculator, telephone, copier 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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Sustainability Director

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

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

GENERAL SUMMARY:

Under the general supervision of the Deputy Town Manager, develops and administers programs, policies and initiatives to advance Concord's sustainability profile. Specifically, this position addresses sustainability and energy saving programs within residential, commercial, and municipal sectors. Incumbent shall coordinate closely with Town Committees and Boards, including the Comprehensive Sustainable Energy Committee and the Net Zero Task Force. The Sustainability Director is tasked with establishing benchmarks and metrics for measuring Concord's sustainability performance and to document progress in each of the three pillars: environmental, social and local economy. The Director will perform varied and responsible duties requiring a thorough knowledge of sustainability and alternative energy program management, governmental, municipal and private energy trends and systems and residential rebate programs. A significant amount of technical data and details, each varying from the other in substance and content, is required for success within the position; the ability to apply flexibility in one's approach to workload is essential.

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.

- ◆ Conducts various Town-wide greenhouse gas (GHG) inventory studies and evaluations; interprets and analyzes data collected to produce comprehensive community GHG reduction plans; evaluates plan effectiveness and reports on goal progression.
- ◆ Forms strategic partnerships across all Town Departments to build a Concord Green Ethos leading to consideration/use of climate-resilient tools and techniques. Recommends strategies to reduce energy use and GHG output.
- ◆ Identifies Town-wide greenhouse gas baseline and tracks energy consumption in municipal and residential structures throughout Concord. Reports on information collected by uploading or entering data manually into town-wide energy reporting systems.
- ◆ Researches energy technology, infrastructure and project opportunities to help Concord achieve energy reduction and sustainability goals. This may include advancing electrification of Concord's homes and vehicles, expansion and development of EV charging infrastructure throughout town, developing building codes that meet town goals for near zero net energy from the built environment.
- ◆ Develops policies and programs for municipal vehicle purchases consistent with Concord's energy goals; improves Town-wide supply chains for increased 'green' acquisitions; develops, manages and administers community-wide social engagement programs that influence citizen behavior and practices; advances programs that engage Town employees in sustainability initiatives.
- ◆ Establishes alliances with Town business and industries to secure them as partners in Concord's sustainability planning. Maintains relationships with relevant Town staff and community stakeholders relative to sustainability, energy management and GHG reduction efforts.

Sustainability Director

- ◆ Cultivates and supports sustainability policies related to municipal buildings and works closely with Town Facilities Manager and staff to measure performance in meeting benchmarks for energy reduction efficiency improvements to municipal buildings. Develops multi-year capital plans in conjunction with Facilities Manager for building improvements which work to meet sustainability benchmarks.
- ◆ Acts as project manager, or co-manager, for energy or sustainability-related capital projects; ensures projects are designed to maximize energy efficiency for both commercial and residential constituents.
- ◆ Performs webpage management functions relative to division and areas of responsibility including posting minutes and agendas, securing meeting space, updating relevant annual or year-end reports and highlighting divisional marketing efforts.
- ◆ Designs, markets and manages public outreach efforts and citizen-directed educational events related to renewable energy programs and projects. Works with Town Public Information Officer to disseminate information to staff and the general public via Town channels including: PEG Access Stations, Annual Reports, Website, Town Manager Reports and Social Media pages.
- ◆ Responds to resident requests for information or for diagnostic equipment loans. Analyzes energy rates and tariffs. Educates residents on home-based energy rebate programs.
- ◆ Researches, and applies for, rebates and incentives on behalf of the Town; presents sustainability and energy-related educational material at community and school events as assigned.
- ◆ Works independently and collaboratively to assume responsibility, prioritize and resolve issues; works within deadlines and function in a fast-paced results-oriented atmosphere. Coordinates and manages several complex projects and contractors simultaneously.
- ◆ 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 contractors, interns, temporary project staff, and program volunteers and support staff as needed. Responsibilities include designing plan scope, assigning related work, and assessing progress and performance. Carries out supervisory responsibilities in accordance with town policies and applicable laws.

EDUCATION & EXPERIENCE:

- ◆ Master's degree in Environmental Studies, Energy or Environmental Policy or other related field, and seven or more years of experience in sustainability planning, energy efficiency and/or renewable energy market; or any equivalent combination of education, training and experience.
- ◆ Previous experience in community engagement, marketing or promotion. Experience in social media marketing and outreach.
- ◆ Possession of a valid motor vehicle operator's license.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Excellent interpersonal skills, including ability to maintain effective working relationships with the community, Town boards and committees, staff and contractors. Should be able to communicate effectively both verbally and in writing.
- ◆ Knowledge and experience in sustainability planning, environmental management, climate change, energy efficiency, renewable energy and environmental sustainability principles. Ability to comprehend and apply technical knowledge as it relates to energy uses and conservation; strong analytic and collaboration skills; demonstrated competency in utilizing creative and innovative thinking. High degree of technical aptitude; ability to apply complex and varied analytical skills in order to record and interpret varying statistics.
- ◆ High proficiency with Microsoft Office and data analysis software and proficiency in Excel applications, data

Sustainability Director

management, and statistical interpretation. Ability to convert data from one unit to another. Ensures accuracy of data and analyzes results by organizing information and presenting it verbally, in writing, and graphically in user-friendly ways.

- ◆ Skilled in persuasive speaking and writing.

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 typical office environment. Occasionally may be subject to variations of temperature, noise, odors, etc. when conducting on-site analysis. Regular local travel by vehicle required to attend meetings. Office and administrative duties are conducted in a relatively quiet environment, subject to frequent interruptions. Regularly subjected to the demands of other individuals and the volume and /or rapidity with which tasks must be accomplished.

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

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

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Business Manager

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

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

GENERAL SUMMARY:

Under the general supervision of the Director of Public Works, organizes and coordinates planning, budgeting and financial reporting for CPW. Facilitates and improves organizational effectiveness of the department through PC-based systems and procedures. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Oversees preparation of yearly operating and capital budgets and planning for all divisions in the department. Conducts budget review and analysis for both General and Enterprise Fund budgets. Maintains long-range financial planning tools for Enterprise Funds.
- ◆ Monitors budgets; prepares a variety of reports reflecting the financial status of the various divisions within the department and reviews results with management staff.
- ◆ Develops and implements improved systems for management and control of CPW. Designs and develops computer and operating systems to improve financial planning and control processes, and develops, implements, and coordinates applications.
- ◆ Coordinates the year-end closing process for all divisions, including the recording of all receipts/ revenues and disbursements/expenditures.
- ◆ Acts as liaison with Finance and other departments for the procurement functions of the department, addresses funding issues and resolves problems.
- ◆ Sets up billing software to implement changes in billing structure and rates for Water and Sewer. Monitors water and sewer billing for compliance and provides reporting that informs discussions on rate changes.
- ◆ Coordinates all cross-departmental transactions, including purchase orders, transfers, invoices, payroll etc. Assists and consults with GIS staff, MIS staff, Finance, town billing and collection staff, and vendors as necessary.
- ◆ Takes a lead role in the preparation and implementation of special projects in coordination with Town staff and outside vendors.
- ◆ Performs other related duties as required, directed or as the situation dictates.

Business Manager

- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

Directly supervises the activities and performance of and provides functional oversight to Management Analyst and Office Administrator. Carries out supervisory responsibilities in accordance with policies and applicable laws. Responsibilities include directing work, appraising performance, and addressing complaints and resolving problems.

EDUCATION & EXPERIENCE:

Bachelor's degree in accounting, information systems or related field and a minimum of seven years of progressively responsible experience in accounting, financial management, information systems or related field; or any equivalent combination of education and experience.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Extensive knowledge of PC network technology, PC-based spreadsheets, word processing and databases. Working knowledge of GAAP. Ability to design, program, implement and maintain systems. Ability to work with a high level of detail.
- ◆ Ability to participate in the financial management of the department. Ability to budget and manage allocated resources. Strong financial analysis skills.
- ◆ Ability to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials and other agencies. Ability to communicate effectively and efficiently both verbally and in writing. Ability to maintain confidential information.
- ◆ Ability to work effectively under time constraints to meet deadlines.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

Employee is regularly required to 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. Employee may infrequently lift and/or move objects weighing up to 10 pounds such as tools, equipment, supplies, etc.

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, keyboard, calculator, telephone, copier 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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~~HVAC Technician/ Master Plumber~~ Master Plumber/ HVAC Technician

Department: Public Works - Facilities
Reports To: Facilities Manager
Appointed By: Town Manager

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

GENERAL SUMMARY:

Under the general supervision of the Assistant Facilities Manager installs, diagnoses, repairs and maintains plumbing fixtures and piping in heating, water and drainage systems, HVAC and other related systems, maximizing efficiency and decreasing energy usage. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and highly responsible duties requiring a thorough knowledge of facility operations. Exercises sound judgment and takes initiative when completing tasks, particularly in situations not clearly defined by precedent or procedure. Incumbent is called upon to handle a significant amount of technical details, which may vary in substance and content from one system to another which requires incumbent to approach their 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, repairs, installs modifies and maintains plumbing fixtures and piping in heating, water and drainage systems.
- ◆ Inspects, repairs, installs, modifies and maintains gas fired equipment, piping, valves and controls.
- ◆ Inspects, repairs, installs, modifies and maintains swimming pool and related water quality systems.
- ◆ Inspects, repairs, installs, modifies and maintains refrigeration systems including refrigerators, ice machines and walk-in coolers.
- ◆ Performs maintenance and service repairs on heating, ventilating, and air conditioning systems.
- ◆ Installs new units or replacement parts for existing units according to specifications and established safety guidelines.
- ◆ Complies with all required safety, building code and inspection requirements.
- ◆ Performs routine operation and maintenance of all Town-wide automated Energy Management Systems; continuously monitors and controls HVAC equipment operations.
- ◆ Assists in any Town-wide sustainability efforts or initiatives including monitoring and controlling relative building management systems in coordination with the town's Sustainability Director.
- ◆ Operates a variety of highly complex, instrumentation and mechanical systems including, but not limited to air handlers, boilers, condensers, chillers, circulator pumps, compressors, motors, energy management systems, VRF's, VFD's and zone valves.

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- ◆ Assists in coordinating purchases of materials related to HVAC system in compliance with MGL Ch.30B and other Town procurement procedures.
- ◆ Develops and maintains preventative maintenance schedules; performs all general monthly, quarterly and annual maintenance tasks to ensure proper equipment function and air quality.
- ◆ Follows all OSHA and Building Management protocols and procedures related to chemical handling and disposition; Ensures proper dosing of glycol and other substances in accordance with established regulations.
- ◆ Performs weekly walkthrough facility inspections including, but not limited to glycol concentration, refrigerant and Freon levels, water tank levels, thermostats, flow meters, pressure gauges, and other recording instruments required to accurately measure the proper function and efficiency of all Town equipment and internal systems.
- ◆ Maintains records of all HVAC related maintenance and repairs in weekly logs; prepares OSHA and annual system reports as required by building code and state mandate.
- ◆ Responds to routine inquiries, requests and complaints related to HVAC issues within scope of authority. Assists other facilities department team members as needed or 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:

Routinely provides functional oversight to other Facilities team members on job sites.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ High school diploma or equivalent with supplemental vocational and technical courses plus seven or more years of progressively responsible related experience, including experience in installing, diagnosing, repairing, maintaining or coordinating repair of plumbing, HVAC and boiler equipment; or any combination of education and experience. Municipal experience preferred.
- ◆ Professional Certifications required include:
 - Massachusetts Master Plumber/Gas Fitter License
 - EPA 608 Universal Refrigeration Technician License
 - Hot Works Certification
 - Mega Press Certification
- ◆ OSHA 10 Certification, or ability to obtain within 90 days of hire.
- ◆ Possession of a valid driver's license with clear driving record and the ability to provide own vehicle for use during workday as needed to travel to various facilities.
- ◆ Knowledge of BMS and CMMS web-based applications.
- ◆ May be called upon to respond to snow emergencies and other after-hour building situations as needed.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Specialized knowledge and training required to diagnose, repair and maintain complex mechanical and control systems associated with air quality and temperature management.
- ◆ Proficient with the operation of power and hand tools typically used in the trade.
- ◆ Knowledge of state and local laws and regulations related to department operations.
- ◆ Knowledge of all systems related to plumbing, temperature control, air quality, pool and refrigeration systems and air

Master Plumber/ HVAC Technician

quality.

- ◆ Ability to read and interpret detailed construction drawings and blueprints.
- ◆ Ability to maintain and update equipment and facility systems repair and maintenance records.

- ◆ Ability to communicate effectively and tactfully with members of the public, co-workers, other departmental employees and public officials.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

Work requires a high degree of physical effort which is generally required to perform work in the plumbing and HVAC fields. Potential exposure to hazardous conditions which may not be controlled despite safety practice exists; work involves performing a variety of tasks on or near rooftops or in small crawl spaces during or immediately after extreme weather conditions and within wet, cramped, hot, poorly ventilated environments. May experience prolonged exposure in the outside subject to weather conditions and fluctuations in temperature.

Some duties may involve exposure to various hazardous materials which could result in serious injury if not handled properly or with care. All work is required to be conducted while wearing proper safety equipment.

Repair and equipment maintenance activities may involve exposure to high voltage electrical currents, machinery and moving parts, high speed rotating mechanical equipment, brazing, soldering, welding, sharp edges, chemicals, dirt, grease, fuels and hydraulics many sustained periods of standing, walking, bending, climbing and/or working in uncomfortable positions requiring lifting and pulling operations.

Required to use hands to finger, handle, feel or operate objects, tools or controls and reach with hands and arms; must have eyesight and hearing at or correctable to normal ranges. Must be able to lift and carry supplies and equipment weighing between 50-100 pounds.

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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Tourism Manager

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

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

GENERAL SUMMARY:

Under the direction of the Deputy Town Manager, responsible for executing the Tourism and Marketing Plans for the Town of Concord. As an integral part of the Town's outreach team, the Manager will help to design, promote and initiate new programs and strategies which work to increase visitor and business traffic in Concord and West Concord. Incumbents shall work to safeguard Concord as a unique and desirable tourist destination by developing, planning, organizing and administering programs, events and initiatives that focus on local and regional attractions while advancing Concord as a premiere regional visitor destination. As the lead for the Town's tourism division, the Manager will work to build collaborative relationships with community leaders, business owners and other stakeholders. Performs varied and responsible duties requiring a working knowledge of tourism and visitor operations; and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures.

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.

- ◆ Manages all functions of the Town's Visitor Center including staffing, daily operations, merchandise management, and ongoing marketing and tourism growth.
- ◆ Develops and manages local tours of Historic Concord by Visitor Center staff and promotes the tour operation to both the unique daily visitor and the organized outside groups.
- ◆ Works with various Town Committees and Boards to develop strategies, programs, and policies to promote tourism in Concord.
- ◆ Proposes and maintains tourism budget; plans new research-based advertising strategies for current and subsequent years that will increase leisure travel market activities.
- ◆ Oversees marketing efforts related to visitor services and economic development including: creative message development, organization of various media information, as well as the design and printing of marketing publications, maps and informational pamphlets.
- ◆ Develops relationships with state, federal and other regional tourism-based organizations including writers, tours operators and travel agents.
- ◆ Prepares press kits for media releases, builds campaigns and stories to promote unique area selling points, designs, develops and conducts tours of Concord areas for media, event planning, tour operators and travel agents, promotes attractions & community events to visitors.
- ◆ Prepares monthly reports on ad negotiations and placements, basic inquiry data and creative initiatives as well as activities of the office; keeps updated advertising history files and archives ad materials; collects necessary and pertinent travel research and reports findings.

Tourism Manager

- ◆ Contributes and monitors web content related to tourism coordinates with Public Information & Communications Manager to create annual reports on the effectiveness of the website; gathers data and prepares annual tourism analysis for Town Report.
- ◆ Represents Concord in joint planning sessions to establish regional tourism goals, objectives and programs; serves on local committees, as assigned.
- ◆ Forms relationships with regional and local tourism stakeholders. Attends meetings, seminars, conventions, and workshops to remain informed of advancements, initiatives and changes within the tourism industry and/or to exchange information with other similarly tasked groups and organizations.
- ◆ Ensures programs and activities are in compliance with applicable laws, regulations, policies and procedures; obtains/maintains necessary licenses for program operations; implements and enforces safety-related requirements and guidelines; supervises activities of program staff to ensure that work is performed is compliant; advises Deputy Town Manager of any concerns.
- ◆ 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 performances of Visitor Center and events staff; carries out supervisory responsibilities in accordance with Concord's policies, departmental policies and procedures, and applicable laws. Duties may include interviewing and training employees; planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems as assigned by supervisors; and making recommendations to the Deputy Town Manager concerning employee hiring, rewards or discipline.

EDUCATION & EXPERIENCE:

- ◆ Bachelor's degree in Travel & Tourism or related field, plus four or more years of relevant experience that includes tourism and work within a historical community; or any equivalent combination of education and experience.
- ◆ Must have the ability to travel to and attend various day and evening meetings in a variety of locations.
- ◆ CPR Certification, AED Training and First Aid Certification preferred or ability to obtain within six (6) months of hire.
- ◆ Ability to obtain Town of Concord's 'Licensed Guide' Certification within eighteen (18) months of hire.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Considerable knowledge of principles and activities related to travel, tourism and economic development. Ability to work effectively under time constraints, to delegate responsibilities, and to motivate large numbers of employees.
- ◆ Strong skills in customer service and public relations; Ability to communicate effectively and efficiently both verbally and in writing. Ability to deal tactfully, patiently and appropriately with a variety of people, including citizens of foreign countries and those who do not speak English as a first language.
- ◆ Working knowledge of computer software including word processing, spreadsheets and desktop publishing. Ability to work with graphic design software, scheduling and presentation software.

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.

Atypical office environment, seasonally subject to extreme variations of temperature, odors, etc. Majority of work is performed in a moderately noisy work environment, with constant interruptions. Often subjected to the demands of other individuals and the volume and /or rapidity with which tasks must be accomplished.

Tourism Manager

Regularly operates a computer, printer, keyboard, calculator, telephone, copier and all other standard office equipment, as well as a variety of retail and storefront equipment. Systems require excellent eye-hand coordination and finger dexterity; balancing, crouching, grasping, pulling, reaching and stooping are required.

Employee may infrequently lift and/or move objects weighing up to 25 pounds, such as equipment, supplies, etc. Vision and hearing at or correctable to normal ranges; ability to distinguish colors.

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 Environmental & Regulatory Coordinator

Department: Public Works, Water/ Sewer
Reports To: Water/ Sewer Superintendent
Appointed by: Town Manager

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

GENERAL SUMMARY:

Under the general supervision of the Water/Sewer Superintendent, plans, develops, coordinates and administers in the implementation of water quality, source protection and water conservation programs including but not limited to safety and security, regulatory compliance, emergency response and outreach initiatives. Provides technical and administrative support to operations personnel. 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 federal and state environmental and drinking water policies and regulations, departmental operations goals and practices, 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 manage a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

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

Water Quality

- ◆ Develops and ensures drinking water quality testing program is carried out in an accurate and proficient manner with a thorough understanding as to both regulatory and quality control purposes. Responsibilities include determination and execution of appropriate collection, analytical and reporting protocols.
- ◆ Directs all aspects of drinking water quality monitoring activities required to effectively evaluate treatment systems, processes changes and chemical feed activities including maintenance of in-line and portable monitoring equipment.
- ◆ Manages all aspects of an in-house laboratory used to support basic wet chemistry analysis in keeping with drinking water treatment quality control purposes.
- ◆
- ◆ Coordinates and oversees routine and non-routine water-main flushing activities required to maintain and optimize drinking water quality.
- ◆ Establishes, coordinates and performs site inspections of facilities and related land-use activities in accordance with established water resource protection interests, reporting deficiencies or concerns to the Superintendent.

Data Management and Reporting

- ◆ Establishes and maintains data management systems required to effectively capture and manage operational data including station logs, water quality testing and sampling results, water use and consumption data, and other operational data (as needed), to allow for efficient recovery, trend analysis and regulatory reporting needs.

Communications and Outreach

- ◆ Responds to difficult consumer inquiries, requests and complaints regarding the Town's water quality and conservation

Senior Environmental & Regulatory Coordinator

issues. Researches and provides information as appropriate; may investigate through site visits and sampling. Refers unresolved customer service matters to supervisor.

- ◆ Researches, develops, and administers water quality outreach materials required to meet Division interests as well as regulatory requirements.
- ◆
- ◆ Researches, develops, administers and evaluates cost and benefits of Water Conservation initiatives designed to promote conservation in each customer class. Program shall be consistent with drought and emergency management needs, long-range sustainability goals, and satisfy regulatory requirements.
- ◆ Serves as liaison with other town departments, neighboring communities and state regulatory boards where issues relate to Safe Drinking Water Act compliance, watershed protection, and broader conservation outreach opportunities.
- ◆ Presents water quality and conservation message to various public forums including interested stakeholder groups, schools, clubs and business associations.
- ◆ Provides assistance to customers responsible for submitting Water Impact Reports to help reduce current and future demands on the public water supply.

Emergency Planning

- ◆ Manages Emergency Response Plan (ERP) along with applicable training and material development for the Division in accordance with state and federal regulations. Serves as liaison for the Town on regional ERP activities.
- ◆ May respond to any departmental or broader municipally declared emergency which requires interdepartmental or intercommunity support and coordination.

Administrative

- ◆ Evaluates and advises Water/Sewer Superintendent and Public Works Director regarding water use and water conservation issues and opportunities.
- ◆ Prepares technical bid and quote specifications, requests for proposals and other related documents.
- ◆ Authorizes purchases of materials and services within scope of authority.
- ◆ Provides input in the establishment of annual operating budgets and capital improvement plans.
- ◆ Prepares and administers land management plans for Division's land holdings.
- ◆ Reviews and provides recommendations on existing policies and standard operating procedures for areas of responsibility and conceives, recommends and implements approved new systems and policies to effect continual improvement in operations and programs.
- ◆ Researches and solicits outside funding opportunities to enhance water quality and conservation opportunities.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

Directly supervises the activities and performance of and provides functional oversight to the Environmental & Regulatory Coordinator, Watershed Ambassador and Intern(s). May provide occasional supervision and functional oversight to program support staff. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

EDUCATION & EXPERIENCE:

- ◆ Bachelor's degree in biology, chemistry, bio-technology, environmental science, water resource management or related field plus a minimum of four or more years of progressively responsible experience in the application/analysis

Senior Environmental & Regulatory Coordinator

of water quality and environmental regulations; or any equivalent combination of education and experience.

- ◆ Massachusetts motor vehicle operator's license.
- ◆ Demonstrated proficiency with GIS, SCADA and Excel.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Expertise in technical comprehension and ability apply knowledge as it relates to water quality, use and conservation. Ability to analyze information and develop and present appropriate recommendations, responses and answers.
- ◆ Skills in persuasive speaking, writing and marketing programs and ideas both verbally and in writing.
- ◆ Ability to work effectively under time constraints to meet deadlines.
- ◆ Extensive knowledge of federal and state drinking water rules and regulations.
- ◆ Extensive knowledge of drinking water sampling and analytical procedures.
- ◆ Extensive knowledge of local, state, and federal environmental regulations.
- ◆ Familiarity with state and federal toxic and hazardous materials storage, handling and disposal regulations.
- ◆ Ability to analyze and apply technical information as it relates to water quality, conservation and water resource planning.
- ◆ Ability to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials and other agencies.
- ◆ Ability to communicate efficiently both verbally and in writing.
- ◆ Ability to work effectively under time constraints to meet deadlines.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

Employee is regularly required to 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. Employee may infrequently lift and/or move objects weighing up to 60 pounds such as tools, equipment, supplies, etc. Employee 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 performed in a normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Moderate physical effort generally required to perform work in the field. Periods spent outside subject to weather conditions while inspecting or directing work. 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, keyboard, calculator, telephone, copier 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 Environmental & Regulatory Coordinator

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



Senior Financial Analyst

Department:	Finance/ Administration	Salary Grade:	8
Reports To:	Budget and Purchasing Administrator	FLSA Status:	Exempt
Appointed by:	Town Manager	Date:	July 2023

GENERAL SUMMARY:

Under the supervision of the Budget and Purchasing Administrator, performs administrative and financial tasks to support the annual budget process; provides analysis of budgets and other operational matters that foster alignment with Town-wide and departmental goals and service improvement objectives with resource allocation decisions and resource utilization. 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.

- ◆ Assists in the development of budget instructions and design and implementation of presentation format and content for both annual operating and capital budgets; assists departments with application of instructions and preparation of forms; reviews department budget submissions for accuracy and compliance with instructions; assists the Budget and Purchasing Director in preparation of budget documents.
- ◆ Carries out analysis of Town operations for the purpose of identifying operating efficiencies and improving the effectiveness of town services; areas of research may be directed or, with the approval of supervisor, self-directed.
- ◆ Researches and assists with the writing and preparation of detail and justification/support sections of various budget documents.
- ◆ Assists with research, analysis, writing and preparation of various reports issued by the Finance Department.
- ◆ Conducts cost-benefit analysis of Town operations and related items; assists the Budget and Purchasing Director and the Chief Financial Officer in conducting and compiling various management studies and information documents.
- ◆ Coordinates maintenance of department website; works with division managers and staff to maintain current website information and to develop and implement enhancements.
- ◆ Assists in monitoring department budgets for compliance, trends and budget projections; develops specialized budget reports; creates charts, graphs and tables for effective presentation of information.
- ◆ Has primary responsibility for managing the review of all purchase order requisitions and purchase order amendments in accordance with applicable state law and Town policies; refers matters as necessary to the Budget and Purchasing Director; assists departments in the preparation of bid documents and Requests for Proposal in accordance with applicable state laws and Town procedures.

Senior Financial Analyst

- ◆ 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:

- ◆ Master's degree in Finance, Public Administration, Business Management or related field, plus two or more years of experience in budgeting, accounting, public finance, or related fields; or any equivalent combination of education and experience.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with all members of the public in a courteous and tactful manner; ability to establish and maintain good working relationships with co-workers.
- ◆ Working knowledge of the principles, practices, regulations and applicable federal and state laws related to municipal government finances; knowledge of budget processes and basic accounting principles.
- ◆ Ability to effectively manage and utilize detailed data; 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, keyboard, calculator, telephone, copier 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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Crew Leader/ Electrician & Carpenter Master Electrician/ Crew Leader

Department:	Public Works - Facilities	Salary Grade:	8
Reports To:	Assistant Facilities Manager	FLSA Status:	Non-Exempt
Appointed By:	Town Manager	Date:	April 2024

GENERAL SUMMARY:

Under general supervision of the Assistant Facilities Manager, performs the duties of a licensed electrician involving installation, renovation, diagnosis and repairs as well as skilled rough carpentry work to support the Facilities Division operations in the improvement of various Town facilities and equipment. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and highly responsible duties requiring a thorough knowledge of facility operations. Exercises sound judgment and takes initiative when completing tasks, particularly in situations not clearly defined by precedent or procedure. Incumbent is called upon to handle a significant amount of technical details, which may vary in substance and content from one system to another which requires incumbent to approach their 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.

- ◆ Performs a wide variety of electrical and electronic installations and repairs, alteration and testing to maintain the following systems: electrical, alarm, communication, time keeping (clocks), HVAC controls, energy management wiring, refrigeration, internal and external lighting, switch gear, emergency generators, transfer switches, transformers, sound systems, motors, emergency lighting and other wiring systems owned by the Town.
- ◆ Performs maintenance and routine upkeep of buildings, including but not limited to building interiors, pedestrian walks and vehicle parking areas. Communicates with building managers in making arrangements to perform assigned tasks.
- ◆ Erects and disassembles staging, scaffolding, ladders, platforms and rigging; builds and installs shelves, cabinets and specialty furniture items; repairs and replaces locks, lock sets, hinges, knobs, grills and other routine and specialty hardware items normally used in building trades.
- ◆ Reads and interprets plans, sketches and blueprints; prepares cost estimates and time estimates for all types of electrical work; recommends and orders supplies, equipment and materials required for performance of duties and maintains inventory of frequently used supplies and standardized items.
- ◆ Stays current in knowledge of safety procedures and practices, building codes, asbestos laws, guidelines, material safety data sheets (MSDS) recording procedures and use and care of products and supplies used in the performance of duties.
- ◆ Works with and maintains hand and power tools, tests equipment and specialized items that are generally required to perform duties of a licensed electrician; performs all necessary paperwork required to the position; maintains a clean and orderly work area and vehicle.

Master Electrician/ Crew Leader

- ◆ Travels to and from Town facilities to inspect systems and ensure scheduled, preventive, and routine maintenance exercises are completed.
- ◆ Works with Assistant Facilities Manager in planning, maintaining and directing a comprehensive preventive maintenance program for Town buildings, facilities and equipment; investigates emerging maintenance and repair issues at Town facilities as assigned.
- ◆ Routinely provides functional oversight to other facilities team members on job sites; routinely requires the assistance of other facilities staff with general related trade duties to complete tasks as required or requested.
- ◆ Responds to emergency situations during or after hours for the purpose of resolving immediate safety concerns 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:

Routinely provides functional oversight to Facilities team members on job sites.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ High school degree or equivalent, vocational training with supplemental courses in relevant trades, plus five or more years of progressively responsible experience performing skilled electrical and building maintenance repair; or any equivalent combination of education and experience.
- ◆ Massachusetts Journeyman Electrician's License.
- ◆ Current Massachusetts 2A/2C Hoisting License or ability to obtain within 6 months of hire.
- ◆ Possession of a valid driver's license with clear driving record and the ability to provide own vehicle for use during workday as needed to travel to various facilities.
- ◆ OSHA 10 Certification, or ability to obtain within 90 days of hire.
- ◆ Construction Supervisor's Certification preferred.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Knowledge of standard practices of the electrical trade including materials, methods and tools used in the operation and repair of electrical devices, equipment, systems, as exist or may be procured in Town facilities.
- ◆ Familiarity with maintenance programs and procedures; knowledge of State and appropriate local building codes.
- ◆ Knowledge of project budget development and the principles of cost estimating; ability to estimate costs for labor and materials.
- ◆ Knowledge of state and local laws and regulations related to department operations.
- ◆ Basic knowledge of and ability in using computers and email, web-based CMMS and BMS systems as relates to assigned tasks.
- ◆ Familiar with proper personal protective equipment (PPE) use, maintenance, and application.
- ◆ Skill in using and maintaining tools and equipment normally associated within the carpentry profession and related trades.
- ◆ Familiar with HVAC controls, devices, systems, and basic operations as relates to this trade.

Master Electrician/ Crew Leader

- ◆ Ability to read and interpret detailed construction drawings and blueprints.
- ◆ Ability to become familiar with Town policies, procedures, and practices, including M.G.L. Ch.30B and procurement regulations.
- ◆ Ability to communicate effectively both orally and in writing.
- ◆ Ability to establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

Work requires performance of heavy manual labor and operates heavy equipment for prolonged periods of time during all types of weather conditions.

Employee is required to stand, walk, sit, bend and reach for extended periods. Employee is required to traverse uneven terrain.

Employee is frequently required to use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; stoop, kneel, climb, and crawl. Specific vision abilities required include close, distance, and peripheral vision and the ability to adjust focus. Incumbent must be able to hear normal sounds, distinguish sounds as voice patterns, and communicate. Frequently lifts supplies and equipment weighing 50 pounds or more.

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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Management Analyst

Department: Public Works
Reports To: Business Manager
Appointed by: Town Manager

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

GENERAL SUMMARY:

Under the general supervision of the Business Manager, coordinates, oversees and monitors the administrative functions of the Public Works Department, including budgeting, accounts payable, financial reporting and the analysis and procurement of goods and services. Maintains the efficiency and effectiveness of the Department's administrative and operational functions including budget management, utility billing and revenue collection activities, and researches, develops and implements Department policies and procedures in response to new opportunities and requirements. Responsible for maintaining and improving the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Prepares annual Division operating budget and proformas, tracks all expenses monthly, and provides coding corrections to Town Accountant. Conducts monthly review of large customer bills. Works with the Treasurer/Collector and the Customer Service Group to support revenue collection and resolve outstanding fees.
- ◆ Maintains working knowledge of the operating budgets of all Public Works Divisions and the ability to prepare standard financial reports for these Divisions.
- ◆ Prepares and assists Department personnel with service and equipment procurement in accordance with applicable Town and State guidance and policies. Represents the Department in various purchasing consortiums.
- ◆ Identifies, designs, develops and implements new programs based on policies and procedures of the Public Works Commission.
- ◆ Analyzes the costs of particular services or operations and recommends changes in fees to Business Manager, as necessary.
- ◆ Provides assistance and guidance concerning computer software issues impacting the Division.
- ◆ Responds to general inquiries and resolves complaints including utility accounts, consulting with program managers as necessary.
- ◆ Monitors and directs response actions for unusual customer billing activities as well as exception reports for all accounts.
- ◆ Serves as a point-of-contact with the Concord Municipal Utilities (water, sewer, electric, and broadband) Customer

Management Analyst

Service Group.

- ◆ May respond to any departmental or broader municipally declared emergency which requires interdepartmental or intercommunity coordination.
- ◆ Performs special projects and related responsibilities as initiated, requested and directed, including work for all Public Works Divisions.
- ◆ 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 business administration, public administration, or related field; and five or more years of progressively responsible experience in financial management, customer service, or a related field; or any equivalent combination of education and experience.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Knowledge of public policy processes and issues, general knowledge of state and local government operations, and a working knowledge of municipal finance, accounting and procurement.
- ◆ Ability to develop a financial strategy for Department operations, to develop a budget, and to manage allocated resources.
- ◆ Ability to interpret and apply the principles and practices of regulations and laws relating to the general management and operations of a municipal Public Works Department.
- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with all members of the public, other employees, departments, officials and agencies in a courteous and tactful manner. Ability to maintain confidential information.
- ◆ Ability to work effectively under time constraints to meet deadlines.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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

Operates computer, monitor, printer, 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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HVAC Technician

Department:	Public Works - Facilities	Salary Grade:	8
Reports To:	Assistant Facilities Manager	FLSA Status:	Non-Exempt
Appointed By:	Town Manager	Date:	July 2023

GENERAL SUMMARY:

Under the general supervision of the Assistant Facilities Manager, shall be responsible for all aspects of heating, cooling, dehumidification, upkeep and maintenance of the Town of Concord facilities. The HVAC Technician can expect to assist in complex jobs and handle smaller jobs on their own. The incumbent must have a willingness to learn on the job and complete training as required. Will respond to routine inquiries, requests and complaints related to HVAC and plumbing issues within the scope of authority. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and highly responsible duties requiring a thorough knowledge of facility operations. Exercises sound judgment and takes initiative when completing tasks, particularly in situations not clearly defined by precedent or procedure. Incumbent is called upon to handle a significant amount of technical details, which may vary in substance and content from one system to another which requires incumbent to approach their 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.

- ◆ Repairs and maintains a variety of highly complex, instrumentation and mechanical systems including, but not limited to: air handlers, boilers, condensers, chillers, circulator pumps, compressors, motors, energy management systems, VRF's, VFD's and zone valves.
- ◆ Repairs or replaces defective parts including thermostats, controls, damper motors, louvers, relays, filters, belts, compressors, heat exchangers, safety valves, and automatic gas valves.
- ◆ Develops and maintains preventative maintenance schedule, performs all weekly, monthly, quarterly, and annual maintenance and inspection tasks to ensure proper equipment function including but not limited to glycol concentration, refrigerant levels, water tank levels, thermostat, flow meters, pressure gauges and other recording instruments required to accurately measure the proper function and efficiency of all Town equipment and internal systems.
- ◆ Familiar with the purchasing of materials related to HVAC system in compliance with MGL Ch.30B and other Town procurement procedures.
- ◆ Maintains records concerning time, labor and materials; maintains log of tasks performed and writes reports as required.
- ◆ Follows all OSHA and Building Management protocols and procedures related to chemical handling and disposition.
- ◆ Maintains records of all HVAC related maintenance and repairs as performed in weekly logs; assists in the preparation of any OSHA and annual system reports as required by building code and state mandate.

HVAC Technician

- ◆ Performs routine operation and maintenance of all Town-wide automated Energy Management Systems, CMMS and BMS web-based systems as may exist.
- ◆ Performs building maintenance duties including, but not limited to: painting, furniture moving and minor carpentry and plumbing repairs. May be called upon to respond to snow emergencies and other after-hour building situations as needed.
- ◆ Assists in any Town-wide sustainability efforts or initiatives including monitoring and controlling relative building management systems as directed by Facility Manager.
- ◆ Performs all duties in accordance with applicable safety regulations.
- ◆ 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:

- ◆ High school diploma or equivalent, vocational training with supplemental courses in the HVAC trade plus five or more years of progressively responsible experience, including experience in installing, diagnosing, repairing, maintaining or coordinating repair of a variation of different HVAC and boiler equipment; or any combination of education and experience. Municipal experience preferred.
- ◆ May be called upon to operate a hydraulic lift.
- ◆ Required professional certifications include: Massachusetts Refrigeration License, Massachusetts Oil Burners License, Massachusetts Sheet Metal License, EPA Certification, and Hot Works Certification. Must these be in place prior to hire or can any of these be obtained after hire. Must maintain licenses and certifications required for position.
- ◆ Conforms to and abides by all OSHA regulations; remains mindful and alert to safety hazards in unpredictable and/or potentially hazardous environments.
- ◆ Possession of a valid driver's license with clear driving record and the ability to provide own vehicle for use during workday as needed to travel to various facilities.
- ◆ OSHA 10 Certification, or ability to obtain within 90 days of hire.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Knowledge of standard practices of the HVAC trade and materials, methods and tools used in the operation and repair of HVAC systems.
- ◆ Proficient with the operation of a torch, power and hand tools applicable to the HVAC trade.
- ◆ Basic computer knowledge including email, web-based CMMS and BMS systems are relates to assigned tasks.
- ◆ Knowledge of state and local laws and regulations related to department operations.
- ◆ Knowledge of all systems related to temperature control and air quality.
- ◆ Ability to read and interpret detailed construction drawings and blueprints.
- ◆ Ability to maintain and update equipment and facility systems repair and maintenance records.
- ◆ Familiarity with proper personal protective equipment (PPE) use, maintenance and application.

HVAC Technician

- ◆ Ability to communicate effectively and tactfully with members of the public, co-workers, other departmental employees and public officials.
- ◆ Familiar with Microsoft Office software, email and text messaging.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

Work requires a high degree of physical effort which is generally required to perform work in the HVAC field. Potential exposure to hazardous conditions which may not be controlled despite safety practice exists; work involves performing a variety of tasks on or near rooftops or in small crawl spaces during or immediately after extreme weather conditions and within wet, cramped, hot, poorly ventilated environments. May experience prolonged exposure in the outside subject to weather conditions and fluctuations in temperature.

Some duties may involve exposure to various hazardous materials which could result in serious injury if not handled properly or with care. All work is required to be conducted while wearing proper safety equipment.

Repair and equipment maintenance activities may involve exposure to: high voltage electrical currents, machinery and moving parts, high speed rotating mechanical equipment, brazing, soldering, welding, sharp edges, chemicals, dirt, grease, fuels and hydraulics; many sustained periods of standing, walking, bending, climbing and/or working in uncomfortable positions requiring lifting and pulling operations.

Required to use hands to finger, handle, feel or operate objects, tools or controls and reach with hands and arms; must have eyesight and hearing at or correctable to normal ranges. Must be able to lift and carry supplies and equipment weighing between 50-100 pounds.

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.



Crew Leader – Water/ Sewer

Department: Public Works, Water & Sewer
Reports To: Water/Sewer Superintendent
Appointed by: Town Manager

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

GENERAL SUMMARY:

Under the general supervision of the Assistant Water/Sewer Superintendent, provides supervision in a participatory manner of skilled and semiskilled employees working on all phases of inspection, maintenance and repair and installation of system infrastructure assigned within the Water/Sewer division. Identifies, prepares for and implements maintenance, construction and reconstruction schedules and projects. Monitors and tracks work projects, provides instruction to subordinates and outside contractors regarding proper work methods and undertakes appropriate corrective actions as warranted. Maintains necessary stock of materials. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Participates, schedules, assigns and supervises work crews engaged in inspection, maintenance, repair and installation work for town water mains and services, sewer collectors and services and related appurtenances and structures.
- ◆ Schedules and assigns equipment for projects.
- ◆ Provides for training of staff in proper work methods and general health and safety measures.
- ◆ Plans and coordinates work assignments with other town departments and divisions as well as other public and private utilities.
- ◆ Conducts regular inspection of assigned projects and those performed by outside contractors to ensure compliance with specifications and applicable safety regulations.
- ◆ Responds to public inquiries, requests and complaints related to division activities. Resolves complaints when possible and/or refers matters to the Public Works Supervisor.
- ◆ Arranges for supplies and equipment to be used for projects; checks for proper use and operation of equipment and vehicles. Reports damaged and non-functioning parts and equipment.
- ◆ Provides input regarding performance of staff and to other related personnel actions as requested.
- ◆ Responds to after-hour water/sewer emergencies to direct and support operations as needed. May respond to snow emergencies to operate equipment.

Crew Leader – Water & Sewer

- ◆ May respond to any other municipally declared emergency which requires interdepartmental or intercommunity support and coordination.
- ◆ May be required to be available at any time and in all weather conditions when on-call for one week every fifth week.
- ◆ May assume the responsibilities of the Public Works Supervisor in his/her absence.
- ◆ Performs supervisory and operational duties involving the installation, repair and maintenance of water mains and services.
- ◆ Oversees the flushing of water transmission system. Supervises and participates in repair and maintenance of sewer mains and laterals and cleaning sewer chambers and lift stations.
- ◆ Prepares and submits daily records of equipment, supplies used and related time/payroll records.
- ◆ Operates a variety of heavy and light motorized construction equipment and vehicles such as tapping machine, backhoe, front-end loader, vactor and jetting machines, and specialized hand operated equipment and power tools.
- ◆ Performs all duties in accordance with applicable safety regulations.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

Directly supervises the activities and performance of and provides functional oversight to the Water/Sewer System Maintainers. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include interviewing and training employees; planning, assigning, and directing work; appraising performance; and addressing complaints and resolving problems.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ High school diploma or equivalent and additional advanced technical training; a minimum of five years of division-related construction, maintenance and repair experience, three of which have been in a supervisory position; or any equivalent combination of education and experience.
- ◆ Massachusetts Class B Commercial driver's license.
- ◆ Massachusetts Hoisting Engineer license 1B and 2B.
- ◆ Water Operator Distribution License Grade 2, within three years of hire.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Knowledge of water and sewer operations, construction and maintenance principles.
- ◆ Knowledge of state and local laws as well as OSHA safety rules and regulations related to operations.
- ◆ General knowledge of the layout of the Town. Ability to read and interpret detailed construction drawings and blueprints. Ability to carry out oral and written instructions.
- ◆ Ability to plan, organize, assign and supervise the work of employees and equipment and to maintain good public relations.
- ◆ Proficient in operation of heavy equipment as well as power tools and hand tools.
- ◆ Ability to maintain confidential information.
- ◆ Ability to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials

Crew Leader – Water & Sewer

and other agencies.

- ◆ Ability to supervise crews operating all types of related equipment and performing all related operations.
- ◆ Ability to remain calm, to concentrate and perform all responsibilities in a competent manner at all times.
- ◆ Ability to work effectively under time constraints to meet deadlines.
- ◆ Ability to read and interpret project drawings, blueprints and maps.
- ◆ Ability to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials and other agencies.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

While performing the functions of this job, the employee may be required to perform heavy manual labor under varying weather conditions for long periods of time and to drive heavy equipment for long periods of time during all types of weather conditions. Employee is required to stand, walk, sit and hear for extended periods. Employee is required to traverse uneven terrain. Employee is frequently required to use hands to finger, handle or feel objects, tools or controls; reaches with hands and arms; stoops, kneels, climbs and crawls. Specific vision abilities required include close, distance, and peripheral vision and the ability to adjust focus. Incumbent must be able to hear normal sounds, distinguish sounds as voice patterns and communicate. Frequently lifts supplies and equipment weighing 100 pounds, utilizing proper body mechanics and techniques. Routinely required to handle toxic and hazardous materials used in the daily treatment of drinking water.

Operates heavy and light equipment such as backhoes, front-end loaders, crane trucks, vactors, dump trucks, tapping machines, weed whips, chain saws, grinders, carpenter tools, power tools, chippers and brush cutters. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

Errors in judgment may impose undue and substantial expense recovering from errors, resulting in significant time loss and delay while correcting undetected errors, cause damage to buildings and/or equipment, result in serious personal injury and injury to others.

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.



Crew Leader - CMLP

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

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

GENERAL SUMMARY:

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

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Participates, schedules, assigns and supervises work crews engaged in construction, maintenance and repair work. Reviews work and ensures accuracy and efficiency. Schedules equipment for projects. Provides for training of staff in proper work methods and general health and safety measures.
- ◆ Operates a variety of heavy and light motorized construction equipment and vehicles such as backhoe, front-end loader, mini excavator and other related equipment.
- ◆ Performs supervisory and operational duties involving the installation, repair and maintenance of underground conduit systems.
- ◆ Plans and coordinates work assignments with other divisions and town departments. Inspects and monitors work performed by outside contractors.
- ◆ Prepares and submits daily records of equipment and supplies used and related time/payroll records. Arranges for supplies and equipment to be used for projects; checks for proper use and operation of equipment and vehicles. Reports on damaged and non-functioning parts and equipment.
- ◆ Provides input regarding selection of staff and other related personnel actions as requested by supervisor.
- ◆ Provides input regarding performance of staff and other related personnel actions as requested.
- ◆ Responds to after-hour snow and other emergencies to operate snow plowing/removal and sanding/salting equipment.
- ◆ Responds to public inquiries, requests and complaints related to division activities. Resolves complaints when possible and/or refers matters to the Line Supervisor.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.

Crew Leader- CMLP

- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

Directly supervises the activities and performance of and provides functional oversight to Equipment Operators, Laborers, and outside contractors. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ High school education and additional advanced technical training; five years of division-related construction, maintenance and repair experience, three of which have been in a supervisory position; or any equivalent combination of education and experience.
- ◆ Possession of a valid Massachusetts Class A commercial driver's license.
- ◆ Possession of both Massachusetts 1B and 2A Hoisting Licenses.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Thorough knowledge of Light Department operations. Considerable knowledge of the materials, methods and techniques relative to division operations and ability to apply such knowledge. Complete knowledge of field safety. Ability to read and interpret project drawings, blueprints and maps.
- ◆ Ability to supervise crews operating all types of related equipment and performing all related operations.
- ◆ Ability to communicate effectively and efficiently verbally and in writing at all times. Ability to work effectively under time constraints to meet deadlines.
- ◆ Ability to foster and promote relations with the public, other town departments and outside contractors.

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.

While performing the functions of this job, the employee may be required to perform heavy manual labor and to drive heavy equipment for long periods of time during all types of weather conditions. Employee is required to stand, walk, sit, bend and reach for extended periods. Employee is required to traverse uneven terrain. Employee is frequently required to use hands to finger, handle or feel objects, tools or controls; reaches with hands and arms; stoops, kneels, climbs and crawls. Specific vision abilities required include close, distance, and peripheral vision and the ability to adjust focus. Incumbent must be able to hear normal sounds, distinguish sounds as voice patterns and communicate. Frequently lifts supplies and equipment weighing 100 pounds.

Operates mini excavators, lawn mowers, backhoes, front-end loaders, weed whips, chain saws, grinders, carpenter tools, power tools, cherry picker, dump trucks, chippers and brush cutters. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

Errors in judgment may impose undue and substantial expense recovering from errors, result in significant time loss and delay while correcting undetected errors, cause damage to buildings and/or equipment, result in serious personal injury and injury to others.

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

Crew Leader- CMLP

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



Assistant Assessor

Department: Finance/ Assessor
Reports To: Town Assessor
Appointed by: Town Manager

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

GENERAL SUMMARY:

Under the general supervision of the Town Assessor, performs technical, supervisory, and administrative work in assisting the Town Assessor with all operations of the Assessing Division. Directs the Assessing Division in the absence of the Town Assessor. Carries out field and office work associated with collection of property data from the field and supervises all field-lister staff, including training, work assignment and quality control tasks. Oversees the accuracy of data entry into the computer-assisted mass appraisal system. 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 independent judgment and initiative in completing assigned duties tasks, and special projects, 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.

- ◆ Undertakes and supervises the collection of property data from the field and the accurate entry of accurate data into CAMA system.
- ◆ Assists Town Assessor in the valuation of property and the improvement of systems and processes.
- ◆ Assists Town Assessor in planning workload to ensure assessment deadlines are met.
- ◆ Responds to inquiries and requests from the public regarding property valuation and other work of the Assessing Division, in person, by phone or electronic means and in writing.
- ◆ Maintains data collection guide for the Town and updates as necessary.
- ◆ Performs office support functions as needed, including providing backup coverage for phone and counter service.
- ◆ Assists the Town Assessor in the analysis of sales trends and sales data, including all analytical work associated with the annual property valuation cycle and the periodic on-site state certification process.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

Directly supervises the activities and performance of and provides functional oversight to field data collection staff and, in the absence of the Town Assessor, to the office staff. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include interviewing and training employees; planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems; and making recommendations to the Town Assessor concerning employee hiring, rewards or discipline.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Bachelor's Degree in a related field; five or more years of progressively responsible experience in assessing or appraising; or any equivalent combination of education and experience. Business or public service experience preferred.
- ◆ Must have MAA designation or must obtain within 24 months of hire.
- ◆ Must possess valid motor vehicle operator's license.
- ◆ Must supply own vehicle for use during workday; mileage reimbursement will be provided.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Working knowledge of assessing/appraising procedures and mapping procedures.
- ◆ Ability to communicate effectively and tactfully with the public regarding complex financial issues.
- ◆ Strong organizational skills and attention to detail/accuracy. Ability to perform mathematical calculations.

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.

Regular periods spent outside, requiring exposure to weather conditions. Frequent periods spent at construction sites and on uneven terrain, requiring exercise of proper safety precautions.

Regular periods spent in normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Majority of indoor work is performed in a moderately noisy 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, calculator, measuring tape, telephone, copier and all other standard office equipment requiring eye-hand coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching, climbing and stooping may also be required.

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

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



Facilities Custodial Supervisor

Department:	Public Works- Facilities Division	Salary Grade:	7
Reports To:	Assistant Facilities Manager	FLSA Status:	Non-Exempt
Appointed By:	Town Manager	Date:	July 2023

GENERAL SUMMARY:

Under the general supervision of the Assistant Facilities Manager, directs and performs semi-complex custodial and maintenance work of public buildings to provide safe, clean and sanitary areas. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Participates, schedules, assigns and supervises crews engaged in facility cleaning and maintenance work. Reviews work and ensures accuracy and efficiency. Schedules equipment for projects. Ensures work is done safely and efficiently.
- ◆ Locates custodial and maintenance contractors and inspectors to solicit quotations. Prepares recommendations to Assistant Facilities Manager for approval.
- ◆ Plans and coordinates routine facility custodial projects in conjunction with other town departments. Inspects and monitors work performed by outside custodial and/or maintenance firms and contractors.
- ◆ Cleans and disinfects assigned facilities, including but not limited to offices, conference rooms, kitchens, restrooms, locker rooms, storage areas, and recreational spaces. Sanitizes high-touch surfaces such as handles, railings, doors, furniture, and equipment; sweeps, mops, and waxes floors and stairways; dusts and polishes furniture and metal work; vacuums and cleans carpets; washes walls, woodwork and windows; cleans sinks, toilets, showers, and appliances. Collects and properly disposes of trash, recycling and composting from buildings and grounds.
- ◆ Performs minor repairs, preventative maintenance work; repairs doors, furniture and equipment. Moves and sets up routine furniture and equipment relocations or moves.
- ◆ Removes snow, ice and other impediments surrounding public buildings to provide a safe entrance and exit for the staff and members of the public.
- ◆ Inspects and maintains facilities division equipment and tools for proper operating condition; purchases and/or rents equipment as necessary for completion of tasks.
- ◆ Monitors hallways and directs the public to their desired location; opens buildings at the start of day; notes and reports signs of damage, theft or vandalism.

Facilities Custodial Supervisor

- ◆ Advises supervisor of maintenance needs; recommends contract service vendors for maintenance and repair work; monitors their work while on site and keeps log of their work.
- ◆ Performs semi-complex maintenance, installation, operation, and repair of interior and exterior structures, fixtures, equipment, systems, and grounds using basic carpentry, plumbing, electrical, painting, landscaping, and maintenance skills; complies with applicable safety codes.
- ◆ Monitors HVAC, security, lighting, water, and other building and grounds systems; performs preventive maintenance and functionality tests.
- ◆ Responds to facility emergencies, alarms, and other urgent maintenance needs during regular work hours and when called back. Works overtime or a flexible schedule when assigned for projects, to assist building users during meetings/events, to respond to weather events, or to address other facility needs.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance at the workplace is required.

SUPERVISORY RESPONSIBILITY:

Directly supervises the activities and performance of and provides functional oversight to Building Custodians. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include assisting in the interviewing of employees and contractors and training new employees; planning, assigning and directing work related to custodial and related maintenance services; appraising agency and staff performance and assisting the Assistant Facilities Director in addressing complaints and problems.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ High school education with training in basic facilities maintenance and four or more years of related experience; or any equivalent combination of education and experience.
- ◆ Massachusetts Facilities Administrator's Association (MFAA) Custodial Training Certificate.
- ◆ Possession of a valid driver's license with clear driving record and the ability to provide own vehicle for use during workday as needed to travel to various facilities.
- ◆ OSHA 10 certification or ability to obtain same within ninety (90) days of hire.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ General knowledge of cleaning materials, methods and equipment. Basic knowledge of trades such as carpentry, painting, plumbing, and grounds maintenance. Basic knowledge of and ability in using computers and email.
- ◆ Basic computer knowledge including email, web based CMMS and BMS systems as relates to assigned tasks.
- ◆ Ability to operate a wide spectrum of typical craftsman tools, specialty tools and maintenance equipment typically used in the custodial field.
- ◆ Familiar with proper use of personal protective equipment (PPE) use, maintenance and application.
- ◆ Ability to read English and to understand and follow oral instructions.
- ◆ Ability to follow instructions and labels on cleaning supplies and equipment. Ability to follow all applicable safety regulations and town procedures.
- ◆ Ability to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials and other agencies.
- ◆ Supervisory and administrative skills.

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 involves exposure to unpleasant conditions such as dust, dirt, toxic fumes and caustic chemicals. Handles trash, garbage and other potential biohazards, requiring use of sanitary precautions. Outside work may involve various weather conditions. Works with moderately loud or vibrating powered equipment such as a vacuums, buffers, snow blowers, leaf blowers or other custodial tools; near moving mechanical parts; and in precarious places and positions.

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

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

Operates computer, printer, keyboard, calculator, 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.



Facilities Maintainer/Skilled Carpenter

Department:	Public Works - Facilities	Salary Grade:	6
Reports To:	Assistant Facilities Manager	FLSA Status:	Non-Exempt
Appointed By:	Town Manager	Date:	April 2023

GENERAL SUMMARY:

Under the direction of the Assistant Facilities Manager, carries out various routine and non-routine maintenance and repairs within various Town facilities. May be called upon to oversee the work activities of plumbers, electricians, HVAC technicians, contractors, custodians and vendors at multiple assigned facilities throughout Town. Performs varied and responsible duties requiring a thorough knowledge of carpentry and related building maintenance trades, practices and principles. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Exercises sound judgment and takes initiative when completing tasks, particularly in situations not clearly defined by precedent or procedure. Incumbent is called upon to handle a significant amount of technical details, which may vary in substance and content from one system to another which requires incumbent to approach their 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.

- ◆ Performs skilled trade duties in the operation, maintenance and repair of buildings and related facilities.
- ◆ Performs a variety of master-level rough and finish carpentry, mill work, cabinetry and other tasks required to repair, alter, construct or reconstruct, install and maintain structures and building furnishings.
- ◆ Conducts preventive maintenance on building devices and systems; operates equipment used in building maintenance and repair; performs machinist work involving design and fabrication of specialized parts and equipment; welds and repairs and fabricates brackets, fixtures, and similar items; performs preventive maintenance work on equipment; lays brick, stone, and block; removes debris from area; responds to emergency call-backs.
- ◆ May provide functional oversight to other facilities staff on job sites; frequently assists other staff with general related trade duties as required or requested.
- ◆ Works with Assistant Facilities Manager in planning, maintaining and directing a comprehensive preventive maintenance program for Town buildings, facilities and equipment; investigates emerging maintenance and repair issues at Town facilities as assigned.
- ◆ Routinely provides functional oversight to other facilities team members on job sites; routinely requires the assistance of other facilities staff with general related trade duties to complete tasks as required or requested.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance at the workplace is required.

Skilled Carpenter

SUPERVISORY RESPONSIBILITY:

Routinely provides functional oversight to other facilities team members on job sites.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ High School diploma or equivalent, vocational training with supplemental courses relevant trades plus four or more years of progressively responsible experience performing skilled carpentry and building maintenance repair; or any equivalent combination of education and experience.
- ◆ Current Massachusetts Construction Supervisor's License preferred.
- ◆ Possession of a valid driver's license with clear driving record and the ability to provide own vehicle for use during workday as needed to travel to various facilities.
- ◆ OSHA 10 Certification or ability to obtain within 90 days of hire.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Strong proficiency in reading and working with construction documents, plans, Specifications, and sketches related to the role. Knowledge of various types of facility design, construction, and equipment.
- ◆ Familiarity with maintenance programs and procedures; knowledge of State and appropriate local building codes.
- ◆ Knowledge of project budget development and the principles of cost estimating; ability to estimate costs for labor and materials.
- ◆ Basic knowledge of and ability to use computes, email, web-based CMMS and BMS systems as relates to assigned tasks.
- ◆ Familiarity with proper personal protective equipment (PPE) use, maintenance and application.
- ◆ Skill in using and maintaining tools and equipment normally associated within the carpentry profession and related trades.
- ◆ Ability to become familiar with Town policies, procedures, and practices, including M.G.L. Ch.30B and procurement regulations.
- ◆ Ability to use sound independent judgment within established guidelines.
- ◆ Ability to communicate effectively both orally and in writing.
- ◆ Ability to establish and maintain effective working relationships with those contacted in the course of work.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

Work requires performance of heavy manual labor and operate heavy equipment for prolonged periods of time during all types of weather conditions. Employee is required to stand, walk, sit, bend and reach for extended periods. Employee is required to traverse uneven terrain. Employee is frequently required to use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; stoop, kneel, climb, and crawl. Specific vision abilities required include close, distance, and peripheral vision and the ability to adjust focus. Incumbent must be able to hear normal sounds, distinguish sounds as voice patterns, and communicate. Frequently lifts supplies and equipment weighing 50 pounds or more.

Errors in judgment may impose undue and substantial expense recovering from errors, result in significant time loss and delay while correcting undetected errors, cause damage to buildings and/or equipment, and/or result in serious personal injury and injury to others.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do

Skilled Carpenter

this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

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Office Administrator – Assessor’s Office

Department:	Finance/ Assessor	Salary Grade:	6
Reports To:	Town Assessor	FLSA Status:	Non-Exempt
Appointed by:	Town Manager	Date:	July 2023

GENERAL SUMMARY:

Under the general supervision of the Town Assessor, oversees daily operation of the Assessor’s Office and ensures timely issuing of forms to meet municipal calendar deadlines as defined by state statutes. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Maintains and updates property and motor vehicle excise tax records; oversees motor vehicle excise billing and daily motor vehicle operations; reviews commitments and abatements; mails abatement and exemption applications and notifications to taxpayers.
- ◆ Prepares and maintains data changes for real estate and personal property in tax billing system. Processes division invoices; codes expense categories; prepares purchase orders. Maintains all records of tax deferral and Chapter Land agreements. Prepares certified abutters lists for Select Board, Town Manager and other departments and clients when requested.
- ◆ Processes division payroll; maintains division attendance records and Board member certification status.
- ◆ Coordinates and administers the mailing of impact notices during triennial revaluation.
- ◆ Prepares and files official meeting notices; prepares agenda and related documents; notifies participants of meeting date, time and location. Ensures legal file of minutes is maintained.
- ◆ Assists Town Assessor with the publication of print and non-print brochures.
- ◆ Informs public about exemptions and abatements.
- ◆ Acts as liaison with Appellate Tax Board regarding scheduling of cases.
- ◆ 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 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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Executive Assistant to the Town Manager

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

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

GENERAL SUMMARY:

Under the general supervision of the Town Manager, performs complex administrative work ensuring 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 judgement 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 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; attends Town meeting sessions, public hearings, and other gatherings and assists with audio-visual, technological, and/ logistical requirements as assigned.

Executive Assistant to the Town Manager

- ◆ 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. Supports Select Board in the absence of other administrative staff.
- ◆ 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:

- ◆ Bachelor's Degree and four or more years of increasingly responsible experience in a related capacity, such as customer service and administrative work, website/design work, communications, etc.; or any equivalent combination of education and experience.
- ◆ Municipal 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.
- ◆ 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 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 Select Board

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

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

GENERAL SUMMARY:

Under the general supervision of the Town Manager, performs complex administrative work ensuring 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 judgement 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 administrative support to the Town Manager's Office, including the Select Board, Town Manager, Deputy Town Manager, and Public Information & Communications Manager. Composes, prepares and distributes important and time-sensitive correspondence and reports; creates and edits forms, procedures, and documents. Acts as liaison with Town staff, elected officials, the general public, consultants, and external agencies regarding department operations and special projects; greets and assists customers; answers and routes phone calls; provides information and instructions; resolves problems; researches questions; communicates official plans, policies, and procedures to staff and members of the public; handles unusual or difficult situations, which may involve assisting distraught, angry, or otherwise upset individuals. Assists in the support of other boards and committees as assigned. Regularly attends evening Select Board and other meetings as needed to provide technical and administrative support. Serves as licensing clerk for the Select Board.
- ◆ Arranges for Select Board and other public meetings as assigned. Prepares agendas, meeting notices, board motions, license/permit application data, minutes, correspondence, committee member appointment records, information packets, and visual aids. Reserves space, arranges meeting rooms, and posts related materials on Town website. Coordinates meeting broadcast with Minuteman Media Network.
- ◆ Assists in the compilation of presentation materials for Town Meetings, Public Hearings, and other special events. Attends Public Hearings and Town Meetings as required.
- ◆ Responds to information requests from agencies, outside organizations and citizens relating to alcohol, common victuallar, inn holder, taxi, and other annual and temporary licensing and permits. Collects, records, deposits and refunds fees for permits, licenses and other functions and services.
- ◆ Processes requests for use of Town property including coordination with Community Safety Officer and records events in master schedule; administers processes for the placement of signage on Town property.

Executive Assistant to the Select Board

- ◆ Pays and processes coded bills using municipal financial software. May assist in preparing and submitting information related to payroll processing for the office. Assists in the procurement of supplies, equipment, services, etc. for the Town Manager's Office.
- ◆ 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.
- ◆ May assist in editing and print preparations related to the Annual Town Report.
- ◆ 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 and four or more years of increasingly responsible experience in a related capacity, such as customer service and administrative work, website/design work, communications, etc.; or any equivalent combination of education and experience.
- ◆ Municipal experience preferred.
- ◆ Education or training in website development, graphic design, or other technological processes, preferred.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with all members of the public in a courteous and tactful manner; ability to establish and maintain good working relationships with officials, volunteers, and coworkers. Ability to apply discretion to communications and to maintain confidential information.
- ◆ Thorough working knowledge of office procedures, practices and terminology. High level of technological skill, including those skills related to website design. Familiarity with photo editing software, HTML and .PDF conversion techniques.
- ◆ Ability to work independently and 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.

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

Operates computer, printer, audio-visual equipment, calculator, telephone, copier and all other standard office equipment requiring eye-hand coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching and stooping is required to set up and operate audiovisual equipment.

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.

Executive Assistant to the Select Board

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Environmental & Regulatory Coordinator

Department: Public Works, Water/ Sewer
Reports To: Senior Environmental & Regulatory Coordinator
Appointed by: Town Manager

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

GENERAL SUMMARY:

Under the general supervision of the Senior Environmental & Regulatory Coordinator, assists in the implementation of water quality, source protection and water conservation programs including but not limited to safety and security, regulatory compliance, emergency response and outreach initiatives. Performs varied and responsible duties requiring a vested understanding of departmental operations and of federal and state environmental and drinking water policies and regulations. Incumbent must exercise judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

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

Water Quality

- ◆ Performs drinking water quality testing activities in an accurate and proficient manner in accordance with established collection, analytical and reporting protocols.
- ◆ Supports all aspects of drinking water quality monitoring activities required to evaluate treatment systems, processes changes and chemical dosage activities including maintenance of in-line and portable monitoring equipment.
- ◆ Maintains all aspects of an in-house laboratory used to support basic wet chemistry analysis in keeping with drinking water treatment quality control purposes.
- ◆ Supports routine and non-routine water-main flushing activities required to maintain and optimize drinking water quality.
- ◆ Performs site inspections of facilities and related land-use activities in accordance with established water resource protection interests, reporting deficiencies or concerns to immediate supervisor.

Data Management and Reporting

- ◆ Maintains data management systems required to effectively capture and manage operational data including station logs, water quality testing and sampling results, water use and consumption data, and other operational data (as needed), to allow for efficient recovery, trend analysis and regulatory reporting needs.

Communications and Outreach

- ◆ Responds to initial consumer inquiries, requests and complaints regarding the Town's water quality and conservation issues. Researches and provides information as appropriate; may investigate through site visits and sampling. Refers unresolved customer service matters to supervisor.
- ◆ Supports the development and administration of water quality outreach materials required to meet Division interests

Environmental and Regulatory Coordinator

as well as regulatory requirements.

- ◆ Supports water conservation initiatives designed to promote conservation in each customer class. Program shall be consistent with drought and emergency management needs, long-range sustainability goals, and satisfy regulatory requirements.
- ◆ Presents water quality and conservation message to various public forums including interested stakeholder groups, schools, clubs and business associations.

Emergency Planning

- ◆ Updates Emergency Response Plans relative to the Division. Maintains emergency contacts and Safety Data Sheets (SDS).
- ◆ May respond to any departmental or broader municipally declared emergency which requires interdepartmental or intercommunity support and coordination.

Administrative

- ◆ Assists with administrative functions to support water distribution system maintenance, water treatment facility maintenance, and larger capital improvement projects as needed.
- ◆ Assists with review and processing of a variety of water and sewer service applications, and provides related administrative activities as needed.
- ◆ Assists in research, development and maintenance of future and current outside funding opportunities.
- ◆ 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 occasional supervision and functional oversight to program support staff. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws.

EDUCATION & EXPERIENCE:

Bachelor's degree in biology, chemistry, environmental science or related field plus a minimum of one year of progressively responsible experience in the application/analysis of water quality and environmental regulations; or any equivalent combination of education and experience.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Basic knowledge of federal and state drinking water rules and regulations
- ◆ Basic knowledge of drinking water testing and laboratory procedures
- ◆ Basic knowledge of local, state, and federal environmental regulations
- ◆ Familiarity with state and federal toxic and hazardous materials storage, handling and disposal regulations.
- ◆ Ability to compile, analyze, and apply technical information as it relates to water quality, conservation and related water supply interest.
- ◆ Ability to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials and other agencies.
- ◆ Ability to comprehend and apply technical knowledge as it relates to water uses and conservation. Ability to analyze information and develop and present appropriate recommendations, responses and answers.
- ◆ Ability to efficiently and effectively communicate both verbally and in writing

- ◆ Ability to work effectively under time constraints to meet deadlines.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

Employee is regularly required to 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. Employee may infrequently lift and/or move objects weighing up to 60 pounds such as tools, equipment, supplies, etc. Employee 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 performed in a normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Moderate physical effort generally required to perform work in the field. Periods spent outside subject to weather conditions while inspecting or directing work. 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, keyboard, calculator, telephone, copier 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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Senior Building Custodian

Department:	Public Works - Facilities	Salary Grade:	2
Reports To:	Facilities Custodial Supervisor	FLSA Status:	Non-Exempt
Appointed By:	Town Manager	Date:	July 2023

GENERAL SUMMARY:

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

ESSENTIAL JOB FUNCTIONS:

External and internal applicants, as well as position incumbents who 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.

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

Senior Building Custodian

Works overtime or a flexible schedule when assigned for projects, to assist building users during meetings/events, to respond to weather events, or to address other facility needs or schedule requirements.

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

SUPERVISORY RESPONSIBILITY:

May provide functional guidance to other staff regarding custodial or maintenance tasks.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ High school education with training in basic facilities maintenance and two years of related experience; or any equivalent combination of education and experience.
- ◆ Possession of a valid driver's license with clear driving record and the ability to provide own vehicle for use during workday as needed to travel to various facilities.
- ◆ OSHA 10 Certification, or ability to obtain within 90 days of hire.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ General knowledge of cleaning materials, methods and equipment. Basic knowledge of trades such as carpentry, painting, plumbing and electrical. Basic knowledge of and ability in using computers and email.
- ◆ Ability to read English and to understand and follow oral instructions. Ability to follow instructions and labels on cleaning supplies and equipment. Ability to follow all applicable safety regulations and town procedures.
- ◆ Skills and ability in performing basic maintenance of facilities and safely operating maintenance tools and equipment.
- ◆ Familiarity with proper personal protective equipment (PPE) use, maintenance and application.
- ◆ Ability to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials and other agencies.
- ◆ Ability to work efficiently and independently, organize time, and accomplish tasks based on priority.

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

Senior Building Custodian

conditions. Works with moderately loud or vibrating equipment such as a vacuum, buffer, snow blower, mower or other custodial tools; near moving mechanical parts; and in precarious places and positions.

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

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

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.



Building Custodian

Department:	Public Works - Facilities	Salary Grade:	1
Reports To:	Facilities Custodial Supervisor	FLSA Status:	Non-Exempt
Appointed By:	Town Manager	Date:	July 2023

GENERAL SUMMARY:

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

ESSENTIAL JOB FUNCTIONS:

External and internal applicants, as well as position incumbents who 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.

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

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

Building Custodian

- ◆ Works overtime or a flexible schedule when assigned for projects, to assist building users during meetings/events, to respond to weather events, or to address other facility needs.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

None.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

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

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ General knowledge of cleaning materials, methods and equipment. Basic knowledge of and ability in using computers and email.
- ◆ Ability to read English and to understand and follow oral instructions. Ability to follow instructions and labels on cleaning supplies and equipment. Ability to follow all applicable safety regulations and town procedures.
- ◆ Ability to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials, and other agencies.
- ◆ Ability to work efficiently and independently.

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 involves exposure to unpleasant conditions such as dust, dirt, toxic fumes and caustic chemicals. Handles trash, garbage and other potential biohazards, requiring use of sanitary precautions. Outside work may involve various weather conditions. Works with moderately loud or vibrating equipment such as a vacuum, buffer, snow blower, mower or other custodial tools; near moving mechanical parts; and in precarious places and positions.

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

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

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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Power Supply & Rates Administrator

Department:	Concord Municipal Light Plant	Salary Grade:	LP-14
Reports To:	Assistant Director of CMLP – Power Supply & Energy Management	FLSA Status:	Exempt
Appointed by:	Town Manager	Date:	July 2023

GENERAL SUMMARY:

Under the general administrative direction of the Assistant CMLP Director – Power Supply & Energy Management, provides support in the areas of power supply and electric rates, while having direct responsibility for demand side management. 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.

- ◆ Assists the Assistant Director of CMLP – Power Supply & Energy Management in determining power supply needs and then determining the optimal supply plan necessary to economically and reliably meet those needs.
- ◆ Design equitable rates that match the revenue requirement and meet CMLP's environmental and social goals.
- ◆ Oversees demand response and off-peak sales.
- ◆ Administers the Purchase Power Adjustment process to ensure power supply revenues are sufficient to cover power supply costs. Monitors local and national retail rates.
- ◆ Directly administers the New York Power Authority energy allocated to CMLP to ensure residential customers receive proper credit. Represents CMLP at all NYPA meetings.
- ◆ Responsible for providing adequate and economical insurance coverage for CMLP. May support this responsibility by service on the Board of the Public Utility Risk Management Association.
- ◆ Assists the Assistant Director of CMLP – Power Supply & Energy Management in preparing and presenting budgets, action plans, strategies, and policy recommendations to the Light Board and the Town Manager.
- ◆ Responds to major and complex customer inquiries.
- ◆ Reviews all power supply invoices for accuracy and contract compliance.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.

Power Supply & Rates Administrator

- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

None

EDUCATION & EXPERIENCE:

- ◆ Bachelor's Degree in Engineering or Business Administration with ten or more years of progressively responsible electric utility experience; or any equivalent combination of education and experience. Experience with a municipal electric utility a plus.
- ◆ Utility experience in cost of service, distribution, transmission, generation, ratemaking, customer service, and accounting, along with an understanding of the new energy markets.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Ability to communicate effectively and tactfully with the public, coworkers, other employees, departments, officials, and other agencies.
- ◆ Makes frequent contact with others that require some persuasiveness and resourcefulness.
- ◆ Strong written communication skills.
- ◆ Ability to maintain and respect confidentiality.
- ◆ 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.
- ◆ Computer literate including experience with Microsoft Office software and email communication.

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, keyboard, calculator, 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.



Lead Lineworker

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

Salary Grade: LP-12
FLSA Status: Non-Exempt
Date: July 2023

GENERAL SUMMARY:

Under the general administrative direction of the Line Supervisor, ensures that all safety rules are followed and all crew personnel are familiar with every aspect of the job each is to perform. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring flexibility in approach to workload.

ESSENTIAL JOB FUNCTIONS:

External and internal applicants, as well as position incumbents who 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.

- ◆ Performs position of truck foreman, responsible for all work done by the truck and all of its crew members. Responsible for the safety and training of all members of the crew.
- ◆ Coordinates each function of the crew to provide a safe working environment for all work, as well as safety for the general public.
- ◆ Completes CMLP Line Worker's Report daily, which indicates what stock was used, the number and types of vehicles used, a general description of the job performed (including names of crew members) and amount of time worked. Delivers same to the General Foreman to later be used for billing and maintenance of timecards.
- ◆ Responsible for the proper use of tools, equipment, vehicles and crew. Confers with crew members to ensure familiarity with project assignments and provides instruction/guidance as appropriate.
- ◆ Operates bucket and digger trucks, backhoes, wire/cable pulling equipment and other related apparatus in support of line construction, repair and maintenance operations. Climbs poles and uses aerial lift equipment. Uses a variety of electrical testing/diagnostic equipment.
- ◆ Constructs and maintains overhead and underground utility infrastructure. Troubleshoots electrical problems and hazards. Consults system maps and records in support of line operations.
- ◆ Enters and works in confined underground spaces housing high voltage circuitry and handles wire and equipment when energized at potentials up to 15,000 volts between conductors.
- ◆ Responds to public inquiries, requests and complaints related to line operations within scope of authority and refers unresolved matters to supervisor.
- ◆ Responds to after hour emergencies to investigate outages and restore power and replace or repair electrical infrastructure as needed.
- ◆ Performs special projects and related responsibilities as initiated and requested.

Lead Lineworker

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

SUPERVISORY RESPONSIBILITY:

Directly supervises the activities and performance of and provides functional oversight to Grades 1, 2 and 3 Lineworkers and Equipment/Line Operators. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ High school education or equivalent, completion of apprentice program; and ten years of progressively responsible related electric line experience; or any equivalent combination of education and experience.
- ◆ Possession of a valid CDL Class A driver's license with HAZ-MAT endorsement.
- ◆ Possession of a Class B Hoisting license.
- ◆ Must be certified in CPR, first aid and the operation of AED equipment.

KNOWLEDGE, SKILLS & ABILITIES:

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

WORKING CONDITIONS & PHYSICAL DEMANDS:

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.

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

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

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

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

Lead Lineworker

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

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.

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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Lead Broadband Technician

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

Salary Grade: LP-8
FLSA Status: Non-Exempt
Date: July 2023

GENERAL SUMMARY:

Under the general administrative direction of the Broadband Director administers, operates, organizes and performs work on the telecommunications network, the associated fiber optic network and broadband services. Oversees broadband staff to ensure safe and efficient daily operations within the Broadband Division. Installs, operates and maintains fiber optic, wireless, powerline carrier or other technologies for the CMLP and Town telecommunications systems where needed for departmental or community broadband applications. Performs varied and responsible duties requiring a thorough knowledge of Town and departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. The Lead Technician is called upon to oversee projects, work independently and provide leadership in particular domains such as outside plant, inside plant, construction planning or business processes, handling 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.

- ◆ Constructs, Maintains and Operates the Town Fiber Optic Network by performing the following activities:
 - Plans fiber installations, performs pulling, splicing and testing of fiber optic cable
 - Plans, deploys, maintains and operates voice, data and video network infrastructure
 - Monitors the status and performance of network components and service providers
 - Coordinates with vendor(s) for hardware and software maintenance upgrades
 - Plans and installs new voice, data and video circuits when required for new applications
 - Coordinates fiber optic emergency restoration activities
- ◆ Operates and maintains the Concord Light Broadband, Town of Concord and CMLP internal network, including switches, routers, firewalls, cabling systems and network management equipment. Works cooperatively with the Town IT Department to implement and operate any service requiring access to the Town Fiber, Data or voice Networks.
- ◆ Works closely with other divisions to ensure Broadband processes are fully integrated with mapping and billing systems.
- ◆ Provides day-to-day operations management; including, but not limited to, appointment scheduling, equipment provisioning and billing operations.
- ◆ Provides on-call support and scheduling for the Concord Light Broadband service.
- ◆ Plans, coordinates and performs installations of telecommunications services for municipal, commercial and residential sites, including multiple dwelling unit installations.
- ◆ Assigns crews and ensures adequate staff coverage to complete projects effectively and safely.

Lead Broadband Technician

- ◆ Coordinates with customers, contractors, and staff to ensure that jobs are completed in a timely fashion.
- ◆ In conjunction with the Telecommunications and IT staff, provides continuous on-call coverage for network and IT services.
- ◆ Serve as “point of contact” for operational activity for municipal and commercial telecommunications services.
- ◆ Install and maintain the CMLP Smart Grid Network components.
- ◆ Provide vendor management and coordinate the activities of contractors who provide fiber construction services for the Town Concord and CMLP.
- ◆ Assist with pole attachment and underground telecommunications right-of-way activities. Assist CMLP engineering in the planning and construction of new network facilities and the re-construction and relocation of existing facilities.
- ◆ Supervises and completes performance evaluation of the Broadband Division employees to ensure that work is performed in compliance with established policies and procedures and with applicable safety regulations.
- ◆ Provides training for any new telecommunications technician in the processes and policies of Concord Broadband and CMLP as a whole.
- ◆ Prepares, maintains and submits various reports and records related to broadband operations.
- ◆ May provide input regarding Broadband/Telecommunications budgets.
- ◆ Participates in on-call rotation for night, weekend and holiday coverage.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

Directly supervises the activities and performance of and provides functional oversight to Senior Broadband Technicians, Broadband Technicians, and outside contractors. Carries out supervisory responsibilities in accordance with Concord’s policies and applicable laws. Responsibilities include interviewing, hiring recommendations and training employees; planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Associate’s degree in Network Administration with seven or more years of progressively responsible experience in the design and operations aspects of the telecommunications and broadband provider industry and TCP/IP networking; or any equivalent combination of education and experience.
- ◆ Technical experience with network technology such as fiber optics, wireless transmission systems and twisted pair copper cable systems.
- ◆ COMPTIA Network+ certification or equivalent preferred.
- ◆ Valid Driver’s License required.
- ◆ Possession of a Massachusetts Hoisting Engineer’s 1D License or the ability to obtain within the first 6 months of employment.
- ◆ Possession of a Massachusetts Hoisting Engineer’s 3A License or the ability to obtain within the first 6 months of employment.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Ability to identify and analyze complex technical issues involving networks and network equipment and to resolve

Lead Broadband Technician

operational issues and implement changes with minimal downtime.

- ◆ Knowledge of provisioning, configuration and change management processes used in the operation of telecommunications services.
- ◆ Ability to use a variety of fiber optic/network test equipment, computer hardware and software.
- ◆ Ability to operate a bucket truck, pull and splice fiber both overhead and underground.
- ◆ Strong organizational skills to effectively manage multiple project assignments.
- ◆ Ability to provide general telecommunications support to residential, municipal and business clients including wireless, fiber and wired networks.
- ◆ Ability to organize time, work independently and accomplish tasks despite frequent interruptions.
- ◆ Ability to communicate effectively and tactfully with the public, customers, vendors, co-workers, other employees, departments, officials and other agencies.
- ◆ Strong computer skills in order to effectively maintain records related to Broadband documentation and billing.

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. Is also required to perform duties outdoors in all types of weather. 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, network printer, calculator, telephone, copier and all other standard office equipment requiring eye-hand coordination and finger dexterity.

Errors in judgment may impose undue and substantial expense recovering from errors, result in significant time loss and delay while correcting undetected errors, cause damage to buildings and/or equipment, result in serious personal injury and injury to others.

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 Broadband Technician

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

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

GENERAL SUMMARY:

Under the general administrative direction of the Broadband Manager, administers, operates, organizes and performs work on the telecommunications network, the associated fiber optic network and broadband services. Installs, operates and maintains fiber optic, wireless, powerline carrier or other technologies for the CMLP and Town telecommunications systems where needed for departmental or community broadband applications. Performs varied and responsible duties requiring a thorough knowledge of Town and departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. The Senior Broadband Technician is called upon to take the initiative to lead projects, work independently and provide leadership in particular domains such as outside plant, inside plant, construction planning or business processes, handling 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.

- ◆ Constructs, Maintains and Operates the Town Fiber Optic Network by performing the following activities:
 - Plans fiber installations, performs pulling, splicing and testing of fiber optic cable
 - Plans, deploys, maintains and operates voice, data and video network infrastructure
 - Monitors the status and performance of network components and service providers
 - Coordinates with vendor(s) for hardware and software maintenance upgrades
 - Plans and installs new voice, data and video circuits when required for new applications
 - Coordinates fiber optic emergency restoration activities
- ◆ Operates and maintains the Concord Light Broadband, Town of Concord and CMLP internal network, including switches, routers, firewalls, cabling systems and network management equipment. Works cooperatively with the Town IT Department to implement and operate any service requiring access to the Town Fiber, Data or voice Networks.
- ◆ Provides on-call support for the Concord Light Broadband service.
- ◆ Plans, coordinates and performs installations of telecommunications services for municipal, commercial and residential sites, including multiple dwelling unit installations.
- ◆ In conjunction with the Telecommunications and IT staffs, provides continuous on-call coverage for network and IT services.
- ◆ Serves as “point of contact” for operational activity for municipal and commercial telecommunications services.
- ◆ Installs and maintains the CMLP Smart Grid Network components.
- ◆ Provides vendor management and coordinates the activities of contractors who provide fiber construction services for the Town Concord and CMLP.

Senior Broadband Technician

- ◆ Assists with pole attachment and underground telecommunications right-of-way activities. Assists CMLP engineering in the planning and construction of new network facilities and the re-construction and relocation of existing facilities.
- ◆ Participates in on-call rotation for night, weekend and holiday coverage.
- ◆ 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:

- ◆ Associate's degree in Network Administration with four or more years of progressively responsible experience in the design and operations aspects of the telecommunications and broadband provider industry and TCP/IP networking; or any equivalent combination of education and experience.
- ◆ Technical experience with network technology such as fiber optics, wireless transmission systems and twisted pair copper cable systems.
- ◆ COMPTIA Network+ certification or equivalent preferred.
- ◆ Valid Driver's License required.
- ◆ Possession of a Massachusetts Hoisting Engineer's 1D License or the ability to obtain within the first 6 months of employment.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Ability to identify and analyze complex technical issues involving networks and network equipment and to resolve operational issues and implement changes with minimal downtime.
- ◆ Knowledge of provisioning, configuration and change management processes used in the operation of telecommunications services.
- ◆ Ability to use a variety of fiber optic/network test equipment, computer hardware and software.
- ◆ Ability to operate a bucket truck, pull and splice fiber both overhead and underground.
- ◆ Strong organizational skills to effectively manage multiple project assignments.
- ◆ Ability to provide general telecommunications support to residential, municipal and business clients including wireless, fiber and wired networks.
- ◆ Ability to organize time, work independently and accomplish tasks despite frequent interruptions.
- ◆ Ability to communicate effectively and tactfully with the public, customers, vendors, co-workers, other employees, departments, officials and other agencies.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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. Is also required to perform duties outdoors in all types of weather. Frequently subjected to the demands of other individuals and the volume and /or rapidity with which tasks

Senior Broadband Technician

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

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

Errors in judgment may impose undue and substantial expense recovering from errors, result in significant time loss and delay while correcting undetected errors, cause damage to buildings and/or equipment, result in serious personal injury and injury to others.

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.



Broadband Technician

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

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

GENERAL SUMMARY:

Under the general administrative direction of the Broadband Manager, administers, operates, organizes and performs work on the telecommunications network, the associated fiber optic network and broadband services. Installs, operates and maintains fiber optic, wireless, powerline carrier or other technologies for the CMLP and Town telecommunications systems where needed for departmental or community broadband applications. Performs varied and responsible duties requiring a thorough knowledge of Town and departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring flexibility in approach to workload.

ESSENTIAL JOB FUNCTIONS:

External and internal applicants, as well as position incumbents who 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, coordinates and performs installations of telecommunications services for municipal and commercial sites through the pulling and splicing of overhead and underground fiber optic cable and the placement of ONTs on site in customers' premises.
- ◆ Maintains and Operates the Town Fiber Optic Network by performing the following activities:
 - Maintains and operates voice, data and video services
 - Monitors the status and performance of network components and service providers
 - Coordinates with vendor(s) for hardware and software maintenance upgrades
 - Plans and installs new voice, data and video circuits when required for new applications
 - Coordinates fiber optic emergency restoration activities
- ◆ Operates and maintains the Town and CMLP TCP/IP network, including switches, routers, firewalls, cabling systems and network management equipment.
- ◆ In conjunction with the Telecommunications and IT staff, provides continuous on-call coverage for network and IT services.
- ◆ Serves as "point of contact" for operational activity for municipal and commercial telecommunications services.
- ◆ Works cooperatively with the Town IT Department to implement and operate any voice or data applications requiring access to the Town Fiber, Data or voice Networks.
- ◆ Assists in the installation, testing and maintenance of CMLP Advanced Metering System and Smart Grid network components.
- ◆ Assists with pole attachment and underground telecommunications right-of-way activities.
- ◆ Prepares and maintains records, documents and schematics of network elements.

Broadband Technician

- ◆ Participates in on-call rotation for night, weekend and holiday coverage.
- ◆ 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:

- ◆ Associate's degree in Network Administration with three or more of progressively responsible experience in the design and operations aspects of the telecommunications and broadband provider industry and TCP/IP networking; or any equivalent combination of education and experience.
- ◆ Technical experience with network technology such as fiber optics, wireless transmission systems and twisted pair copper cable systems.
- ◆ Valid Driver's License required.
- ◆ Must be able to drive and operate a van or truck with lift to access utility poles, splice cases, and attachment points.
- ◆ Possession of a Massachusetts Hoisting Engineer's 1D License or the ability to obtain within the first 6 months of employment.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Ability to identify and analyze complex technical issues involving networks and network equipment and to resolve operational issues and implement changes with minimal downtime.
- ◆ Knowledge of provisioning, configuration and change management processes used in the operation of telecommunications services.
- ◆ Ability to use a variety of fiber optic/network test equipment, computer hardware and software.
- ◆ Knowledge of the broadband transmission architectures used in wireless, fiber optic and wired networks
- ◆ Strong organizational skills to effectively manage multiple project assignments.
- ◆ Ability to assist with providing general IT support related to operating a telecommunications business including workstation, server and general IT applications.
- ◆ 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.

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. Is also required to perform duties outdoors in all types of weather as well as in and around customers' homes/businesses. 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, network printer, calculator, telephone, copier and all other standard office equipment requiring eye-hand coordination and finger dexterity.

Broadband Technician

Errors in judgment may impose undue and substantial expense recovering from errors, result in significant time loss and delay while correcting undetected errors, cause damage to buildings and/or equipment, result in serious personal injury and injury to others.

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

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Lineworker, Grade 3

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

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

GENERAL SUMMARY:

Under the general supervision of the Lead Lineworker performs entry level skilled technical work in operating, maintaining, and repairing the electrical systems for the Concord Municipal Light Plant. Entry level positions that learns utility construction techniques, methods, materials and tooling used in electrical and fiber optic construction and maintenance work. Learns the principles of electrical theory as applied to electric circuits and wiring systems and applies same to work situations. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring a flexible 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.

- ◆ Operates bucket and digger trucks, backhoes wire/cable pulling equipment and other related apparatus in support of line construction, repair and maintenance operations. Climbs poles and uses aerial lift equipment.
- ◆ Climbs poles as required.
- ◆ Assists other line workers in erecting, installing, repairing and maintaining overhead and under-ground electrical distribution and transmission lines and related equipment.
- ◆ Performs groundwork functions related to line work. Obtains requested equipment/tools and performs other related tasks.
- ◆ Assists other line workers in erecting, installing, repairing and maintaining overhead and underground fiber optics equipment.
- ◆ Enters and works in confined underground spaces housing high voltages.
- ◆ Handles wire and equipment when energized at potentials up to 600 volts between conductors.
- ◆ Assists in cleaning, maintaining and stocking line trucks and other plant vehicles and equipment.
- ◆ Responds to public inquiries, requests and complaints related to line operations within scope of authority and refers unresolved matters to supervisor.
- ◆ Responds to after hour emergencies to assist in the investigation of outages and restore power and replace or repair electrical infrastructure as needed.
- ◆ Performs special projects and related responsibilities as initiated and requested.

Lineworker, Gr 3

- ◆ 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:

- ◆ High school diploma or equivalent, completion of trade classes or apprenticeship program; and electric line experience preferred or any equivalent combination of education and experience.
- ◆ Possession of a valid CDL Class B driver's license is required; possession of CDL Class A is preferred.
- ◆ Possession of Class 1B and 2A MA Hoisting Licenses at hire is preferred; both must be obtained within one year of hire.
- ◆ Trained, or ability to be trained, in CPR, first aid and the operation of AED equipment.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Ability to acquire the knowledge to understand, comprehend and communicate utility construction drawings and standards.
- ◆ Entry level understanding of occupational hazards and safety precautions of the trade.
- ◆ Ability to learn proper operation of equipment, understand limitations, identify potential hazards and exercise caution as necessary.
- ◆ Ability to learn the proper and safe use of diagnostic testing equipment.
- ◆ Ability to communicate effectively and tactfully with co-workers, other departments, the public, officials and other agencies.
- ◆ Familiar with basic computer software including Microsoft Office, IOS.

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.

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

Majority of work is performed outdoors, subject to extreme weather conditions, extreme noise, confined and hazardous spaces and extreme height. Work is frequently near high voltage lines, requiring the use of caution. Vision and hearing at or correctable to normal ranges. Assembles stock, moves bulk cable, digs, pulls rope and steel cable and lifts manhole covers, all while dealing with ground traffic and pedestrians. Operates a wide variety of motorized equipment, including light to heavy-duty vehicles and equipment, power/hand tools.

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.

RATIFY PERSONNEL BOARD CLASSIFICATION ACTIONS

ARTICLE 4. To determine whether the Town will vote to ratify the Personnel Board's actions to amend the Classification and Compensation Plan as follows, or take any other action relative thereto:

Additions to the Plan

1. Add the title "Electrical Inspector" to Grade 8 effective August 9, 2023.
2. Add the title "Senior Producer and Education Coordinator" to Grade 6 effective August 9, 2023.

Title Changes Within the Plan

3. Change the title "Facilities Director" in Grade 15 to "Facilities Manager" effective October 11, 2023. Subsequently adjusted qualifications effective November 8, 2023.
4. Change the title "Assistant Facilities Director" in Grade 12 to "Assistant Facilities Manager" effective December 18, 2023.
5. Change the title "Senior Services Director" in Grade 13 to "Council on Aging Director" effective January 2, 2024.
6. Change the title "Facilities Maintainer/Skilled Carpenter" in Grade 6 to "Skilled Carpenter" effective April 10, 2024.
7. Change the title "Crew Leader/Electrician & Carpenter" to "Master Electrician/Crew Leader" effective April 10, 2024.
8. Change the title "HVAC Technician/Master Plumber" to "Master Plumber/HVAC Tech" effective April 10, 2024.

Deletions From the Plan

9. Delete the title "Education Coordinator" Grade 4 effective August 9, 2023.

Updates to the Miscellaneous Compensation Schedules

10. Updates to the Miscellaneous Compensation Schedule – Recreation were made effective August 9, 2023.
11. An update to the Miscellaneous Compensation Schedule for Temporary and Limited Status Classifications was approved on September 13, 2023.
12. An update to the Miscellaneous Compensation Schedule for Temporary and Limited Status Classifications was approved on February 21, 2024.
13. Eliminated Miscellaneous Compensation Schedule #7.3 as all positions are now included in the Classification & Compensation Plan for Regular-Status Employees, effective March 13, 2024.
14. Renamed and Updated Miscellaneous Compensation Schedule #7.2 Human Services to include both temporary and limited status positions for Recreation and Council on Aging effective March 13, 2024.

The Town Manager has authority to create and modify positions throughout the fiscal year. Titles and salary ranges are determined using the Town's established classification system. Under the Personnel Bylaw, the Personnel Board is authorized to approve temporary changes in the Classification and Compensation Plans, pending ratification of such actions at the next Town Meeting. Actions already taken appear in the Warrant; if additional actions are taken by the Personnel Board after the close of the Warrant, notice will be filed with the Town Clerk and details will be presented at Town Meeting.

CLASSIFICATION AND COMPENSATION PLAN

~~Effective July 1, 2023~~ Revision Date: April 10, 2024

Hourly rates control calculations; Annual rates illustrate base compensation at 40 hours per week for 52 weeks.

Grade	Classification Title	Base Pay Rates			
			Minimum	Mid-Point	Maximum
18	Chief Financial Officer	Annual	\$138,174	\$165,807	\$193,440
	Chief Technology Officer	Hourly	\$66.43	\$79.72	\$93.00
	Deputy Town Manager				
17	Assistant Town Manager	Annual	\$129,126	\$154,950	\$180,773
	Director of Public Works	Hourly	\$62.08	\$74.50	\$86.91
	Fire Chief				
	Police Chief				
16	Director of Community Development	Annual	\$120,682	\$144,820	\$168,958
	Director of Human Resources	Hourly	\$58.02	\$69.63	\$81.23
	Director of Library Services				
15	Assistant Fire Chief	Annual	\$112,778	\$135,335	\$157,893
	Building Commissioner	Hourly	\$54.22	\$65.07	\$75.91
	Facilities Director <u>Manager</u>				
	Highway & Grounds Superintendent				
	Recreation Director				
	Police Captain				
	Town Engineer				
	Water/Sewer Superintendent				
14	Public Health Director	Annual	\$102,045	\$122,450	\$142,854
	Special Projects Manager/Systems Manager	Hourly	\$49.06	\$58.87	\$68.68
	Town Accountant				
	Town Assessor				
13	Assistant Town Engineer	Annual	\$97,178	\$116,615	\$136,053
	Assistant Water/Sewer Superintendent	Hourly	\$46.72	\$56.07	\$65.41
	Beede Center General Manager				
	IT Operations Manager				
	Natural Resources Director				
	Police Lieutenant				
	Senior Services Director <u>Council on Aging Director</u>				
	Town Planner				

12	Assistant Director of Library Services	<i>Annual</i>	\$92,539	\$111,051	\$129,563
	Assistant Facilities Director <u>Manager</u>	<i>Hourly</i>	\$44.49	\$53.39	\$62.29
11	Assistant Highway & Grounds Superintendent				
	Customer Service Manager				
11	Financial Manager/Accountant				
	Town Clerk				
11	Assistant Human Resources Director	<i>Annual</i>	\$88,150	\$105,778	\$123,406
	Assistant Recreation Director	<i>Hourly</i>	\$42.38	\$50.86	\$59.33
10	Budget & Purchasing Director				
	Business Manager				
10	Deputy Treasurer/ Collector				
	GIS Program Manager				
10	Operations Manager				
	Sustainability Director				
10	Childcare Services Manager	<i>Annual</i>	\$85,259	\$102,305	\$119,350
	<u>Master Plumber/</u> HVAC	<i>Hourly</i>	\$40.99	\$49.19	\$57.38
9	Technician/ Master Plumber Media				
	Manager				
9	Municipal Archivist/Records Manager				
	Public Health Nurse				
9	Public Works Supervisor				
	Senior Public Works Engineer				
9	Assistant Natural Resources Director	<i>Annual</i>	\$80,434	\$96,522	\$112,611
	Aquatics Manager	<i>Hourly</i>	\$38.67	\$46.41	\$54.14
9	Communications Manager				
	Community Services Coordinator				
9	Customer Service Supervisor				
	Economic Vitality Manager				
9	Energy Efficiency & Electrification Coordinator				
	Environmental Health & Safety Manager				
9	Local Inspector				
	Risk & Compliance Programs Manager				
9	Senior Environmental & Regulatory Coordinator				
	Senior Public Health Inspector				
9	Senior Treatment Systems Operator				
	Social Services Supervisor				
9	Tourism Manager				

8	Administrative & Operations Supervisor	<i>Annual</i>	\$75,899	\$91,073	\$106,246
	Assistant Assessor	<i>Hourly</i>	\$36.49	\$43.79	\$51.08
	Assistant Town Accountant				
	Assistant Town Clerk				
	Assistant Treasurer				
	Associate Financial Manager/Accountant				
	Crew Leader				
	Crew Leader/Electrician & Carpenter				
	<u>Electrical Inspector</u>				
	HVAC Technician				
	Land Manager				
	Management Analyst				
	<u>Master Electrician/ Crew Leader</u>				
	Public Works Engineer				
	Senior Financial Analyst				
	Senior Information Systems Technician				
Senior Master Mechanic					
Senior Planner					
Senior Utility Electrician					
7	Business Systems Analyst	<i>Annual</i>	\$71,573	\$85,894	\$100,214
	Aquatics Supervisor	<i>Hourly</i>	\$34.41	\$41.30	\$48.18
	Assistant to the Beede Center General Manager				
	Facilities Custodial Supervisor				
	GIS Analyst				
	Production Manager				
	Program Analyst				
	Public Health Inspector				
	Recreation Facilities Coordinator				
	Recreation Supervisor				
	Senior Facilities/Landscape Maintainer				
	Treatment Systems Operator				
	Utility Electrician				

6	Energy Efficiency & Electrification Specialist	<i>Annual</i>	\$67,704	\$81,245	\$94,786
	Engineering Technician	<i>Hourly</i>	\$32.55	\$39.06	\$45.57
5	Executive Assistant to the Select Board				
	Executive Assistant to the Town Manager				
	Facilities Maintainer/Skilled Carpenter				
	Human Resources Generalist				
	Information Systems Technician				
	Membership Coordinator				
	Office Administrator				
	Payroll & Finance Generalist				
	<u>Senior Producer & Education Coordinator</u>				
	<u>Skilled Carpenter</u>				
	Environmental & Regulatory Coordinator	<i>Annual</i>	\$64,459	\$77,355	\$90,251
	Equipment/Line Operator	<i>Hourly</i>	\$30.99	\$37.19	\$43.39
Geriatric Health Nurse					
GIS Technician					
Maintenance & Warehouse Coordinator					
Office Accountant					
Office Coordinator					
Outreach Coordinator					
Project & Procurement Coordinator					
Senior Meter Technician					
Senior Producer					
Water/Sewer System Maintainer					
4	Accounts Payable Specialist	<i>Annual</i>	\$61,402	\$73,684	\$85,966
	Associate Engineer	<i>Hourly</i>	\$29.52	\$35.43	\$41.33
	Customer Services Specialist				
	Education Coordinator				
	Facilities/Landscape Maintainer				
	Meter Technician				
	Senior Administrative Specialist				
	Senior Finance Specialist				
3	Administrative Specialist	<i>Annual</i>	\$58,490	\$70,190	\$81,890
	Finance Specialist	<i>Hourly</i>	\$28.12	\$33.75	\$39.37
	Fitness Trainer				
2	Activity Coordinator	<i>Annual</i>	\$55,702	\$66,841	\$77,979
	Customer Support Specialist	<i>Hourly</i>	\$26.78	\$32.14	\$37.49
	Senior Building Custodian				
	Senior Crew Member				
	Senior Van Driver				

1	Building Custodian Crew Member Finance Assistant Office Assistant	<i>Annual</i> <i>Hourly</i>	\$53,040 \$25.50	\$63,648 \$30.60	\$74,256 \$35.70
LP-17	Director of Concord Municipal Light Plant	<i>Annual</i> <i>Hourly</i>	\$170,955 \$82.19	\$205,140 \$98.63	\$239,325 \$115.06
LP-16	<i>(No positions in grade)</i>	<i>Annual</i> <i>Hourly</i>	\$148,637 \$71.46	\$178,370 \$85.76	\$208,104 \$100.05
LP-15	Assistant Director of Concord Municipal Light Plant	<i>Annual</i> <i>Hourly</i>	\$129,251 \$62.14	\$155,106 \$74.57	\$180,960 \$87.00
LP-14	Broadband Manager Power Supply & Rates Administrator	<i>Annual</i> <i>Hourly</i>	\$121,763 \$58.54	\$146,120 \$70.25	\$170,477 \$81.96
LP-13	Lead Electrical Engineer Line Supervisor	<i>Annual</i> <i>Hourly</i>	\$113,797 \$54.71	\$136,552 \$65.65	\$159,307 \$76.59
LP-12	Lead Lineworker	<i>Annual</i> <i>Hourly</i>	\$106,371 \$51.14	\$127,639 \$61.37	\$148,907 \$71.59
LP-11	Electrical Engineer Senior Network Engineer	<i>Annual</i> <i>Hourly</i>	\$99,403 \$47.79	\$119,278 \$57.35	\$139,152 \$66.90
LP-10	Lineworker, Grade 1	<i>Annual</i> <i>Hourly</i>	\$96,595 \$46.44	\$115,918 \$55.73	\$135,242 \$65.02
LP-9	Network Engineer	<i>Annual</i> <i>Hourly</i>	\$89,877 \$43.21	\$107,848 \$51.85	\$125,819 \$60.49
LP-8	Lead Broadband Technician Meter Supervisor Senior Engineering Technician	<i>Annual</i> <i>Hourly</i>	\$83,595 \$40.19	\$100,318 \$48.23	\$117,042 \$56.27
LP-7	Lineworker, Grade 2 Senior Broadband Technician	<i>Annual</i> <i>Hourly</i>	\$77,771 \$37.39	\$93,319 \$44.87	\$108,867 \$52.34
LP-6	Broadband Technician	<i>Annual</i> <i>Hourly</i>	\$67,704 \$32.55	\$81,245 \$39.06	\$94,786 \$45.57
LP-5	Lineworker, Grade 3	<i>Annual</i> <i>Hourly</i>	\$64,459 \$30.99	\$77,355 \$37.19	\$90,251 \$43.39
LP-4	<i>(No positions in grade)</i>	<i>Annual</i> <i>Hourly</i>	\$61,402 \$29.52	\$73,684 \$35.43	\$85,966 \$41.33
LP-3	<i>(No positions in grade)</i>	<i>Annual</i> <i>Hourly</i>	\$58,490 \$28.12	\$70,190 \$33.75	\$81,890 \$39.37
LP-2	<i>(No positions in grade)</i>	<i>Annual</i> <i>Hourly</i>	\$55,702 \$26.78	\$66,841 \$32.14	\$77,979 \$37.49
LP-1	<i>(No positions in grade)</i>	<i>Annual</i> <i>Hourly</i>	\$53,040 \$25.50	\$63,648 \$30.60	\$74,256 \$35.70

(End of new Classification & Compensation Plan)

CLASSIFICATION AND COMPENSATION PLAN

Revision Date: April 10, 2024

Hourly rates control calculations; Annual rates illustrate base compensation at 40 hours per week for 52 weeks.

Grade	Classification Title	Base Pay Rates			
			Minimum	Mid-Point	Maximum
18	Chief Financial Officer	<i>Annual</i>	\$138,174	\$165,807	\$193,440
	Chief Technology Officer	<i>Hourly</i>	\$66.43	\$79.72	\$93.00
	Deputy Town Manager				
17	Assistant Town Manager	<i>Annual</i>	\$129,126	\$154,950	\$180,773
	Director of Public Works	<i>Hourly</i>	\$62.08	\$74.50	\$86.91
	Fire Chief				
	Police Chief				
16	Director of Community Development	<i>Annual</i>	\$120,682	\$144,820	\$168,958
	Director of Human Resources	<i>Hourly</i>	\$58.02	\$69.63	\$81.23
	Director of Library Services				
15	Assistant Fire Chief	<i>Annual</i>	\$112,778	\$135,335	\$157,893
	Building Commissioner	<i>Hourly</i>	\$54.22	\$65.07	\$75.91
	Facilities Manager				
	Highway & Grounds Superintendent				
	Recreation Director				
	Police Captain				
	Town Engineer				
	Water/Sewer Superintendent				
14	Public Health Director	<i>Annual</i>	\$102,045	\$122,450	\$142,854
	Special Projects Manager/Systems Manager	<i>Hourly</i>	\$49.06	\$58.87	\$68.68
	Town Accountant				
	Town Assessor				
13	Assistant Town Engineer	<i>Annual</i>	\$97,178	\$116,615	\$136,053
	Assistant Water/Sewer Superintendent	<i>Hourly</i>	\$46.72	\$56.07	\$65.41
	Beede Center General Manager				
	IT Operations Manager				
	Natural Resources Director				
	Police Lieutenant				
	Council on Aging Director				
	Town Planner				

12	Assistant Director of Library Services	<i>Annual</i>	\$92,539	\$111,051	\$129,563
	Assistant Facilities Manager	<i>Hourly</i>	\$44.49	\$53.39	\$62.29
11	Assistant Highway & Grounds Superintendent				
	Customer Service Manager				
11	Financial Manager/Accountant				
	Town Clerk				
11	Assistant Human Resources Director	<i>Annual</i>	\$88,150	\$105,778	\$123,406
	Assistant Recreation Director	<i>Hourly</i>	\$42.38	\$50.86	\$59.33
10	Budget & Purchasing Director				
	Business Manager				
10	Deputy Treasurer/ Collector				
	GIS Program Manager				
10	Operations Manager				
	Sustainability Director				
10	Childcare Services Manager	<i>Annual</i>	\$85,259	\$102,305	\$119,350
	Master Plumber/ HVAC Technician	<i>Hourly</i>	\$40.99	\$49.19	\$57.38
9	Media Manager				
	Municipal Archivist/Records Manager				
9	Public Health Nurse				
	Public Works Supervisor				
9	Senior Public Works Engineer				
	Assistant Natural Resources Director	<i>Annual</i>	\$80,434	\$96,522	\$112,611
9	Aquatics Manager	<i>Hourly</i>	\$38.67	\$46.41	\$54.14
	Communications Manager				
9	Community Services Coordinator				
	Customer Service Supervisor				
9	Economic Vitality Manager				
	Energy Efficiency & Electrification Coordinator				
9	Environmental Health & Safety Manager				
	Local Inspector				
9	Risk & Compliance Programs Manager				
	Senior Environmental & Regulatory Coordinator				
9	Senior Public Health Inspector				
	Senior Treatment Systems Operator				
9	Social Services Supervisor				
	Tourism Manager				

8	Administrative & Operations Supervisor	<i>Annual</i>	\$75,899	\$91,073	\$106,246
	Assistant Assessor	<i>Hourly</i>	\$36.49	\$43.79	\$51.08
	Assistant Town Accountant				
	Assistant Town Clerk				
	Assistant Treasurer				
	Associate Financial Manager/Accountant				
	Crew Leader				
	Electrical Inspector				
	HVAC Technician				
	Land Manager				
	Management Analyst				
	Master Electrician/ Crew Leader				
	Public Works Engineer				
	Senior Financial Analyst				
	Senior Information Systems Technician				
	Senior Master Mechanic				
	Senior Planner				
Senior Utility Electrician					
7	Business Systems Analyst	<i>Annual</i>	\$71,573	\$85,894	\$100,214
	Aquatics Supervisor	<i>Hourly</i>	\$34.41	\$41.30	\$48.18
	Assistant to the Beede Center General Manager				
	Facilities Custodial Supervisor				
	GIS Analyst				
	Production Manager				
	Program Analyst				
	Public Health Inspector				
	Recreation Facilities Coordinator				
	Recreation Supervisor				
	Senior Facilities/Landscape Maintainer				
	Treatment Systems Operator				
	Utility Electrician				
6	Energy Efficiency & Electrification Specialist	<i>Annual</i>	\$67,704	\$81,245	\$94,786
	Engineering Technician	<i>Hourly</i>	\$32.55	\$39.06	\$45.57
	Executive Assistant to the Select Board				
	Executive Assistant to the Town Manager				
	Human Resources Generalist				
	Information Systems Technician				
	Membership Coordinator				
	Office Administrator				
	Payroll & Finance Generalist				
	Senior Producer & Education Coordinator				
	Skilled Carpenter				

5	Environmental & Regulatory Coordinator	<i>Annual</i>	\$64,459	\$77,355	\$90,251
	Equipment/Line Operator	<i>Hourly</i>	\$30.99	\$37.19	\$43.39
	Geriatric Health Nurse				
	GIS Technician				
	Maintenance & Warehouse Coordinator				
	Office Accountant				
	Office Coordinator				
	Outreach Coordinator				
	Project & Procurement Coordinator				
	Senior Meter Technician				
	Senior Producer				
Water/Sewer System Maintainer					
4	Accounts Payable Specialist	<i>Annual</i>	\$61,402	\$73,684	\$85,966
	Associate Engineer	<i>Hourly</i>	\$29.52	\$35.43	\$41.33
	Customer Services Specialist				
	Facilities/Landscape Maintainer				
	Meter Technician				
	Senior Administrative Specialist				
	Senior Finance Specialist				
3	Administrative Specialist	<i>Annual</i>	\$58,490	\$70,190	\$81,890
	Finance Specialist	<i>Hourly</i>	\$28.12	\$33.75	\$39.37
	Fitness Trainer				
2	Activity Coordinator	<i>Annual</i>	\$55,702	\$66,841	\$77,979
	Customer Support Specialist	<i>Hourly</i>	\$26.78	\$32.14	\$37.49
	Senior Building Custodian				
	Senior Crew Member				
	Senior Van Driver				
1	Building Custodian	<i>Annual</i>	\$53,040	\$63,648	\$74,256
	Crew Member	<i>Hourly</i>	\$25.50	\$30.60	\$35.70
	Finance Assistant				
	Office Assistant				
LP-17	Director of Concord Municipal Light Plant	<i>Annual</i>	\$170,955	\$205,140	\$239,325
		<i>Hourly</i>	\$82.19	\$98.63	\$115.06
LP-16	(No positions in grade)	<i>Annual</i>	\$148,637	\$178,370	\$208,104
		<i>Hourly</i>	\$71.46	\$85.76	\$100.05
LP-15	Assistant Director of Concord Municipal Light Plant	<i>Annual</i>	\$129,251	\$155,106	\$180,960
		<i>Hourly</i>	\$62.14	\$74.57	\$87.00
LP-14	Broadband Manager	<i>Annual</i>	\$121,763	\$146,120	\$170,477
	Power Supply & Rates Administrator	<i>Hourly</i>	\$58.54	\$70.25	\$81.96
LP-13	Lead Electrical Engineer	<i>Annual</i>	\$113,797	\$136,552	\$159,307
	Line Supervisor	<i>Hourly</i>	\$54.71	\$65.65	\$76.59

LP-12	Lead Lineworker	<i>Annual</i>	\$106,371	\$127,639	\$148,907
		<i>Hourly</i>	\$51.14	\$61.37	\$71.59
LP-11	Electrical Engineer Senior Network Engineer	<i>Annual</i>	\$99,403	\$119,278	\$139,152
		<i>Hourly</i>	\$47.79	\$57.35	\$66.90
LP-10	Lineworker, Grade 1	<i>Annual</i>	\$96,595	\$115,918	\$135,242
		<i>Hourly</i>	\$46.44	\$55.73	\$65.02
LP-9	Network Engineer	<i>Annual</i>	\$89,877	\$107,848	\$125,819
		<i>Hourly</i>	\$43.21	\$51.85	\$60.49
LP-8	Lead Broadband Technician Meter Supervisor Senior Engineering Technician	<i>Annual</i>	\$83,595	\$100,318	\$117,042
		<i>Hourly</i>	\$40.19	\$48.23	\$56.27
LP-7	Lineworker, Grade 2 Senior Broadband Technician	<i>Annual</i>	\$77,771	\$93,319	\$108,867
		<i>Hourly</i>	\$37.39	\$44.87	\$52.34
LP-6	Broadband Technician	<i>Annual</i>	\$67,704	\$81,245	\$94,786
		<i>Hourly</i>	\$32.55	\$39.06	\$45.57
LP-5	Lineworker, Grade 3	<i>Annual</i>	\$64,459	\$77,355	\$90,251
		<i>Hourly</i>	\$30.99	\$37.19	\$43.39
LP-4	<i>(No positions in grade)</i>	<i>Annual</i>	\$61,402	\$73,684	\$85,966
		<i>Hourly</i>	\$29.52	\$35.43	\$41.33
LP-3	<i>(No positions in grade)</i>	<i>Annual</i>	\$58,490	\$70,190	\$81,890
		<i>Hourly</i>	\$28.12	\$33.75	\$39.37
LP-2	<i>(No positions in grade)</i>	<i>Annual</i>	\$55,702	\$66,841	\$77,979
		<i>Hourly</i>	\$26.78	\$32.14	\$37.49
LP-1	<i>(No positions in grade)</i>	<i>Annual</i>	\$53,040	\$63,648	\$74,256
		<i>Hourly</i>	\$25.50	\$30.60	\$35.70

(End of new Classification & Compensation Plan)

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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