

**TOWN OF CONCORD PERSONNEL BOARD  
AGENDA**

**Wednesday, May 8, 2024**

**5:15 p.m.**

**55 Church St & Zoom Video Conference**

Join Zoom Meeting

<https://us02web.zoom.us/j/85045321022?pwd=RFVBMk9NbXZEVjVrZGtZVmRZK2tFZz09>

Meeting ID: 850 4532 1022

Passcode: 399161

- 1. Call to Order**
- 2. Approval of Minutes**
  - March 13, 2024
- 3. Assistant Town Manager/Interim Human Resources Director's Report**
- 4. Review of Proposed New Lifeguard Schedule**
- 5. Classification Actions**
  - Review of updated job descriptions
- 6. Preliminary Discussion of Changes to PPP #43**
- 7. Preliminary Discussion Regarding FY2025 Salary Increases**
- 8. Overview of Town Benefit Offerings**
- 9. Discussion of Personnel Board Charge and Timeline**
- 10. Adjournment**

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

- March 13, 2024

## **Town of Concord Personnel Board**

Meeting Minutes

March 13, 2024

55 Church Street/Zoom

Present or participated remotely: Bill Mrachek, Joe Emerick, Joshua Fay, Elizabeth Cobbs, Kerry Lafleur, Kimberly Crum, Mark Howell, Jessica Porter

### **1. Call to Order:**

- 5:16PM at 55 Church Street. Mr. Mrachek called the meeting to order with a quorum present. Introduced new member Joshua Fay, a resident of Concord for 7 years. Mr. Fay is a labor and employee relations attorney.

### **2. Approval of Minutes - January 10, 2024**

- Ms. Cobbs prefers “E” as first name initial in future minutes.
- Mr. Howell commented that minutes are meant to capture key themes, items that were discussed and some quotations, if needed. Any votes and public comments should be included. Any documents referred to during the meeting should be included in the minutes.
- Ms. Cobbs motioned to approve the minutes. Mr. Emerick seconded. A vote was taken with unanimous “yes” votes in approval.
- The board agreed to a rotating clerk for future meetings. The personnel board clerk takes the minutes, sends them to the town clerk, with copy to co-chairs (B. Mrachek and E. Cobbs).

### **3. Approval of PPP #43**

- Ms. Porter introduced the personnel policy and procedure #43 for discussion. The PPP will be issued upon approval of proposed bylaw, following town meeting.
- Aaron Miklosko - Highway and ground manager (supervised union and non-union, management and non-management). Mr. Miklosko commented that Section 9.2 is unclear and requiring town manager’s prior approval is not always possible due to late/urgent issues. Town parades, tree lighting ceremonies, 4<sup>th</sup> of July, other holidays and weekend events occur.
- Section 9.3. Mr. Miklosko asked for clarification.
- Section 10.5. Questioned whether approval by Town Manager is required. Or, could a Department Head approve?
- Section 12.2. What about comp time for exempt employees?
- Ms. Lafleur commented that other department leaders have raised similar issues and questions.
- Justine St. John – asked is there a timeline for updating the employee handbook, pending a positive vote at town meeting. Ms. Crum commented the town is in the early stages of developing the handbook and will be seeking input from others. Ms. Crum committed to working on a timeline to share at a future board meeting.

- Mr. Mrachek commented it is not the Board's role to write the employee handbook, which falls on the town's management team. The Board's role is to provide comments, advice and input once the handbook is developed.
- Ms. Cobbs applauded Ms. Ellsworth and Mr. Miklosko for bringing their comments to the meeting. Their comments highlight the importance of separating the employee handbook from the town bylaws.
- Ms. Crum suggested the handbook would apply to all employees, except where a bargaining agreement is in place. Ms. Crum offered an idea to include a disclosure in the beginning of the handbook to that effect.
- Ms. Porter asked how we would approve future policies, individual sections of the handbook, or would we approve the entire handbook at once. Ms. Ellsworth asked if the handbook would be considered the "law of the land." Ms. Porter responded "yes."
- Mr. Miklosko asked if the employee handbook would be approved by the personnel board, including any possible future changes. Mr. Mrachek and Ms. Cobbs responded "yes."
- After discussion, Mr. Mrachek commented there is language available with existing collective bargaining agreements and comparable towns with information available.
- Mr. Fay commented knowledge of existing collective bargaining agreements would be helpful, but focus on management requirements and initiatives for the town. Ms. Porter noted the CBAs are available publicly on the town website.
- Mr. Stevens, an employee for two decades, asked about longevity pay to retain good workers. Mr. Stevens expressed thanks for making Concord more employee friendly to the board and town manager.
- Mr. Mrachek noted the benefits of linking the select board via Mr. Howell to the personnel board. Mr. Howell commented the CBAs have received much attention over time, which hasn't occurred for the non-union employee handbook and policies.
- Ms. Cobbs is making a motion to adopt PPP #43 at the personnel board where we transfer information previously within the bylaw that will no longer be in the bylaw if town meeting approves the motion for article in the town meeting. Mr. Fay seconded and all board members approved.

#### **4. Assistant Town Manager's Report**

- Ms. Porter commented the town is working through a health insurance convergence affecting active and retired employees. The town will be moving from Minuteman Health to a new insurer (with Blue Cross) effective July 1, 2024.

#### **5. Miscellaneous Compensation Schedule**

- Ms. Porter noted the town is adding new positions "Group Exercise Instructors" that will be on the Council on Aging. These positions may be shared by the recreation department, but would be paid the same, regardless of department.
- Ms. Crum commented the Carousel pre-school program teachers were provided additional compensation in the most recent classification and compensation plan.

However, teacher's assistants and aides were not included and after review it is recommended to increase the minimum and maximum pay ranges for these positions.

- Ms. Crum commented the miscellaneous schedules are evaluated annually by leadership within the departments.
- Mr. Emerick asked about timing for compensation adjustments. Mr. Mracheck asked why the miscellaneous positions were excluded from the govHR project. Ms. Crum noted these positions are temporary and not regular. Therefore, they were not in scope for the govHR project.
- Mr. Mrachek suggested including positions that are needed year round be included in the classification plan, citing the "waterfront director" as an example.
- Mr. Emerick made a motion to approve the combined miscellaneous compensation schedules 7.2 and 7.3 as distributed in the packet. Ms. Cobbs seconded and all board members approved yes.

#### **6. Classification Actions**

#### **7. Job Description Discussion (prior classification plan)**

#### **8. Job Description Discussion (new moving forward)**

- Ms. Crum commented the job descriptions in the packet are being updated to reflect the pay scale and job requirements based on the compensation and classification plan.
- Mr. Mrachek requested "red line" comments in future job descriptions so the board understands what changes are being made.
- Mr. Howell commented the job classification process was completed in 2023. Mr. Howell suggested the board's role is to confirm these positions are aligned with the job classification and compensation plan. Until the bylaw is approved in town meeting, the personnel board is required to approve job descriptions.
- Ms. Crum noted there are many (100+) job descriptions in the process of being updated. Further, she noted the town is including feedback from govHR in the updating process.
- There was general discussion about the role of the personnel board for approval of future job descriptions.
- Mr. Mracheck asked if the job descriptions are compliant with applicable laws. Ms. Crum confirmed and noted all job descriptions were reviewed by the town's diversity, equity and inclusion lead as well.
- Ms. Cobbs made a motion to approve the 15 job descriptions contained in the packet as they were included in the compensation and classification plan. Mr. Emerick seconded and all board members responded yes.

#### **9. Non-Agenda Item (HR Strategy for Town of Concord and HR Organization Unclear to Personnel Study Task Force and Performance Management)**

- Mr. Mracheck noted the PSTF suggested an org chart to fully understand the town's HR structure. Mr. Emerick asked if there were any specific areas within the HR department or broader strategy, for which PSTF was seeking further information. Mr. Mrachek noted a broad strategy was discussed.

- Mr. Mrachek noted an anonymous citizen submitted remarks and questions that have been addressed. Ms. Cobbs noted the warrant is public now and the bylaw will be voted in the next meeting. The anonymous citizen is permitted to submit an amendment at the town meeting, which would be subject to vote.
- Ms. Cobbs asked about whether the personnel board could review the annual report. Ms. Crum noted the report was distributed in January 2024 to the co-chairs. Ms. Porter is open to an annual HR report next year.
- Mr. Mracheck asked about the town's progress developing a performance management process. Ms. Porter commented the town is working on the process for July 1 compensation increases. Mr. Mracheck offered the personnel board as resources to help develop a process for the town.

#### **10. Personnel Board Charge**

- Mr. Mrachek suggested to move this agenda topic to the next meeting when Ms. Ryan is in attendance. Ms. Cobbs suggested having the town meeting concluded with the bylaw behind us would also be helpful. Then, subsequently, the Charge should be presented to the Select Board. Ms. Cobbs suggested the Charge and Board should be in one place for all employees to view (per Mr. Mrachek's earlier suggestions).

#### **11. Adjournment**

- Mr. Fay made a motion to adjourn the meeting at 7:01PM. Ms. Cobbs seconded and the board unanimously approved.

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

Department	3-30-2024 Headcount		YTD 2024 Hires		YTD 2024 Terminations			
	RFT	RPT	RFT	RPT	RFT		RPT	
					Resignations	Retirements	Resignations	Retirements
Finance	18		1					
Fire	49							
Human Resources	4							
Human Services	21	3	3*		2	1		
Information Technology	9	1	1		1			
Library	20	6			1			
Light Plant	37				2			
Planning & Land Management	17	1	2		2			
Police	42		3		1	1		
Public Works	59		4		4			
Town Manager's Office	8							
<b>Grand Totals</b>	<b>284</b>	<b>11</b>	<b>14</b>		<b>13</b>	<b>2</b>		

*\*Human Services was oversat by 1 Hire in March '24*

*No RPT Terminations YTD*

### Concord Recreation Department

#### Pay Grade

	0	0.5	1	1.5	2	2.5	3	3.5	4	4.5	5	5.5
Head Lifeguard	\$22.00	\$ 22.44	\$ 22.89	\$ 23.35	\$ 23.81	\$ 24.29	\$ 24.78	\$ 25.27	\$ 25.78	\$ 26.29	\$ 26.53	\$ 27.06
Lifeguard	\$15.75	\$ 16.07	\$ 16.39	\$ 16.71	\$ 17.05	\$ 17.39	\$ 17.74	\$ 18.09	\$ 18.45	\$ 18.82	\$ 19.20	\$ 20.00
WSI	\$17.00	\$ 17.34	\$ 17.69	\$ 18.04	\$ 18.40	\$ 18.77	\$ 19.14	\$ 19.53	\$ 19.92	\$ 20.32	\$ 20.72	\$ 25.00
Swim Aide	\$15.00											

Experience	Points
Years of experience as lifeguard 1-5	0.5
Years of experience as lifeguard 6+	1

Concord Recreation Employment Loyalty	Points
Years of employment 2-3	0.5
Years of employment 4-5	1
Years of employment 6-9	1.5
Years of employment 10+	2

Pay Grade 0  
no experience

Lifeguard and Head Lifeguard gain .5 points for full season of work (Spring/Summer or Fall/Winter)  
Lifeguard and Head Lifeguards gain 1 full point for a full year of work (average 15 hours per week)

WSI gain .5 points for full season of work (Spring/Summer or Fall/Winter)  
Swim Aide will adjust with minimum wage increase



## Line Supervisor

Department: Concord Municipal Light Plant  
Reports To: Assistant Director CMLP – Engineering  
Operations  
Appointed By: Town Manager

Salary Grade: LP-13  
FLSA Status: Non-Exempt  
Date: July 2023

### **GENERAL SUMMARY:**

Under the general supervision of the Assistant Director CMLP-Engineering Operations, oversees the daily operations and emergency operations of the Line Division, ensuring work is produced in a safe, effective and efficient manner, in order to maintain a reliable electrical distribution system for the Light Plant. Performs varied and responsible duties requiring a thorough knowledge of departmental operations, industry practices and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Makes decisions, sometimes based on limited information or insufficient timing, applying education, experience and skills to support successful completion. 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.*

- ◆ Plans, organizes, and coordinates a variety of new construction, maintenance and repair projects involving the Light Plant's overhead and underground distribution and transmission systems.
- ◆ Schedules jobs, creates field designs, and provides detailed work orders to Lead Line Workers.
- ◆ Assigns crews and ensures adequate staff coverage to complete projects effectively and safely.
- ◆ Coordinates with customers, contractors, and staff to ensure that jobs are completed in a timely fashion.
- ◆ Maintains vacation schedule, time off requests and coordinates training of line division personnel.
- ◆ Supervises and completes performance evaluation of the Line Division employees to ensure that work is performed in compliance with established policies and procedures and with applicable safety regulations.
- ◆ Acts as a point of contact for customer inquiries; answers questions, provides assistance, and resolves problems.
- ◆ Responds to power outage reports to restore power as quickly as possible, including assigning crews, coordinating resources and assisting in field work as needed.
- ◆ Responds to after-hour emergencies to direct repair and reconstruction operations, establish communications and coordinate switching activities.
- ◆ Assists in the interviewing and hiring of new Line Division staff and trains and/or provides for their training; educates regarding use of equipment. Assists Line Workers in trouble-shooting electrical problems and hazards.
- ◆ Receives daily reports from Lead Line Workers regarding work performed, stock used, and vehicles used on job site.

## *Line Supervisor*

Prepares, maintains and submits various reports and records related to line operations, including time records, inspection reports, etc.

- ◆ May provide input regarding Line Division budgets.
- ◆ Supervises maintenance and replacement of all tooling, vehicles and equipment used by the Line Division.
- ◆ 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 Line Workers, Lead Line Workers, Master Mechanic, Equipment Operator and Crew Leader. Carries out supervisory responsibilities in accordance with the Town's and CMLP's policies and applicable laws, codes and standards. 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 and/or completion of an apprentice program, and seven or more years of progressively responsible related experience; or any equivalent combination of education and experience.
- ◆ Line School certification
- ◆ CDL Class A driver's license with HAZ-MAT endorsement.
- ◆ Class B Hoisting License.
- ◆ Training in CPR, first aid and the operation of AED equipment required.

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

- ◆ Thorough knowledge of overhead and underground 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 the Line Division and directly supervise jobs safely and efficiently.
- ◆ Ability to effectively instruct subordinates in the proper methods, procedures and safety precautions of line work.
- ◆ Ability to organize and coordinate the activities of various line crews and to assure timely completion of line repair and construction projects.
- ◆ Ability to operate necessary equipment, exercising caution as necessary.
- ◆ Ability to communicate effectively and tactfully with the public, coworkers, 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

## *Line Supervisor*

required to lift up to 25 pounds and occasionally to lift and/or move up to 100 pounds. Extensive walking, standing and kneeling while outside and inside work areas. Physical exertion may be heavy at times. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

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

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

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

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

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.***

***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.***



## **Deputy Town Manager**

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

Salary Grade: 18  
FLSA Status: Exempt  
Date: July 2023

### **GENERAL SUMMARY:**

Under the general direction of the Town Manager, and as a member of the Town's Senior Management Team, provides strategic leadership and vision to directly support the Town Manager in planning and coordinating Town services and operations; supports and carries out the policy objectives of the Select Board as well as the legislative directives of the Town Meeting and the voters; serves as second-in-command of overall operation of the Town; takes a lead role in managing, supervising, and supporting the services of several major departments and operations as assigned. 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 highly technical and comprehensive knowledge of Town operations and several fields of management. High demand is made on the Deputy to exercise sound 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.*

- ◆ Provides collaborative, forward thinking and responsive leadership to assist the Town Manager in the planning, development, implementation, maintenance and management of overall Town services and operations. Represents the Town Manager, in their absence, in conducting business, and directs and coordinates operations of the Town. In accordance with the directives of the Town Manager and the mission and strategic priorities of the Town, acts as liaison between the Town Manager and designated town boards, committees and departments, and regularly facilitates communications between parties.
- ◆ Analyzes public service needs and changes in State and Federal laws, regulations and programs impacting the Town; recommends new and modified Town programs, services, and policies; makes recommendations to the Town Manager regarding the development of plans, objectives and priorities.
- ◆ Supports and enhances the Town's public and inter-departmental communications processes through a variety of forums; explores, initiates, and monitors new methods of conveying information.
- ◆ Serves as head of departments as assigned; promotes the alignment of department and divisional goals and objectives with those of the Town Manager and Select Board; reviews, evaluates, and monitors service delivery methods and systems; keeps Town Manager informed of department activities and operations; regularly meets with management staff to coordinate and provide input into services; disseminates Town-wide management plans, strategies, initiatives, values, policies and standards of behavior.
- ◆ May assist in supporting citizen and employee relations via activities such as conflict resolution, negotiations, investigations, risk analysis, and related activities. Performs various compliance roles as assigned.
- ◆ Develops and recommends various general, enterprise and revolving fund operating budgets to the Town Manager;

## *Deputy Town Manager*

monitors assigned budgets and expenses regularly and ensures approved funds are administered effectively; oversees development and management of capital replacement plans for assigned facilities and vehicles. Manages grants. May participate in Town-wide budget formulation as part of Town Manager's budget team.

- ◆ 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 several major Town Departments and Divisions as assigned. Carries out supervisory responsibilities in accordance with policies and applicable laws. Responsibilities include interviewing and training employees; planning, assigning and directing work; appraising performance and recommending pay increases; implementing succession plans; addressing complaints and resolving problems; and making recommendations to the Town Manager concerning employee hiring, rewards or discipline.

### **EDUCATION & EXPERIENCE:**

- ◆ Master's degree in Public Administration or related subject plus a minimum of ten years of progressively responsible experience in municipal operations, including supervisory 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.
- ◆ Thorough working knowledge of municipal operations, principles and procedures; skill in leadership, project management, legal and program compliance, strategic planning, negotiations, document management, and budget preparation and management.
- ◆ Knowledge and experience writing, applying and administering various State, Federal and local grant programs and initiatives.
- ◆ Ability to work with a high level of detail; ability to prioritize multiple tasks and deal effectively with interruptions; ability to identify and analyze complex issues and to develop appropriate recommendations.
- ◆ Ability to lead diverse teams and groups; ability to observe operations and successfully develop and implement systems as needed to enhance service and efficiency.
- ◆ Ability to effectively utilize a wide variety of software platforms including MS Office, publishing, social media, and web page applications.

### **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.*

Majority of work is performed in a normal office environment with constant interruptions, not subject to extreme variations of temperature, noise, odors, etc. Occasional exterior work, such as site visits, meetings and events may be subject to extreme variations of temperature, noise, odors etc. Frequently subjected to the demands of other individuals and the volume and /or rapidity with which tasks must be accomplished.

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

*Deputy Town Manager*

***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.***



## **Chief Technology Officer**

Department: Information Technology  
Reports To: Town Manager  
Appointed By: Town Manager

Salary Grade: 18  
FLSA Status: Exempt  
Date: July 2023

### **GENERAL SUMMARY:**

Under the direction of the Town Manager, and as a member of the Town's Senior Management Team, provides strategic leadership and vision to plan, organize, and administer the activities of the Town's Information Technology (IT) Department, Concord Broadband, and the Minuteman Media Network. Works collaboratively and proactively with numerous Town departments and stakeholders, each of whom have common as well as unique/diverse business and application needs. 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.*

- ◆ Provides strong, collaborative, forward-thinking and responsive leadership in the planning, development, implementation, maintenance, and management of the Town's technology programs and services in accordance with the directives of the Town Manager. Develops, recommends, and implements an effective IT Governance framework, technology strategy and standards. Reviews, evaluates, and monitors service delivery methods and systems.
- ◆ Assists with the management of outsourced service providers and other vendors in order to leverage technology that will maximize efficiencies to all Town employees and will enhance the delivery of government services to residents and the general public. Keeps the Town Manager informed of department activities and operations.
- ◆ Participates as a member of the Town's Senior Management Team to serve as a technical consultant and to assist the Town Manager in developing and disseminating Town-wide management plans, strategies, initiatives, values, and standards of behavior. Implements, reviews, and enforces information technology policies, standards, procedures, and systems as necessary to ensure the security and efficiency of the Town's technology, and support the Town's business goals.
- ◆ Collaborates with department heads to design IT systems that meet department needs, align with the mission and strategic priorities of the Town, and incorporate IT and security best practices. Regularly meets with management staff and employee committees to provide input, coordinate services, and receive guidance. Provides advice and suggested actions based on analyses of costs, value and risk.
- ◆ Develops and supports systems and policies required by law or regulation, including electronic transmittal, encryption, retention, and archiving of historical, public, and confidential records. In coordination with appropriate third-party experts and internal stakeholders, develops and implements appropriate controls for cybersecurity risk, ensuring the confidentiality, integrity, and availability of Town data and systems.
- ◆ Develops and implements appropriate Business Continuity Planning, including IT Disaster Recovery plans, high

## Chief Technology Officer

availability systems, and backup of the Town network, systems, and records.

- ◆ Oversees the development, implementation, and maintenance of the multi-year Municipal Technology Plan, and formulates and coordinates the IT Department's work plans. Actively supports and manages the Town's efforts to consolidate, integrate, and expand all IT services.
- ◆ Effectively communicates the status of projects and initiatives, incorporating the needs of the Town and departments into the design and prioritization of projects. Effectively manages a mix of IT staff, department stakeholders, and external vendors to quickly and cost-effectively implement these initiatives.
- ◆ Assists all Town departments in the evaluation of all software and technology purchases, including consolidation and integration of new technologies, research and evaluation of hardware and software for compatibility, serviceability, design, and performance. Directs the implementation of these projects, ensuring that effective project management techniques are utilized.
- ◆ Oversees the development and implementation of Town-wide technology training and learning management systems, including general technology and cybersecurity training for Town employees, application-specific training, as well as specialized role-appropriate training for IT Staff. Works with HR and Town departments to develop effective change management initiatives and training for Town employees.
- ◆ Develops and recommends the Town's technology budget to the Town Manager; administers approved funds effectively in accordance with town policies and procedures and within the adopted budget. May advise on IT-related budget needs of individual departments.

### **Concord Broadband**

- ◆ Provides strong, collaborative, forward-thinking and responsive leadership in the planning, development, implementation, maintenance, and management of Concord Broadband's network and offered services in accordance with the directives of the Town Manager and in conjunction with the Director of the Light Plant. Develops, recommends, and implements operational frameworks and standard practices. Reviews, evaluates, and monitors service delivery methods and systems.
- ◆ Assists with the management of outside service providers and other vendors in order to leverage technology that will enhance the delivery of services to customers and staff. Keeps the Town Manager and Director of the Light Plant informed of department activities and operations.
- ◆ Makes reports and updates of operations available to the Town Manager, Select Board, and Light Board. Appears when invited to offer updates on long-term strategic goals, key performance indicators, or upgrades/outages.
- ◆ Ensures that the goals and priorities of Concord Broadband align with the direction from the Town Manager, who may solicit input from Town Boards and Committees, customers, and residents.
- ◆ Makes plans for capital investments to extend the availability of broadband in accordance with and under the direction of the Town Manager.
- ◆ Works with the Director of the Light Plant and finance/budgeting personnel to compile the annual operating budget and prepare the Annual Town Report.
- ◆ Maintains a high level of customer service for all who utilize Concord Broadband services.
- ◆ Oversees the marketing of Broadband services to customers to ensure subscriber growth is maximized and communicates these methods and success rates to the Town Manager. Advises and coordinates with the Town Manager and Director of the Light Plant on the services offered and fees charged for services.
- ◆ Coordinates with other Town Departments, including those in Public Safety, Public Works, and IT, to ensure that Concord Broadband maintains expected service delivery levels for the operation of networks that support data, radio services, and SCADA. Works closely with the Light Plant on the maintenance of communication that supports the Smart Grid and Advanced Metering Systems.
- ◆ Participates in the review and design of future plans by Town entities that may utilize the current or expanded Concord Broadband network.
- ◆ Complies with all legally mandated federal subscriber reporting to the Federal Communications Commission and other agencies as required.

**Minuteman Media Network (MMN)**

- ◆ Under direction of the Town Manager and in collaboration with the PEG Access Advisory Committee (PAAC), provides strong, collaborative, forward-thinking and responsive leadership in the planning, development, implementation, maintenance, and management of Concord's Minuteman Media Network. Develops, recommends, and implements operational frameworks and standard practices. Reviews, evaluates, and monitors service delivery methods and systems.
- ◆ Directly supervises internal MMN staff as well as outsourced service providers and other vendors in order to leverage technology that will enhance the delivery of services to residents, staff and interested parties.
- ◆ Solicits input from the community to help guide the programming and services offered on the MMN channels.
- ◆ Coordinates with the Town Manager's Office (TMO) and other Town staff to ensure the media coverage of in-person, virtual, and hybrid public meetings. Develops policies and procedures that ensure recordings are available in a reasonably expeditious manner. Oversees planning of Town Meeting media coverage.
- ◆ Works with Concord Public Schools to provide media services and allow participation in the operations and production of media.
- ◆ Develops and recommends the annual fiscal budget to the Town Manager.

**Additional Functions – All IT Divisions & Departments**

- ◆ Manages the development, performance measurement, negotiation, and support of vendor contracts and agreements.
- ◆ Represents the Town and its technology or service issues to outside organizations, including state and national organizations. Attends and makes presentations at various public and staff meetings and seminars.
- ◆ Manages hardware and software inventories, including license compliance.
- ◆ Consults and engages industry experts, consultants, and peer groups for assistance and collaboration related to existing and proposed new systems.
- ◆ Responds to major system emergencies and planned off-hour system installation/upgrades.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

**SUPERVISORY RESPONSIBILITY:**

Oversees all administrative and technical operations of the divisions and directly supervises the activities and performance of and provides functional oversight to three division heads and the Business Systems Analyst. Carries out supervisory responsibilities in accordance with Town policies and applicable laws. Responsibilities include interviewing and training employees; making recommendations regarding selection, termination and discipline; planning, assigning, and directing work; appraising performance and recommending pay increases; implementing succession plans; rewarding and disciplining employees; and addressing complaints and resolving problems.

**EDUCATION & EXPERIENCE:**

- ◆ Master's Degree in Computer Science, Management Information Systems, or a related field, with at least ten years of progressively responsible experience in information technology, of which five or more are at a management level, involving systems planning, operations, training, programming, budget management, and procurement. Public sector IT experience preferred.
- ◆ Valid motor vehicle operator's license, with a safe driving record.

**KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Superior skills as a project manager, strategic thinker, and visionary strategic planner. Highly organized with proven ability to effectively execute and complete multiple projects simultaneously. Excellent leadership skills and ability to develop productive relationships with diverse groups of stakeholders. Ability to understand business needs, plan and

## Chief Technology Officer

articulate a vision and strategy, and cooperatively lead others in accomplishing these goals.

- ◆ Excellent computer skills and well-versed in a wide spectrum of information technologies, including insight into current IT trends, best practices, advancements, and their effective use in municipal environments. Strong background and knowledge of business software systems, including municipal applications. Working knowledge of application software, programming, and operating systems. Demonstrated knowledge and experience in infrastructure design, development, and administration.
- ◆ Productive and competent supervisor with ability to effectively direct staff and promote professional growth.
- ◆ Excellent verbal and written communication skills with ability to clearly articulate and deliver messages in verbal and written form to Town government, business leaders, and the general community.
- ◆ Ability to work well under pressure, to reject the stop-gap fix, and approach problems with lasting, cost-effective strategies.

### **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 frequent interruptions. Occasional periods requiring sustained uncomfortable positions such as bending and kneeling. Employee may infrequently lift and/or move objects weighing up to 50 pounds such as monitors, printers, scanners, etc. Frequently subjected to the demands of other individuals and the volume and/or rapidity with which tasks must be accomplished. Limited off-site travel required to attend meetings and seminars.

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

Requires extended and non-standard work hours to attend evening meetings, respond to major system emergencies, and conduct planned system installation and upgrades.

***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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## **Director of Public Works**

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

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

### **GENERAL SUMMARY:**

Under the direction of the Town Manager, and as a member of the Town's Senior Management Team, provides strategic leadership and vision to plan, organize, and administer the activities of Concord Public Works. 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.*

- ◆ Directs the development of department plans, goals and objectives; conceives and recommends a range of programs/services designed to support objectives and strategic planning initiatives and to enhance the provision of quality programs and services.
- ◆ Directs/leads the preparation of policy statements and serves on a variety of internal and external committees. Provides professional staff support to various citizen committees and lends support to ad hoc committees as assigned.
- ◆ Sets goals for department programs with appropriate program manager. Determines standards of performance and assesses performance to ensure attainment of division operational and financial objectives.
- ◆ Manages and provides guidance, feedback and strategies to direct reports and department personnel for implementation.
- ◆ Develops strategies and programs around safety compliance. Ensures a safe working environment through provision of regular safety training for all department staff.
- ◆ Provides for the selection, training and development of staff and recommends their compensation, promotion, transfer or dismissal as appropriate in accordance with town bylaws and applicable regulations.
- ◆ Prepares, submits, defends and manages the general fund budget and enterprise fund budgets/financial plans. Reviews and initiates appropriate changes in line with budgetary objectives and reviews reports, reflecting actual performance to budget. Designs, develops and implements water, sewer, cemetery and solid waste rates.
- ◆ Directs the design and construction of a variety of public works projects through the Engineering Division and determines scope and schedule of maintenance/repair projects. Negotiates contracts with consultants and contractors. Monitors work performed by outside engineering and construction firms to ensure compliance with town specifications. Confers with town, county, state and federal officials in support of ongoing and proposed public works construction/maintenance projects.

## *Director of Public Works*

- ◆ Meets with the Town Manager and other department heads to provide input to town-wide plans, programs and coordination of town services.
- ◆ Directs the department's public relations and service programs and ensures appropriate staff are trained to hear and respond to a variety of inquiries, requests and complaints related to operations and services. Directly responds to more complex and sensitive public relations matters referred by staff.
- ◆ Interacts with residents, stakeholders and department, division heads on various issues and initiatives.
- ◆ Maintains current knowledge of trends and practices in the public works industry through peer association, attendance at seminars, study and review of literature.
- ◆ Directs and oversees the procurement of department equipment and vehicles in accordance with town protocols.
- ◆ 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 Concord Public Works Program Managers and administrative support employees. 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:**

- ◆ Knowledge equivalent to a Master's degree in Engineering, Business, Public Administration or related field and ten or more years of progressively responsible related experience; or any equivalent combination of education and experience.
- ◆ Valid motor vehicle operator's license, with a safe driving record.

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

- ◆ Complete knowledge of the concepts, methods, techniques and materials of public works management. Knowledge of the principles and practices of civil engineering, highway maintenance, parks and trees maintenance, cemetery construction and maintenance, water/sewer systems operations and solid waste collection and disposal including recycling.
- ◆ Ability to plan, assign and supervise the work of groups of employees engaged in a variety of department construction and maintenance operations.
- ◆ Ability to prepare, present and administer budgets and capital expenditure/projects.
- ◆ Ability to read, understand and interpret technical documents. Ability to prepare technical reports.
- ◆ Ability to work effectively under time constraints to meet deadlines.
- ◆ Excellent public relations skills to deal with people effectively and appropriately. Superior oral and written communication skills. Strong budgetary, financial management, leadership, planning and supervisory skills. Flexibility in order to adapt to constantly changing technology.

### **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.*

*Director of Public Works*

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, 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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## **Childcare Services Manager**

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

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

### **GENERAL SUMMARY:**

Under the general supervision of the Assistant Recreation Director, performs administrative and managerial duties in overseeing the Childcare Services operations, which include Before School, After School, Carousel Preschool, and Kaleidoscope Summer Program. Directly responsible for the management of all of the Recreation Division's childcare programs and staff, including staffing, supervision, budgeting, child recruitment, registration, maintenance of staff and children's records, and curriculum 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 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 and maintains programs that are consistent with current educational philosophy and the goals and vision of the Town of Concord and its Recreation Division. Ensures that programs provide inclusive, developmentally and culturally appropriate learning experiences and activities. Evaluates all aspects of programs, including design, volunteers, capacity, community collaborations and family relationships.
- ◆ Ensures that the requirements for licensing by the Massachusetts Department of Early Education and Care (EEC) are met and exceeded.
- ◆ Provides management and supervision of programs and classrooms at multiple locations to ensure contemporary practices of child development and learning are applied and a high standard of care is provided for participants, including occasional field trips. Ensures the health, safety and well-being of all program participants. Provides an environment that is physically and emotionally safe for children and staff while fostering an atmosphere of positive communication and partnership with parents/guardians.
- ◆ Collaborates with the Recreation Director and Assistant Director on annual childcare program budgets, including setting tuition and salaries. Monitors all revenues and expenses to meet budget projections. Obtains and reports on information related to the operations of comparable surrounding childcare programs including program tuitions and staff salaries and benefits; assists in analyzing data to ensure Concord's programs provide value to residents while attracting and retaining quality staff.
- ◆ Maintains all necessary records. Prepares and submits all reports required by the EEC, the Recreation Director and the Town of Concord.
- ◆ Manages the Quality Rating Improvement System (QRIS) for the Carousel Preschool Program and assists with QRIS for the After School Program.

## *Childcare Services Manager*

- ◆ Assigns staff to appropriate classrooms/age groups. Conducts staff meetings on a regular basis providing professional support as needed for staff and developing plans for staff supervision and development. Collaborates with staff for student conferences and family meetings when required or as necessary.
- ◆ Develops and maintains a creative, team-building approach to job performance bringing a constructive, problem-solving orientation to all tasks with the ability to develop, articulate and interpret program philosophies and policies.
- ◆ Maintains relationships with the EEC, National Association for the Education of Young Children, Department of Children and Families, Concord Public Schools, Early Intervention and First Connections, town regulatory agencies, and local childcare resource and referral agencies.
- ◆ Maintains current professional knowledge and certifications relevant to childcare practices and curriculum. Provides training opportunities for staff to maintain teaching certifications as required by EEC.
- ◆ Serves on committees and attends meetings as a representative of Concord Recreation childcare programs as requested and required by supervision. Works with the Concord Public Schools Transportation Department to arrange transportation to the After School sites and for all program field trips.
- ◆ 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 Childcare Services 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; conducting criminal, reference, and other background checks; and making recommendations to the Recreation Director concerning employee hiring, rewards or discipline.

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

- ◆ A Bachelor's Degree in Early Childhood Education or related field with four or more years progressively responsible experience in early childhood education and recreation operations, including supervisory and administrative experience; or 5 years as a lead teacher in a licensed and accredited early childhood program; or any equivalent combination of education and experience.
- ◆ Certified as a Director II by the Department of Early Education and Care. Meets EEC requirements for Program Administrator for School Age Childcare.
- ◆ Certified in CPR, First Aid and AED, including pediatric.

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

- ◆ Thorough knowledge of regulations and requirements put forth by the Department of Early Education and Care. Ability to develop and implement program policies and procedures in accordance with regulations. Working knowledge of health care policies and guidelines and laws regarding childcare. Ability to maintain Massachusetts accreditations that are in the best interest of these programs.
- ◆ 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 supervise subordinates and to establish and maintain good working relationships with coworkers.
- ◆ Thorough working knowledge of principles and procedures related to managing childcare operations; thorough knowledge of current educational philosophies.
- ◆ Knowledge of standard office procedures, practices, forms and equipment. 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.

**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.*

Moderate physical effort is generally required which involves frequent lifting of up to 50 pounds. While performing the functions of this job, the employee is required to stand, walk, talk, sit and hear for extended periods. Regularly required to use hands to finger, handle, and feel objects or equipment. Reaches with hands and arms, crawls and climbs.

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, 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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## **Social Services Supervisor**

Department:	Human Services	Salary Grade:	9
Reports To:	Council on Aging Director	FLSA Status:	Exempt
Appointed By:	Town Manager	Date:	July 2023

### **GENERAL SUMMARY:**

Under the general administrative direction of the Council on Aging Director, performs supervisory, administrative and clinical work in providing support and maintaining continuity of service to Concord seniors. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

### **ESSENTIAL JOB FUNCTIONS:**

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

- ◆ Provides leadership and supervision to social work and nursing team. Assists in hiring and orienting new outreach coordinators/social workers and geriatric health nurse. Communicates expectations in clear, unambiguous terms.
- ◆ Works collaboratively with the Geriatric Health Nurse and the Program Supervisor to develop wellness programming for Concord seniors.
- ◆ Assists Director with special projects pertaining to grants related to social services programs.
- ◆ Carries own caseload of clients in addition to supervising caseloads of subordinates.
- ◆ Conducts home visits as necessary, provides assessment analysis and assigns cases appropriately.
- ◆ Performs evaluations of seniors in home, office or other community setting and screens clients for referral to appropriate services. Establishes care plans, goals and time frames related to identified issues. Documents thoroughly and promptly, all calls and home visits to seniors in order to maintain accurate records. Completes all necessary intake and release forms.
- ◆ Provides counseling, advice and referrals for seniors and their family.
- ◆ Communicates regularly with the Director regarding program updates, workloads, personnel matters and client concerns.
- ◆ Attends staff meetings as requested.
- ◆ Designs, leads and supports regularly scheduled support groups for Caregivers, Low Vision and other groups that meet regularly to deal with emotional wellbeing of seniors and their families.
- ◆ Maintains and updates important divisional and client records; creates correspondence, reports, and agendas.

## *Social Services Supervisor*

- ◆ Writes and reviews the social services and health and wellness components of the COA newsletter.
- ◆ 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 two full-time Outreach Coordinators and a part-time Geriatric Nurse. 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 Senior Services Director concerning employee hiring, rewards or discipline.

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

- ◆ Master's degree in Social Work and four or more years of experience working with seniors, including two or more years of supervisory experience; or any equivalent combination of education and experience.
- ◆ Massachusetts Social Work License (LCSW or LICSW) highly preferred.
- ◆ Valid driver's license and ability to provide own transportation.
- ◆ Ability to be CORI cleared.

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

- ◆ Working knowledge of the needs of senior citizens, area care network and delivery of social services.
- ◆ Ability to maintain confidential information.
- ◆ Ability to deal effectively and appropriately with public and seniors in particular. Ability to handle sensitive matters with tact and diplomacy.
- ◆ Skill in organizing and prioritizing work responsibilities; ability to keep track of details.
- ◆ Considerable knowledge of the principles, techniques, and practices of social work and social work supervision including, but not limited to, social problems and their causes, dynamics of interpersonal relationships; and communication techniques with diverse individuals and groups of individuals.
- ◆ Excellent written and verbal communication skills.
- ◆ Strong organizational and interpersonal skills.
- ◆ Strong computer 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.*

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

Another portion of time consists of work performed under typical office conditions. The noise level is moderate and incumbent is frequently subjected to the demands of other individuals, walk-in clientele and others who occupy the building. Has frequent contact with the general public in person and by telephone.

## *Social Services Supervisor*

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

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## **Risk & Compliance Programs Manager**

Department:	Town Manager's Office	Salary Grade:	9
Reports To:	Town Manager	FLSA Status:	Exempt
Appointed By:	Town Manager	Date:	July 2023

### **GENERAL SUMMARY:**

Under the direction of the Town Manager, performs professional, analytical, and administrative work in managing regular assignments and special projects for the Town Manager's Office. Collects, organizes, and analyzes data, policy, and reports to assist in solving problems, updating policies and procedures, and reducing the Town's overall risk. Provides technical analysis and support for varying municipal, federal and state programs including, but not limited to liability insurance, grant programs, town reports, trainings, and risk management efforts. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied duties requiring a thorough knowledge of governmental operations, laws, and practices. Incumbent must exercise sound 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.*

- ◆ Supports the Town Manager with multiple projects and administrative matters, many of which serve and impact other Town departments; provides organization and assistance to help maintain efficient operations within the Department. Organizes key projects and initiatives; creates and maintains comprehensive project documentation to memorialize progress. Identifies, recommends, and implements efficiency and functionality improvements relative to administrative policies, processes, and procedures, both manual and automated, to meet operational needs.
- ◆ Researches high-level issues of concern as they arise; provides assistance to Town departments across the organization by providing program analysis, organizational and administrative field study, and statistical examination of data.
- ◆ Serves as insurance liaison for the Town collecting and categorizing assets and losses; coordinates trainings and town-wide policy reviews with a goal to reduce the Town's liability. Develops expert-level knowledge of the Town's general, personal, property and other liability insurance policies, processes and procedures with particular focus on those with a Town-wide impact.
- ◆ Provides technical support to users of the Town's insurance reporting system including generating reports of incidents, training modules, builders' risk policies, and loss reports. Establishes and maintains relationships with vendors, state agencies and public officials to support the Town in limiting liability and reducing annual premiums.
- ◆ Leads and coordinates Town-wide participation in trainings, seminars, and programs; assists departments in identifying training needs and resources to ensure risks are mitigated; coordinates logistics for training sessions; coordinates with outside vendors and training staff to ensure documentation and participation credit.
- ◆ Researches, oversees and documents various aspects of Town grant programs and other special projects. Works closely with department and division managers to ensure grant requirements are met and funding is appropriately accounted for and reported.

## *Risk & Compliance Programs Manager*

- ◆ Leads and/or participates in internal administrative staff and user group meetings to ensure continued development, effectiveness, and compliance with new, updated or established systems. Promotes positive attitudes toward change.
- ◆ 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 oversight to vendors, work teams or focus groups relative to certain projects and initiatives.

### **EDUCATION & EXPERIENCE:**

- ◆ Bachelor's Degree in management, public or business administration, or related field plus four or more years of experience working in a professional and technical capacity within a government setting with a specific focus on administrative processes, risk management, grant development or legislative procedures.

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

- ◆ Skill in identifying and implementing continuous process improvement and optimization of technology. Familiarity in data collection, analysis and the ability to deliver concise and accurate reports. Flexibility and willingness to explore unique and innovative options when faced with barriers.
- ◆ Effectively able to plan, coordinate and manage multiple projects at one time. Highly self-motivated and able to work independently, combined with good judgment regarding when to check in with a supervisor.
- ◆ Excellent organizational, time management and problem-solving skills. 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.
- ◆ Excellent communication skills, particularly in writing. Ability to document, write procedures, and present information in a meaningful and impactful way. Ability to maintain confidentiality and use discretion on how information is shared. Ability to present and inform others about programs, initiatives, and development opportunities.
- ◆ Proficiency with a wide variety of software applications including Windows, Microsoft Office, Facilities Dude and other online application insurance and grant administration systems.

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

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

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

Operates computer, printer, 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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## **Economic Vitality 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 general direction of the Deputy Town Manager, provides professional, technical and administrative work in support of economic development efforts for the Town of Concord by promoting the preservation and growth of Concord's business districts and tourism-related development opportunities. This work includes research and analysis related to the attraction, recruitment and retention of new businesses, commercial entities and related activities. 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 municipal operations, requiring the exercise of sound 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.*

### **Strategic and Program Planning**

- ◆ Strengthen the sustainability of local businesses and commercial districts and the cultural, historic and civic assets in Concord through coordinated strategies that serve cross-sector goals.
- ◆ Develop and implement long- and short-term economic development strategies for the Town with a focus on small business support within retail districts and commercial real estate development.
- ◆ Develop and execute programs and projects to effectively achieve economic development goals.
- ◆ Recommend adjustments to Town programs, activities, policies and procedures to further economic development goals with a focus on increasing the values of inclusivity, accessibility, transparency and efficiency. Working closely and collaboratively with Town departments and the Deputy Town Manager, advance standard practices that balance Town interests in regulatory oversight with economic development goals. Provide policy guidance, recommendations and technical support to Town Staff, elected and appointed officials (with special attention to the Economic Vitality Committee), recommendations for other Town departments and consultants on issues related to economic development.

### **Relationship Building, Leadership, and Coordination**

- ◆ Establish and maintain collaborative relationships with various resources on local, regional, state, and federal levels. Maintain partnerships with elected and appointed officials, community and business leadership and key resources (including MAPC, MOTT, Concord Chamber of Commerce, Concord Business Partnership, neighborhood groups, industry networks, etc.) to ensure a favorable climate for businesses to grow in Concord.
- ◆ Establish and maintain communication with existing local business and commercial property owners to effectively understand their needs, communicate their interests and serve as an effective resource to them.
- ◆

## *Economic Vitality Manager*

Coordinate economic development efforts with businesses and community organizations, and educational and research institutions.

- ◆ Serve as a resource to town leadership, businesses and the general public regarding economic development issues.
- ◆ Monitor initiatives of Town Departments, Committees and Boards (including Select Board, Planning Board, Board of Health, Zoning Board of Appeals, Public Works) to provide technical guidance and inform discussions in decisions impacting economic development and local businesses.
- ◆ Serve as senior-level, technical staff support to the Town's Economic Vitality Committee; serves as the EVC's staff liaison to the Select Board, Planning Board, Natural Resources Commission, Concord Public Works, Planning and Land Management Department, and other departments as needed.
- ◆ Serve as staff representative to Cultural Districts Committees.

### **Marketing and Communication**

- ◆ Develop and implement marketing strategies for business attraction, expansion, and retention. Centered on local assets and character, execute campaigns that promote Concord as a location for new business development.
- ◆ Develop and maintain communication tools such as webpages, email newsletter, presentations, photo library and reports to raise the profile of Concord's business community and commercial interests.
- ◆ Represent the Town in meetings with the general public, planning agencies, property owners and businesses.
- ◆ Provide written and oral reports on activities, local business-related issues and economic development to the Deputy Town Manager, Economic Vitality Manager, and Select Board.
- ◆ Research and analyze socioeconomic and other data, statistical reports, and related information for policy decisions on long range, comprehensive and strategic planning,

### **Small Business Support**

- ◆ Develop and execute a small business development assistance program.
- ◆ Be the primary point of contact for business inquiries seeking information about investment in the Town, commercial agents, and others such as governmental agencies that are interested in the area. Provide one-on-one "concierge-type" assistance for existing and prospective businesses and commercial agents interfacing with the Town.
- ◆ Develop and maintain materials and resource tools specific to the needs of small businesses such as a permitting guide, community background and data, and specialized technical assistance.

### **Data Collection and Analysis**

- ◆ Gather and interpret data (including industrial, economic, workforce, demographic, geographic data) for studies, reports, and recommendations related to local economic development issues and use of land.
- ◆ Create and maintain an electronic database of existing business and commercial property. Conduct periodic interviews and site visits to identify opportunities and challenges for existing and prospective businesses. Identify sites appropriate for commercial development.
- ◆ Maintain a database of available space for rent in Town and key relevant information.
- ◆ Establish and maintain information detailing a community profile such businesses and community demographics, land costs and lease rates, transportation facilities, consumer market, long and short-term financing and other related community information.
- ◆ Track measures, metrics and outcomes of local economic development initiatives.
- ◆ Maintains files of economic development records, maps, reports, plans and other materials.

### **Administration and Other**

- ◆ Maintain personal expertise in Economic Development field through educational programs. Remain informed on best practices in economic development.
- ◆ Develop and administer the division budget; strictly adhere to financial policies.

## *Economic Vitality Manager*

- ◆ Pursue grant and other funding opportunities to achieve economic vitality goals and activities according to the Town's and funding authority's guidelines and regulations. Ensure fulfillment of program and funding requirements of the funding agencies.
- ◆ Prepare and file necessary reports and forms, as required by State, Local, or other entities.
- ◆ Manage consultant contracts including scopes-of-work and project budgets
- ◆ 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 oversight to work teams, consultants and interns relative to certain projects and initiatives.

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

- ◆ Bachelor's degree in business administration, public relations, planning, or a related field, and five or more years of experience in economic development or a related field.
- ◆ Must have the ability to travel to and attend various day and evening meetings in various locations.

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

- ◆ Knowledge of the principles and practices of:
  - planning, zoning, state and local land use,
  - environmental legislation, procedures, codes and standards,
  - and business and industry attraction and retention strategies.
- ◆ Excellent writing, communication and presentation skills, and knowledge of federal, state and local programs and resources for economic development and business assistance, and business, finance, real estate, and market dynamics.

### **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 regular interruptions, with some work at meetings and events. 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. Employee is regularly required to walk, stoop, sit, and communicate in-person; 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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## **Community Services Coordinator**

Department:	Human Services	Salary Grade:	9
Reports To:	Assistant Town Manager	FLSA Status:	Exempt
Appointed By:	Town Manager	Date:	July 2023

### **GENERAL SUMMARY:**

Under the general supervision of the Assistant Town Manager, coordinates social service programs for Concord residents under the age of 60. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring flexibility in approach to workload. Follows department guidelines and procedures. Errors could result in reduced levels of service, poor public relations, and potential danger to the general public.

### **ESSENTIAL JOB FUNCTIONS:**

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

- ◆ Conducts office and/or in-home interviews with families or individuals in order to assess needs and facilitate access to needed services and activities. Provides limited-scope counseling for clients/residents on walk-in basis.
- ◆ Works with Police, Fire, Health and other agencies, as directed, in handling emergency or crisis situations for residents and their families.
- ◆ Networks with other town departments, agencies and organizations to ensure a town-wide coordinated service effort for clients; maintains strong working relationships with School social workers, School Resource Officers, DCF, Child Protective Services and other mental health service providers.
- ◆ Makes appropriate referrals to other agencies for needed services with permission of the client; closely monitors active caseload. Provides follow-up and case management for those who are perceived to need assistance.
- ◆ Develops and accurately maintains client files. including Progress Notes, Release of Information Forms, and records of family and emergency contacts and referrals.
- ◆ Interacts with and maintains good working relationships with other area service organizations.
- ◆ Assists clients in filling out necessary forms to obtain needed services from appropriate agencies.
- ◆ Helps client's access resources, including, but not limited to: educational services, outpatient medical services, legal services, OTA/Cash Assistance, food stamps, health and medical resources, housing, fuel assistance, tax assistance, SSI, and health insurance; serves as intake site for federally funded fuel assistance program. Researches and applies for grant opportunities as assigned; manages grant funding and applications to ensure adequate funding levels for the division.
- ◆ Follows up on all assistance requests to ensure that needed services are provided or alternative measures are taken; uses client database system.

## *Community Services Coordinator*

- ◆ Creates and implements marketing campaigns related to Community Services activities, seminars, events and offerings including Town-wide resource guide, Community Services webpage and brochures.
- ◆ Analyzes human service issues in Town and develops relevant and realist plans, programs and recommendations for budget consideration.
- ◆ Attends meetings as assigned including monthly human services team meeting; maintains records for continuing education units for professional certifications.
- ◆ Assists the public, other town departments and governmental agencies by furnishing a variety of information, referral, and problem-solving advice as requested or required.
- ◆ Submits information for the Town Manager's Report, Annual Report and Employee Connection as necessary or available.
- ◆ 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 seasonal and temporary workers including interns and program volunteers.

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

- ◆ Master's degree Human Services and four or more years of experience working in, or with a Social Services agency. Master's Degree (MSW) preferred.
- ◆ Valid motor vehicle operator's license required, with a safe driving record and ability to provide own transportation.
- ◆ Ability to be cleared through the Criminal Offender Record Information (CORI) background check.

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

- ◆ Excellent written and verbal communication skills. Ability to interface and communicate effectively, professionally, and with a high level of patience, tact, and discretion. Communicates regularly with the general public.
- ◆ Ability to maintain high levels of confidentiality and work with clients according to all applicable state, federal and town laws, policies and standards.
- ◆ Strong organizational and interpersonal skills. Ability to work with a high level of detail and prioritize multiple tasks. Ability to change direction and rearrange tasks according to deadlines and circumstance.
- ◆ Experience working in municipal government and knowledge of effective public and community relations practices preferred.

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

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

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

Approximately one-half of time consists of work performed under typical office conditions. The noise level is moderate and incumbent is frequently subjected to the demands of other individuals, walk-in clientele and those who occupy the building. Has frequent contact with the general public in person and by telephone. •

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

*Community Services Coordinator*

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## **Communications Manager**

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

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

### **GENERAL SUMMARY:**

Working under the supervision of the Town Manager, the Communications Manager directs the activities and functions of the Town's integrated communication team, performing technical and skilled duties to provide public and internal information, town-wide news, event announcements, and other operational and general community interests of the Town and its employees. Work includes conceptualizing, developing, and implementing internal and external communications, including media and advertising campaigns, marketing programs, and various special projects that positively represent the Town of Concord's operations, departments and business. Focus is on improving internal and external communications and increasing knowledge of Town business through a variety of outlets. 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 municipal operations. Exercises sound 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.*

- ◆ Cultivates relationships and maintains contact with area public relations representatives, news outlets and media forums. Regularly works with members of the public and business communities to promote the Town as a premier community to live, work, visit and start a business.
- ◆ Provides information and communication to internal and external stakeholders in cooperation with all Town departments; responsible for the creation, distribution and promotion of various town reports including, but not limited to: Town Manager's reports, employee newsletters, and all others as assigned. Ensures all Town outreach and information is conveyed in a consistent and professional manner.
- ◆ Attends various meetings, public forums, events, celebrations and press conferences to gather, communicate, and promote information relevant to the Town.
- ◆ Serves as point of contact and webmaster for Town's website, and other related sub-sites. Organizes training sessions for staff related to content updates and site management; provides functional oversight to administrative staff regarding the creation and posting of content to/within the Town's websites. Ensures that all Town outreach and information is conveyed in a consistent and professional manner.
- ◆ Manages, edits, promotes and maintains content for the Town's official social media and outreach accounts. Ensures current and pertinent information is available for citizens and employees; responds to questions and comments when applicable. Monitors the Town's social media postings to ensure compliance with established guidelines and uniformity in messaging.
- ◆ Conveys information and provides education and awareness to internal and external stakeholders regarding various

## *Communications Manager*

Town department initiatives and efforts through the creation and distribution of press releases, advertisements, editorials, media kits, calendars, brochures, public service announcements, articles, flyers, award submissions, resolutions/proclamations, and other forms of communication. Prepares and publishes advertising campaigns in cooperation with local, regional, and state departments or associations, to promote the Town of Concord.

- ◆ Assists with ensuring that time-sensitive and/or emergency information is conveyed to residents and employees as needed by updating the Town's website and/or social media accounts and responding to events both inside and outside of regular business hours. Works closely with the Police Department to maintain, update and improve upon the Town's automated Emergency Notification Systems.
- ◆ Promotes community participation through online marketing efforts. Increases knowledge of Town business through partnerships and world-wide media outlets.
- ◆ Provides status updates and participation reports to the Town Manager's Office regarding outreach endeavors, media outlet followers, and website subscriptions or account registrations. Keeps the Town Manager abreast of current and projected concerns of the citizenry and employees.
- ◆ Serves as member of the Town Meeting Management Team assisting with the compilation, coordination and distribution of all Article materials and information. Attends all sessions of Town Meeting and relevant Public Hearings.
- ◆ Takes photographs for website, press releases, slide shows, the Annual Town Report, staff communication materials, and other media.
- ◆ 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 oversight to vendors, work teams or focus groups relative to certain projects and initiatives.

### **EDUCATION & EXPERIENCE:**

- ◆ Bachelor's Degree in communications, journalism, marketing, business administration or related field, plus four or more years of experience providing broad expertise in communications, social marketing, and website administration. Experience in a municipal or government setting preferred.

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

- ◆ Mastery of grammar, and excellent writing ability, with above average ability to communicate effectively both verbally, in writing, and via internet media outlets. Strong interpersonal skills with high level of social perceptiveness; ability to engage and form relationships with all stakeholders in a wide variety of settings; ability to effectively deal with all members of the public in a courteous and tactful manner; ability to establish and maintain good working relationships with coworkers. Ability to use and apply discretion in order to maintain a high level of confidentiality while determining how and when dissemination of information is appropriate.
- ◆ Understanding, familiarity and skill with publishing/graphic design software and digital photography. Acute understanding, familiarity, and skill regarding maintenance and outreach with all social media business outlets and websites. Familiarity with local government functions. Ability to comprehend Town-wide operations and goals and develop effective ways to relay Town business through a wide variety of media outlets.
- ◆ Strong time management and organizational skills; attention to detail; ability to multi-task, self-motivate, and regularly reassess priorities. Ability to work under pressure and manage stress. Competency in working independently and in handling assignments with a high degree of flexibility.

### **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.*

## *Communications Manager*

Majority of work is performed in a normal office environment with regular interruptions, not subject to extreme variations of temperature, noise, odors, etc. Also attends events and is occasionally required to be on location of emergency events with exposure to weather, noise, crowds, etc. Frequently subjected to the demands of other individuals and the volume and/or rapidity with which tasks must be accomplished.

Operates computer, printer, camera, calculator, telephone, copier and all other standard office equipment requiring eye-hand coordination and finger dexterity. Employee is regularly required to walk, stoop, sit, talk and hear; balancing, crouching, grasping, pulling, reaching and stooping may also be required.

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## **Senior Master Mechanic**

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 administrative direction of the Line Supervisor, performs maintenance and repairs to CMLP vehicles and equipment. Maintains and extends the useful life of vehicles and equipment to keep operational costs to a minimum. 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.*

- ◆ Performs mechanical and electrical maintenance and repairs. Maintains vehicle maintenance and inspection records.
- ◆ Repairs, rebuilds or replaces engines, motors, transmissions, front and rear axles, clutches, driveline components, tires, and related parts. Washes vehicles as needed.
- ◆ Performs emergency repairs in the field as necessary and responds to other related emergencies.
- ◆ Performs brake and suspension maintenance and repair work. Performs tune-ups and fuel system maintenance and repair work.
- ◆ Performs annual dielectric testing and warranty maintenance inspections on electric line trucks.
- ◆ Schedules outside vendors for inspections and repairs on fuel tanks.
- ◆ Orders gas and diesel fuel. Receives incoming stock and materials.
- ◆ Prepares vehicle and equipment bid specs, hosts bid openings and completes follow-up paperwork.
- ◆ Maintains paperwork for new vehicle and equipment purchases, warranty and regular insurance.
- ◆ Orders mechanical parts, hardware, tools and equipment as needed and maintains adequate levels of inventory. Solicits price quotes on new vehicles.
- ◆ Works with line crews as needed.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.

## Senior Master Mechanic

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

### **SUPERVISORY RESPONSIBILITY:**

None.

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

- ◆ Duties require knowledge equivalent to 1-2 years of trade school and four or more years of repair experience working with heavy/light diesel and gasoline-powered vehicles and equipment; or any equivalent combination of education and experience.
- ◆ Possession of a Class A Commercial Driver's License with a hazardous materials endorsement.
- ◆ Possession of a Class B Hydraulic license.

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

- ◆ Extensive knowledge of the principles, procedures, methods and techniques involved in the repair and maintenance of gasoline- and diesel-powered motor vehicles and equipment.
- ◆ Working knowledge of welding, body work and refinishing. Ability to perform welding and brazing operations.
- ◆ Thorough knowledge of safe repair practices.
- ◆ Ability to diagnose problems in and repair motor vehicles and equipment. Skill in the use and care of tools employed in automotive repair.
- ◆ Ability to operate light, heavy and special motor equipment. Ability to use standard and special motor mechanic's tools.

### **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.*

Repair shop conditions, with frequent exposure to exhaust fumes, oil, dust and other airborne particles. Work involves risk of burns and electrical shock and other hazards associated with working near moving mechanical parts. Work environment is moderately noisy and at times very loud.

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

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## **Membership Coordinator**

Department: Human Services- Recreation  
Reports To: Beede General Manager  
Appointed By: Town Manager

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

### **GENERAL SUMMARY:**

Under the general supervision of the Beede General Manager, performs a multitude of tasks to serve as the primary contact for Beede Center member services. Performs all general office tasks independently as needed, along with more difficult responsibilities as assigned, such as installment billing, membership revenue tracking, and department orders. Works directly with staff, members, and the general public in all departments. 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.*

- ◆ Manages all billing for memberships, processes and records payments, and tracks overdue accounts. Processes accounts receivables, ensuring past due and collections by phone, email, and mailings, and subsequently reports discrepancies to supervisor.
- ◆ Processes, maintains, organizes, and updates all membership invoices to maintain accurate membership records in the MyRec system. Uses knowledge judgment to apply policies and procedures and seeks assistance appropriately when exceptions to normal procedures arise.
- ◆ Records vital revenue information in a timely and accurate manner. Provides data and reports on membership statistics, sales and retention. Organizes information into spreadsheets to be used by management for budgetary purposes, requiring accurate recording and organization of confidential information.
- ◆ Responsible for processing accurate cash and credit card transactions. Responsible for conveying daily deposits and other confidential information to applicable Town departments for appropriate review and approval.
- ◆ Works with General manager, Aquatics Manager, and Facilities Coordinator on day-to-day operations and setting and achieving long term operational goals.
- ◆ Maintains working knowledge of the Town's financial software and administers system for recording daily deposits and creating bill schedules and purchase orders.
- ◆ Responds to member requests, inquiries and concerns, and provides information and excellent customer service. Acts as Point of Contact as required by schedule and staffing.
- ◆ Manages all functions of the front desk and interaction with members to ensure that the staff delivers excellent customer service. Maintains working knowledge and skills necessary to maintain front desk job functions when called

## *Membership Coordinator*

upon, including providing verbal and/or written information regarding memberships and programs, appropriately directing individuals to other staff members/departments for additional information if necessary, and other related functions. Maintains full knowledge necessary for use of MyRec software, parking gate software, Multi-line telephone system, camera, ID card printer, intercom system, in-house communication system, credit card machine, copier, fax, and scanner hardware.

- ◆ Reinforces and processes each department's pricing structures for memberships, gift certificates, guest fees, childcare, personal training, group exercise, and aquatic programming as set by management.
- ◆ Interviews and trains new Front Desk personnel in all areas of their job requirements to ensure that the staff delivers excellent customer service.
- ◆ Performs other routine administrative tasks, including maintaining and ordering office supplies, opening and processing mail, and organizing and assisting with the preparation and distribution of monthly invoices.
- ◆ 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 ten part-time Receptionists at the Beede Center. 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:**

- ◆ Associate's Degree or two-year college certificate, plus one or more years of customer service and office/administrative experience; or any equivalent combination of education and experience.

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

- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing and to establish and maintain good working relationships with coworkers. Thorough understanding of customer service and ability to effectively deal with all members of the public in a courteous and tactful manner.
- ◆ Working knowledge of office procedures, practices, and terminology. Strong computer skills and basic knowledge of bookkeeping techniques. Working knowledge of MyRec database.
- ◆ Ability to work with a high level of detail, to prioritize multiple tasks, and to deal effectively with interruptions; ability to change direction and rearrange tasks according to deadlines and circumstance.

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

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

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

Operates computer, printer, 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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*Membership Coordinator*

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## **Project & Procurement Coordinator**

Department:	Concord Municipal Light Plant	Salary Grade:	5
Reports To:	Assistant Director CMLP – Engineering Operations	FLSA Status:	Non-Exempt
Appointed By:	Town Manager	Date:	July 2023

### **GENERAL SUMMARY:**

Under the general administrative direction of the Assistant Director CMLP – Engineering Operations, performs procurement and administrative tasks in support of department operations. This position generates and organizes all required paperwork utilizing relevant databases and inventory control software. This position is also responsible for maintaining appropriate inventory levels and ensure the necessary supplies and materials are available to support daily electric and broadband operations. Also responsible for moderately difficult office tasks such as data entry, record keeping, filing and working directly with customers and other municipal personnel, requiring initiative and independent judgment in the application of prescribed policies, procedures, and methods. 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.*

- ◆ Acts as a point of contact for public inquiries in person, by telephone and by mail; provides information about municipal operations; answers questions about procedural requirements for accounts and other official documents.
- ◆ Provides administrative and communication support to the Assistant Director CMLP-Engineering and Engineering Division Staff. Maintains Division files including project and bidding files.
- ◆ Prepares bidding documents and conducts public bid openings.
- ◆ Gathers quotes for items to be purchased by CMLP; receives and evaluates pricing information and prepares purchase orders.
- ◆ Procures and maintains supplies, equipment and services for the Division.
- ◆ Prepares month-end Merchandise and Jobbing (M&J); makes entries in the M&J journal; reviews M&J Trial Balance.
- ◆ Enters new orders and receives delivery receipts.
- ◆ Responsible for purchase order and work order databases.
- ◆ Monitors inventory levels and maintains inventory control software.
- ◆ Analyzes open purchase orders and work orders for the year-end audit.
- ◆ Serves as an essential employee for customer service and division support during storm/emergency events; covers the office after-hours; provides telephone support. Maintains contact with Division staff via phone and two-way radio.

## *Project & Procurement Coordinator*

Prepares Federal Emergency Management Agency reports when applicable.

- ◆ Assists during emergency power restoration efforts that may be required of all employees. Such assistance may require working nights, weekends, or holidays and may result in considerable extra hours.
- ◆ 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:**

- ◆ Associate's degree in Accounting or a related field with four or more years of accounting and/or purchasing experience; municipal experience preferred; or any equivalent combination of education and experience.

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

- ◆ Thorough knowledge of office procedures, practices and terminology. Complete knowledge of the use of office and data processing equipment, and business arithmetic.
- ◆ Basic knowledge of bookkeeping techniques. General knowledge of local government and its operations helpful. Familiarity with rules, laws, procedures, regulations etc. pertinent to the operations of the department helpful.
- ◆ Ability to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials and other agencies, both verbally and in writing.
- ◆ Ability to organize time, work independently and accomplish tasks despite frequent interruptions.
- ◆ Ability to maintain detailed statistics, records and clerical records and maintain confidential information.
- ◆ Ability to compose correspondence and to prepare type and proofread reports as to form and logic flow. Ability to maintain detailed budget accounts, financial records and clerical records.

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

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

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

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

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

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## Office Coordinator- Building

Department: Planning & Land Management- Building  
Reports To: Building Commissioner  
Appointed by: Town Manager

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

### **GENERAL SUMMARY:**

Under the general supervision of the Building Commissioner/Zoning Enforcement Officer, produces professional administrative work products; maintains and/or supervises the maintenance of financial, personnel, and other records; acts as liaison with other departments and outside organizations. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of division 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.*

- ◆ Greets and assists customers entering the office and answers incoming phone calls. Gathers information, researches and answers general questions regarding building or inspections related issues and directs more complicated questions to other professional staff.
- ◆ Acts as liaison with other town departments as well as the general public, consultants, and external agencies (local, regional and state) regarding division operations and special projects.
- ◆ Screens incoming mail and responds appropriately to matters not requiring the personal attention of the Division Manager.
- ◆ Issues electrical, plumbing and gas permits and collects related fees.
- ◆ Accepts building and sign permit applications and checks for completeness; explains related department procedures.
- ◆ Maintains building permit log book. Maintains database of monthly recapitulation of activity. Enters all fees collected for permits and copies in computer database. Maintains database for annual inspections.
- ◆ Sends out renewals; updates new information, prints certificates.
- ◆ Prepares weekly accounts payable invoices and maintains all associated records for the Division and 141 Keyes Road building; maintains budgets in database.
- ◆ Calculates and prepares bi-weekly payroll for the division; maintains personnel records related to sick leave, holiday leave and vacations; retirement; calculates special payments and allowances; Prepares payroll detail worksheets and payroll summary authorizations; prepares change of status forms.
- ◆ Maintains street files; files paperwork for the Building Division, Planning Board, Historic District Commission, Natural Resources Commission and Board of Appeals and pictures taken by the Assessor's Office.

## *Office Coordinator- Building*

- ◆ Maintains rolled plans; files rolled plans and maintains database inventory of all plans. Maintains permit records for the Electrical and Plumbing/Gas Inspectors.
- ◆ 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; training in secretarial science or business administration preferred.
- ◆ Four or more years of progressively responsible administrative experience; or an equivalent combination of education and experience; municipal experience preferred.

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

- ◆ Excellent interpersonal skills; Strong proficiency to communicate effectively both verbally and in writing; ability to effectively deal with all members of the public in a courteous and tactful manner; ability to establish and maintain good working relationships with coworkers, ability to maintain confidentiality and sensitivity in conversations. Extensive knowledge of office procedures, practices and terminology. Thorough knowledge of the use of office and data processing equipment, business arithmetic, grammar and spelling. Basic knowledge of bookkeeping techniques.
- ◆ General knowledge of the operations and functions of Town departments
- ◆ Notary Public (preferred) or ability to obtain within six months.
- ◆ Ability to compose correspondence and prepare, type and proofread reports as to form and flow. Ability to maintain detailed statistics, records, and files and to maintain confidential information.
- ◆ 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 multiples tasks with deadlines; ability to interpret directions in a fast-paced work environment; ability to identify and analyze complex issues and to develop appropriate recommendations.

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

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

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

Operates computer, printer, 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.***

*Office Coordinator- Building*

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## **Maintenance & Warehouse Coordinator**

Department:	Concord Municipal Light Plant	Salary Grade:	5
Reports To:	Assistant Director CMLP – Engineering Operations	FLSA Status:	Non-Exempt
Appointed By:	Town Manager	Date:	July 2023

### **GENERAL SUMMARY:**

Under the general supervision of the Assistant Director CMLP-Engineering Operations, responsible for the cleaning and maintenance of all CMLP facilities. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring 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.*

- ◆ Responsible for intake of all deliveries and ensuring all stock is properly put away and accounted for. Must be able to operate manual transmission forklift, electric-powered warehouse forklift and overhead crane. Keeps warehouse in an orderly fashion in accordance with organizational system.
- ◆ Monitors inventory of supplies and equipment and assists in ordering additional supplies, as needed.
- ◆ Communicates regularly with procurement staff to ensure inventory and stock levels match the inventory software.
- ◆ Monitors and operates and repairs or coordinates repairs of HVAC systems, computerized security system, burglary and fire alarm system, and inventory software daily.
- ◆ Loads, unloads, transports, ships, samples and stores hazardous materials associated with the operations of CMLP. Maintains records of testing and shipping of hazardous materials. Must be able to correctly identify hazardous materials and coordinate initial responses to incidents.
- ◆ Performs minor repairs, construction and preventive maintenance work such as repairing doors, furniture, equipment, shelves, and replacing broken glass.
- ◆ Performs basic plumbing maintenance and repair of building and substation facilities.
- ◆ Maintains first aid kits, automated external defibrillation devices, fire extinguishers, burn blankets, spill kits and spill berm equipment to maintain regulatory compliance and safety standards. Coordinates repairs or replacements as required.
- ◆ Monitors and is the point of contact for the cleaning service. When required, cleans and disinfects rooms, furniture, kitchens, washroom and toilets; replenishes soap and supplies; sweeps and mops floors and stairways; dusts and polishes furniture, floors and metal work; vacuums and cleans carpets; washes walls, woodwork and windows; disposes of trash; and changes light bulbs. Inspects and maintains assigned custodial equipment. Cleans and

## ***Maintenance & Warehouse Coordinator***

maintains parking garage, warehouses and mezzanine area.

- ◆ Advises supervisor of all unresolved maintenance problems and recommends contract service vendors for repair work. Monitors the work of outside contractors and keeps a log of all work performed.
- ◆ Sets up rooms for meetings and other functions; moves and arranges furniture as directed; cleans rooms and rearranges and removes furniture at end of use.
- ◆ Performs ground maintenance at Light Plant building locations. Tasks include but are not limited to snow removal, leaf blowing, trash pickup, light landscaping, etc.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

### **SUPERVISORY RESPONSIBILITY:**

None.

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

- ◆ High school education; and four or more years of related experience; or any equivalent combination of education and experience.
- ◆ Possession of valid driver's license.
- ◆ Possession of Class 3A and 1C hoisting licenses.
- ◆ Training in CPR, first aid and the operation of AED equipment required.
- ◆ Proficiency with inventory control and HVAC software preferred.

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

- ◆ General knowledge of inventory and warehouse activities, including but not limited to shipping and receiving, inventory tracking, safety, and organization.
- ◆ General knowledge of cleaning materials, methods and equipment. Basic knowledge of carpentry helpful. Basic skills in performing preventative maintenance of buildings and equipment and in the use of related tools and equipment.
- ◆ Ability to understand and follow oral instructions. Ability to comprehend all labels, warnings, directions and instructions on 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.

### **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. Outside work may involve various weather conditions. Other work conditions include working near moving mechanical parts and in precarious places and positions. Work environment is moderately noisy. May require the operation of automobiles, light trucks, snow blower, lawn mower, vacuum, buffer, hand tools, ladder, and other custodial equipment.

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.

## *Maintenance & Warehouse Coordinator*

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

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

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## **Fitness Trainer**

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

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

### **GENERAL SUMMARY:**

Under the general supervision of the Beede Center General Manager, performs varied tasks in instructing and administering Fitness programs, specializing in Personal Fitness Training. 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.*

- ◆ Assists and instructs members on how to safely use the fitness equipment; provides one-on-one equipment orientations; provides spotting; and helps members adjust equipment to their height, weight, and fitness level.
- ◆ Schedules and provides one-on-one and group training sessions for members; creates individualized exercise programs; educates members regarding physiology, biomechanics, kinesiology, and basic nutrition; motivates and encourages members in their fitness practices.
- ◆ Monitors all members in the facility to ensure safety and prevent physical exhaustion or injury; makes sure members follow facility rules and regulations; and responds to emergencies, calling for help if needed.
- ◆ Cleans and maintains fitness equipment and fitness rooms, reporting any damage or malfunction to the appropriate staff member.
- ◆ Creates monthly bulletin boards and handouts for members. Provides tours to potential members, explaining the benefits of joining the facility.
- ◆ Assists front-desk staff by answering calls, signing in members, and receiving funds. May order equipment and supplies and assist in the opening and closing of the facility.
- ◆ 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:**

- ◆ Must be a Certified Personal Trainer with two or more years of relevant experience.
- ◆ First Aid and CPR with AED Certification.

**KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Specialized knowledge in Personal Fitness Training. Working knowledge of all procedures, techniques, safety laws and other state regulations relating to specialty. Working knowledge of facilities, and equipment used. Ability to perform emergency and lifesaving techniques.
- ◆ Excellent interpersonal skills; ability to teach and mentor members in skill-development and to fairly and tactfully enforce facility rules and regulations. Ability to communicate effectively with all members of the public, including children and young adults, in a courteous manner.
- ◆ Ability to maintain a variety of records and statistics. Ability to deal with multiple tasks at the same time.

**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.*

Moderate physical effort is generally required which involves frequent lifting of between 30 and 60 pounds. Regularly required to stand, walk, crouch, stoop, reach, crawl, climb, talk, sit and hear for extended periods. Regularly required to use hands to finger, handle, and feel objects or equipment. Noise is moderate to loud at times. Vision and hearing at or correctable to normal ranges.

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

Operates computer, printer, video display terminal, keyboard, calculator, telephone, copier, facsimile machine and all other standard office equipment requiring eye-hand coordination and finger dexterity. Operates fitness 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.***

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## **Senior building Custodian- Recreation**

Department:	Human Services- Recreation	Salary Grade:	2
Reports To:	Assistant Recreation Director	FLSA Status:	Non-Exempt
Appointed By:	Town Manager	Date:	July 2023

### **GENERAL SUMMARY:**

Under the general supervision of the Assistant Recreation Director, performs semi-complex custodial and maintenance work of public buildings and grounds to provide a safe, clean and sanitary area. 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.*

- ◆ Cleans and disinfects rooms, furniture, washroom and toilets; sweeps and mops floors and stairways; dusts and polishes furniture, floors and metal work; vacuums and cleans carpets; washes walls, woodwork and windows. disposes of trash; and changes light bulbs.
- ◆ Advises supervisor of maintenance needs; inspects and maintains assigned custodial equipment and informs supervisor of issues.
- ◆ Monitors inventory of supplies and equipment and may assist in ordering additional supplies, as needed.
- ◆ Sets up rooms for meetings and other functions; moves and arranges furniture as directed; cleans rooms and rearranges and removes furniture at end of use.
- ◆ May perform minor repairs, construction and preventive maintenance work such as repairing doors, furniture, equipment, shelves, and replacing broken glass.
- ◆ Monitors hallways and directs the public to the proper locations; may secure buildings at the close of day; notes and reports signs of damage, theft, or vandalism.
- ◆ Maintains cleanliness, safety, and appearance of grounds; removes snow and treats walkways to minimize ice when assigned.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

**SUPERVISORY RESPONSIBILITY:**

None.

**EDUCATION & EXPERIENCE:**

- ◆ High school education; and one or more years of related experience; or any equivalent combination of education and experience.

**KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ General knowledge of cleaning materials, methods and equipment. Basic knowledge of carpentry helpful.
- ◆ Ability to understand and follow oral instructions. Ability to follow label directions 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.

**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. Outside work may involve various weather conditions. Other work conditions include working near moving mechanical parts and in precarious places and positions. Work environment is moderately noisy. May require the operation of automobiles, light trucks, snow blower, lawn mower, vacuum, buffer, hand tools, ladder, and other custodial equipment.

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, 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 Building Custodian- COA**

Department:	Human Services	Salary Grade:	2
Reports To:	Council on Aging Director	FLSA Status:	Non-Exempt
Appointed By:	Town Manager	Date:	July 2023

### **GENERAL SUMMARY:**

Under the general supervision of the Council on Aging Director, performs semi-complex custodial and maintenance work of public buildings and grounds to provide a safe, clean and sanitary area. 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.*

- ◆ Cleans and disinfects rooms, furniture, washrooms, toilets; replenishes soap and supplies; sweeps floors and stairways; dusts and polishes furniture, floors and metal work; vacuums and cleans rugs; washes walls, woodwork and windows; cleans, waxes and disinfects floors; cleans tables and sinks; cleans appliances, including oven, stove and coffee pots; operates commercial dishwasher; collects and disposes of trash and places receptacles at desired locations; collects recycling and puts out for pick up on appropriate day.
- ◆ Oversees room set up and logistics for all programs and events. Assists staff with technology set ups and oversees room safety.
- ◆ Working with the Facilities Division, ensures building safety both inside the Harvey Wheeler Community Center (HWCC) as well as walkways, patio and parking lot, monitoring condition of surfaces and providing snow and ice removal as needed.
- ◆ Inspects and maintains assigned custodial equipment and small tools for proper operating condition, including, but not limited to, buffers, vacuum cleaners, carpet shampoo machinery, drills, hedge trimmers, and snow blowers.
- ◆ Monitors hallways and directs the public to their desired location; secures buildings at the close of day; notes and reports signs of damage, theft or vandalism.
- ◆ Performs minor repairs, construction and preventative maintenance work; repairs doors, furniture and equipment; builds shelves and replaces broken glass; performs touch up painting. Moves and sets up furniture and equipment. Replaces lights.
- ◆ Advises supervisor of maintenance needs; monitors the work of outside vendors while on site and/or keeps logs of their work.
- ◆ Works with the Facilities Division to monitors HVAC system and changes filters, which includes accessing roof areas.
- ◆ Monitors inventory of janitorial and various other supplies for department programs; reports needs in a timely manner.

## Senior Building Custodian- COA

- ◆ Assists COA Director in maintaining building access and safety relating to HWCC rentals.
- ◆ Monitors inventory of medical equipment loan program and discards items that are considered unsafe.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

### **SUPERVISORY RESPONSIBILITY:**

None.

### **EDUCATION & EXPERIENCE:**

- ◆ High School diploma and one or more years of related experience; or any equivalent combination of education and experience.

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

- ◆ Ability to operate a wide spectrum of tools and maintenance equipment and to exercise caution as necessary.
- ◆ General knowledge of cleaning materials, methods, and equipment. Basic knowledge of trades including plumbing, electrical, carpentry.
- ◆ Ability to understand and follow oral instructions. Ability to follow label directions and instructions on cleaning supplies and equipment. Ability to follow all applicable safety regulations and Town procedures.
- ◆ Basic skills in performing preventive maintenance on buildings and equipment.
- ◆ Ability to read and write English and to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials and other agencies. Ability to communicate effectively and efficiently verbally and in 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.*

Frequent and extended periods of outside work, subject to all weather conditions and extremes. Continuous walking, standing, climbing, frequent periods requiring sustained uncomfortable physical positions. Balancing, crouching, grasping, pulling, reaching and stooping may also be required. Operates heavy equipment which causes loud noises and high levels of vibrations. Handles trash, garbage and other potential biohazards, requiring use of sanitary precautions.

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. Physical agility required to access all areas to be cleaned and maintained. Occasionally works from ladders and on roofs.

Employee must be able to detect odors. Vision and hearing correctable to normal ranges. Ability to distinguish colors.

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***

*Senior Building Custodian- COA*

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



## **Activity Program Coordinator**

Department:	Human Services	Salary Grade:	2
Reports To:	Council on Aging Director	FLSA Status:	Non-Exempt
Appointed By:	Town Manager	Date:	July 2023

### **GENERAL SUMMARY:**

Under the general administrative direction of the Council on Aging Director, performs administrative work in planning, promoting and executing activities for Concord seniors. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a 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, plans, promotes and implements COA trips, activities and special events.
- ◆ Coordinates and directs the provision of a weekly luncheon for up to 100 people.
- ◆ Schedules and supervises volunteers assigned to help with activities and events.
- ◆ Keeps an inventory of program supplies.
- ◆ Writes the Program pages of the monthly newsletter to include a detailed calendar of events.
- ◆ Works in collaboration with the Volunteer and Public Relations Coordinator to publish press releases with activities details and posts on social media.
- ◆ Works within approved budget for individual events.
- ◆ Evaluates and documents success of programs/events for future enhancement.
- ◆ 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, and one or more years of experience developing and implementing programs for seniors; or any equivalent combination of education and experience.
- ◆ ServSafe Certification, or ability to obtain within six months of hire.
- ◆ Occasional evening and weekend work is required.

**KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with all members of the public in a courteous and tactful manner; ability to establish and maintain good working relationships with coworkers, ability to maintain confidentiality and sensitivity in conversations.
- ◆ Thorough working knowledge of office procedures, practices, and terminology. High level of technological skill in the use of office and data processing equipment and software. Knowledge of bookkeeping techniques. Proficiency in utilizing a variety of computer software systems, including word-processing, spreadsheet, and database applications.
- ◆ Ability to work with high level of detail; ability to prioritize multiple tasks and deal effectively with interruptions; ability to work independently and accomplish tasks despite frequent interruptions; ability to identify and analyze complex issues and to develop appropriate recommendations.

**WORKING CONDITIONS & PHYSICAL DEMANDS:**

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

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

Operates computer, printer, 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.***



## **Customer Support Specialist- Hunt**

Department:	Human Services- Recreation	Salary Grade:	2
Reports To:	Assistant Recreation Director	FLSA Status:	Non-Exempt
Appointed By:	Town Manager	Date:	July 2023

### **GENERAL SUMMARY:**

Under the general supervision of the Office Administrator, performs administrative and customer service work in the processing of all applications for recreation center programs. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of 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.*

- ◆ Acts as first point of contact for public inquiries regarding Recreation Department programs and services; answers phones, redirecting calls and emails, answers questions, provides information and directions; directs queries to other staff members and/or other sources of information as appropriate.
- ◆ Processes all mail-in program applications and administers program registrations for walk-in and/or call-in customers. Processes funds received from program registrations, including credit card payments, and furnishes receipt. Reconciles register of credit card payments at end of each day.
- ◆ Processes and routes incoming mail, responding appropriately to matters not requiring the personal attention of management.
- ◆ May assist the Department in editing program brochures, ensuring that they are up to date and neatly displayed; restocks brochures as needed. Compiles information fact sheets.
- ◆ Records detail of departmental deposits in appropriate spreadsheet(s) and maintains accuracy of database.
- ◆ Manages installment billing for school year programs and processes/records payments, bringing late payments to the attention of the Childcare Services Manager.
- ◆ Works with the Office Administrator to ensure timely collection of accounts receivable via phone, email, and mailings, and subsequently reports discrepancies or issues to supervisor.
- ◆ Upholds accurate facility reservation calendars and works with Program Managers to assure that all events are scheduled and accurate.
- ◆ May perform other basic office functions such as greeting visitors; typing correspondence, memorandums, and meeting notices; filing; maintaining records and databases; photocopying; scheduling; etc. Acts as an assistant to other Recreation Department staff as needed, performing tasks at their request.

## *Customer Support Specialist- Hunt*

- ◆ 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:**

- ◆ Associate's Degree or two-year college certificate plus six months of office/administrative experience; 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 coworkers.
- ◆ Working knowledge of office procedures, practices and terminology. Basic knowledge of bookkeeping techniques.
- ◆ Ability to work with a high level of detail, to prioritize multiple tasks, and to deal effectively with interruptions; ability to change direction and rearrange tasks according to deadlines and circumstance.

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

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

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

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

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

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## **Customer Support Specialist - Beede**

Department:	Human Services- Recreation	Salary Grade:	2
Reports To:	Membership Coordinator	FLSA Status:	Non-Exempt
Appointed By:	Town Manager	Date:	July 2023

### **GENERAL SUMMARY:**

Under the general supervision of the Membership Coordinator, performs administrative and customer service work in the processing of all applications for Beede Swim and Fitness Center programs. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of 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.*

- ◆ Opens the Beede Center every weekday morning at 5:15 AM.
- ◆ Assists in the enrollment of new members by setting up an account in the registration database, taking photos for membership cards, and setting up installment billing. Maintains database and updates information. Handles cash, check and credit card transactions.
- ◆ Acts as a point of contact for inquiries regarding membership and Center programs and activities. Answers and routes phone calls, assists walk-in customers, coordinates tours for prospective members and oversees personal training referral program.
- ◆ Supports Beede Center management in communication with opening shift including lifeguard(s) and trainers on duty to maintain continuity of services. Ensures that appropriate personnel are on duty as scheduled.
- ◆ Notifies members when their memberships are expiring. Reaches out to members when credit cards are declined or expired and updates system as necessary.
- ◆ May fill in for Office Assistants and/or other Customer Support Specialists as necessary. May assist in the training of Office Assistants.
- ◆ 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:**

- ◆ Associate's Degree or two-year college certificate, plus six months of office/administrative experience; 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 coworkers.
- ◆ Working knowledge of office procedures, practices and terminology. Basic knowledge of bookkeeping techniques.
- ◆ Ability to work with a high level of detail, to prioritize multiple tasks, and to deal effectively with interruptions; ability to change direction and rearrange tasks according to deadlines and circumstance.

**WORKING CONDITIONS & PHYSICAL DEMANDS:**

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

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

Operates computer, printer, 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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# DRAFT

## Personnel Board Charge

### Background

The Concord Personnel Board was established by Town Bylaw in 1921 and reaffirmed in the Concord Town Charter approved in May 1952. The Select Board is responsible for the appointment of the Concord Personnel Board with the number of members, the number of terms and their lengths, to be stipulated in the Personnel Bylaw. The latest revision of the Personnel Bylaw was approved at Town Meeting on April 29, 2024.

**Commented [WM1]:** is 1921 correct?

**Commented [EC2R1]:** In the PSTF report, it mentions that the Select Board was directed under the 1955 Town Charter "to appoint a number of committees, including the Personnel Board" (see Appendix A, first page).

### Board Responsibilities

The Personnel Board has responsibility for the administration of Concord's Personnel Bylaw in addition to supporting the Bylaw's intention of maintaining an equitable and efficient system of personnel administration. By approval of the April 29, 2024 Personnel Bylaw, and to ensure that covered employees have the necessary understanding of non-wage benefits, the Personnel Board has both administrative as well oversight responsibilities for the Employee Handbook, applying to all Concord Town positions except elected officers, employees with personal contracts, employees covered by a collective bargaining agreement, and employees of the school department.

**Commented [EC3]:** Bill, I can see that you have wanted to keep the Charge to one page. I'm wondering, though, that there is more focus on the Bylaw as the governing document than it does help employees to understand what we do for them. On the earlier version, we have a list of responsibilities. I'm fine to take out the categories from that version (governance, communications, employee relations), but I think this statement, and the statement in paragraph 3 re: a quick overview of the scope of the bylaw---well, it just seems to make this document redundant.

My understanding was that the Charge was more about operational responsibilities, a document that was an agreement between the Select Board and the Personnel Board?

**Commented [EC4R3]:** Questions answered!

The Personnel Board has both advisory and administrative responsibilities; by supporting the Town Manager in maintaining an efficient system of personnel administration for Town employees; by recommending programs and practices to ensure the Town's workforce is diverse, equitably treated, and inclusive of others; and by providing administrative oversight as specified in the Personnel Bylaw and the Employee Handbook.

The Personnel Bylaw is the authority in defining the duties and responsibilities of the Personnel Board. The Personnel Board Charge is intended to give Town Citizens a quick overview of the scope of the Personnel Bylaw and to give Town Citizens direction in designating and locating the various governing documents.

**Commented [WM5]:** Where to find the April 29, 2024 Personnel Bylaw?

By approval of the April 29, 2024 Personnel Bylaw, and to ensure that covered employees have the necessary understanding of non-wage benefits, the Personnel Board has both administrative as well oversight responsibilities for the Employee Handbook.

### Governing Documents

- 1921 Town Bylaw
- May 1952 Concord Town Charter
- April 29, 2024 Personnel Bylaw
- 2024 Personnel Board Charge

**Commented [EC6]:** I like the idea of having these references with links to the documents, that would make things easier for employees!

**Commented [EC7]:** Is there another bylaw that should be referenced?

- 2024 Employee Handbook

