

**TOWN OF CONCORD PERSONNEL BOARD
AGENDA**

Wednesday, June 12, 2024

5:15 p.m.

55 Church St & Zoom Video Conference

Join Zoom Meeting

<https://us02web.zoom.us/j/87379691110?pwd=TXL0URl111PM0aHCG48eKvmPb2aTbm.1>

Meeting ID: 873 7969 1110

Passcode: 167763

- 1. Call to Order**
- 2. Approval of Minutes**
 - Minutes of Jan 2
 - Minutes of Apr 10
 - Minutes of May 8
- 3. Assistant Town Manager/Interim Human Resources Director's Report**
- 4. Discussion of proposed Bereavement Policy**
- 5. Discussion of proposed Vacation Policy**
- 6. Discussion Regarding FY2025 Salary Increases**
- 7. FY2025 Personnel Board Meeting Schedule**
- 8. Discussion of Personnel Board Charge and Timeline**
- 9. Classification Actions**
 - Review of updated job descriptions
- 10. Adjournment**

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

Town of Concord
Regular Status Hires and Terminations
YTD 2024 (May 31, 2024)

Department	5-31-2024 Headcount		YTD 2024 Hires		YTD 2024 Terminations			
	RFT	RPT	RFT	RPT	RFT		RPT	
					Resignations	Retirements	Resignations	Retirements
Finance	19		2					
Fire	49							
Human Resources	3				1			
Human Services	23	3	6		3	1		
Information Technology	9	1	2		1			
Library	20	6			2			
Light Plant	38				2			
Planning & Land Management	19	1	4		3			
Police	43		4		1	1		
Public Works	57		4		6	1		
Town Manager's Office	10		2					
Grand Totals	290	11	24		19	3		

TOWN OF CONCORD
Personnel Policy and Procedure #14-1

**Definition of Immediate Family Member
for Purposes of Bereavement Leave**

Date Issued: ~~May 19, 1992~~ July 1, 2024

Employees may request bereavement leave in accordance with the below chart following:

<u>Amount</u>	<u>Relationship to Employee</u>
<u>Up to 5 days</u>	<u>spouse, domestic partner, parent, or child (including adopted, step, or foster, or legal ward)</u>
<u>Up to 3 days</u>	<u>parent-in-law, grandparent, sibling, grandchild, or member of the immediate household with whom the employee has financial and emotional interdependence*</u>
<u>Up to 1 day</u>	<u>child-in-law, sibling-in-law, niece/nephew, aunt/uncle</u>

Definition of Immediate Family Member

~~In interpreting and applying Section 14 of the Personnel Bylaw on "Bereavement Leave," the definition of "immediate family member" shall be as follows:~~

- ~~a. "Immediate family member" shall include the employee's spouse, parents, parents-in-law, grandparents, siblings, children (including adopted children, step children, foster children or legal wards), or grandchildren, whether or not these individuals had resided with the employee.~~

~~"Immediate family member" *This shall also include any person of a dependent relationship who had been a regular resident of the employee's household at the time of his/her/their death. In this application, dependent relationship shall mean a close relationship that includes financial and emotional interdependence. For example, such individuals may include unmarried partners, but would not include roommates or boarders.~~

Exceptions to the Definitions

~~The Town Manager may grant exceptions to the definition shown above if the requesting employee can demonstrate that the relationship involved was of a close family-like nature or that other special circumstances exist. In making such a decision, the Town Manager may consider the relationship between the employee and the deceased and any other matters which might reasonably be considered to have a bearing on the case.~~

~~Each exception granted under this policy will be considered on its individual merits and will in no way constitute a precedent for future decisions. In no event may the Town Manager grant more leave than the maximum specified under the bylaw.~~

~~The Personnel Board shall be notified of all exceptions granted under this policy.~~

Approving Requests for Bereavement Leave

~~Section 14 of the Personnel Bylaw allows an employee to be granted "bereavement leave" when "such leave is needed."~~ In considering a request for bereavement leave, the department head or Town Manager may require the employee to explain or document relevant issues in order to justify the need for the time requested.

All requests for bereavement leave will be responded to as quickly as possible. If necessary, an employee's absence will be charged to other available leave time until the review is completed and the records adjusted later if bereavement leave is granted.

~~TOWN OF CONCORD
Personnel Policy and Procedure #14-2~~

Fourth Day of Bereavement Leave

~~Date Issued: May 19, 1992~~

~~Section 14 of the Personnel Bylaws allows for the granting of one additional (or fourth) day of bereavement leave when extensive travel or other unusual circumstances exist. This provision shall be interpreted and applied as follows:~~

~~1. Department Head Approval of Request for Travel Time~~

~~Department Heads may approve a fourth (4th) day of bereavement leave when the distance to the site of the funeral or burial is such that reasonable travel and attendance time will require the employee to be absent from work for more than three (3) days.~~

~~2. Town Manager Approval of Other Requests~~

~~Requests for a fourth (4th) day of bereavement leave that are based on reasons other than travel, must be approved by the Town Manager. In considering such requests, the Town Manager may consider the severity of the circumstances, the relationship between the employee and the deceased, and any other matters which might reasonably be considered to have a bearing on the case.~~

~~The procedures outlined in Section 3 of PPP 14-1 shall also apply to requests submitted to the Town Manager for a fourth day of bereavement leave.~~

~~Each decision made under this policy will be considered on its individual merits and will in no way constitute a precedent for future decisions. In no event may the Town Manager grant more leave than the maximum specified under the bylaw.~~

~~The Personnel Board shall be given an annual report on the frequency and nature of approvals granted for four days of bereavement leave.~~

TOWN OF CONCORD
Personnel Policy and Procedure #14

Bereavement Leave

Date Issued: July 1, 2024

Employees may request bereavement leave in accordance with the following:

Amount	Relationship to Employee
Up to 5 days	spouse, domestic partner, parent, or child (including adopted, step, foster, or legal ward)
Up to 3 days	parent-in-law, grandparent, sibling, grandchild, or member of the immediate household with whom the employee has financial and emotional interdependence*
Up to 1 day	child-in-law, sibling-in-law, niece/nephew, aunt/uncle

*This shall also include any person of a dependent relationship who had been a regular resident of the employee's household at the time of their death. In this application, dependent relationship shall mean a close relationship that includes financial and emotional interdependence. For example, such individuals may include unmarried partners, but would not include roommates or boarders.

Approving Requests for Bereavement Leave

In considering a request for bereavement leave, the department head or Town Manager may require the employee to explain or document relevant issues in order to justify the need for the time requested.

All requests for bereavement leave will be responded to as quickly as possible. If necessary, an employee's absence will be charged to other available leave time until the review is completed and the records adjusted later if bereavement leave is granted.

TOWN OF CONCORD
Personnel Policy and Procedure #13

Administration of Vacation Leave

Last Revised: ~~May 15, 2019~~ July 1, 2024

Purpose and Scope

The purpose of this document is to establish policies and procedures for the administration of ~~Section 13 of the Personnel Bylaws regarding~~ vacation leave. It shall apply to all vacation leave granted to regular-status employees covered by the Personnel Bylaw. The Personnel Board and Town Manager shall adopt policies regarding how regular- status employees accrue vacation leave

Accrual

Amount Accrued

The amount of paid vacation time earned by regular-status employees is based upon the type of position held by the employee and his/her years of service with the town. The following Standard Accrual Schedule below shows how much vacation is accrued per year:

<u>Years of Service</u>	<u>Annual Accrual</u>
<u>First 5 years</u>	<u>15 Days</u>
<u>After Completion of 5 Years</u>	<u>17 days</u>
<u>After Completion of 8 Years</u>	<u>20 days</u>
<u>After Completion of 20 Years</u>	<u>25 days</u>

~~Administrative Clerical (AC), Trades Crafts Labor (TCL), Electrical Labor (EL), Telecommunications Technicians (TT) Media Specialists (MS), Human Services Assistant (HS-A) and hourly Swim & Fitness (SF) Employees:~~

<u>Years of Service</u>	<u>Total Accrued Vacation per Year</u>
<u>@ hire</u>	<u>10 days</u>
<u>@ 3rd anniversary</u>	<u>15 days</u>
<u>@ 10th anniversary</u>	<u>20 days</u>
<u>@ 20th anniversary</u>	<u>25 days</u>

~~Managerial Professional (MP), Electrical Management (EM), Human Services Specialist (HS-1), Telecommunications Management (TM), and exempt Swim & Fitness (SF) Employees:~~

<u>Years of Service</u>	<u>Total Accrued Vacation per Year</u>
<u>@ hire</u>	<u>15 days*</u>
<u>@ 5th anniversary</u>	<u>17 days</u>
<u>@ 8th anniversary</u>	<u>20 days</u>
<u>@ 20th anniversary</u>	<u>25 days</u>

~~* -In order to accrue 15 days of paid vacation per year at hire, an employee must meet the education and experience requirements for the position. If an employee is hired without having yet met the requirements, the Town Manager may reduce the annual amount of vacation accrued by up to 5 days until such time as the requirements have been met.~~

Child Care/Education Specialist (HS-2) Employees:

<u>Years of Service</u>	<u>Total Accrued Vacation per Year</u>
<u>@ hire</u>	<u>15 days</u>

When a Child Care/Education Specialist is appointed to a regular-status position after working for the Town in multiple temporary positions that resulted in year-round employment for at least 5 consecutive years immediately preceding such appointment, the Town Manager may grant that individual up to 15 days of *accrued* vacation leave (i.e., leave that has already been earned).

When an employee is appointed to a regular-status position, the Town Manager may supersede the Standard Accrual Schedule and provide that employee with an alternate annual accrual schedule which grants up to 20 days vacation prior to the anniversary listed on the standard schedule. Future vacation accrual increases will be based on the applicable schedule.

Paid vacation time is accrued on a monthly basis, with employees earning one-twelfth of their annual accrual at the end of each month of service. The amount of the monthly accrual is adjusted in December and June to adjust for rounding during preceding months.

Regular, part-time employees shall accrue vacation on a pro-ration of the full-time accrual, based on the ratio of their average weekly hours to the full-time workweek for their positions (see PPP #36 regarding Pro-ration of Leave Benefits).

~~Service counted toward increases in vacation accrual shall be the same as used in calculating longevity increases (See PPP #10.6).~~ When an employee's vacation accrual increases, the accrual for that month should be calculated as a weighted average of the number of calendar days at the previous accrual rate and the number of calendar days at the new accrual rate.

Recording and Availability of Vacation Leave Accrual

The accrual and use of vacation leave shall be recorded each month on the employee's leave form. Vacation leave is earned and available for use at the end of each calendar month, after a full calendar month of service. No vacation leave shall be granted to an employee in advance of his/her accrual of such leave, unless authorized in advance by the Town Manager. (Example: If an employee has no accrued vacation leave at the end of March and would like to take a vacation day on April 20, no vacation leave is available to the employee for that absence because the April accrual of vacation leave is not available until May 1.)

Maximum Vacation Accrual

~~Section 13 of the Personnel Bylaws states:~~ "Accumulation of vacation hours is limited to a maximum of the employee's annual accrual level, plus five (5) days."

For example, if the employee has less than 5 years service, his/her maximum vacation accrual would be 15 days (10 days + 5 days). If the employee has 15 years of service, his/her maximum vacation accrual would be 25 days (20 days + 5 days).

This maximum shall be applied on a monthly basis. This means that an employee's monthly accrual shall be reduced accordingly if the total accrual for that month would place the employee over the maximum accrual limit. For example: If a full-time employee who accrues 10 days vacation per year has 14.5 days (or 116 hours) accrued as of the end of March and takes no vacation time during April, he/she would accrue only .5 days (or 4 hours) during the month of April rather than his/her usual 6.7 hours, for a total maximum accrual of 15 days.

~~Section 13 of the Personnel Bylaws also states:~~ "In unusual circumstances approved by the Department Head and Town Manager, an employee may accumulate more than this maximum." To request such approval, the employee must submit a written request to his/her department head, stating the unusual circumstances which are the basis of the request and setting forth a plan for bringing the accrual below the maximum by a specific date. The Department Head shall forward this request to the Town Manager with his/her recommendations and comments and the Town Manager shall make the final decision.

Requests and Use of Vacation Leave

Vacation leave may be used by an employee for any reason and in any increments; however, the scheduling of vacation must be approved in advance by the employee's department head or supervisor (if such authority is delegated to the supervisor). Each department may issue its own procedures specifying the manner in which vacation leave must be requested and/or the basis on which conflicting vacation requests are granted. Child Care/Education Specialists may be required to take their accrued vacation on specific dates based on the school calendar.

Vacation leave should be requested, whenever possible, a minimum of ten (10) working days prior to the start of the vacation leave, however, requests submitted in less than ten (10) working days may be approved at the discretion of the Department Head (or supervisor). Different notification requirements may be established by department heads if required by work demands.

The Department Head (or supervisor) may deny vacation leave requests if the employee's absence at that time could unduly disrupt departmental operations. If a request is denied, the employee and supervisor will work cooperatively to find a satisfactory substitute for that time.

Any vacation leave used for reasons qualifying as FMLA (Family and Medical Leave Act) leave will count towards an employee's FMLA entitlement and must be reported to the Human Resources Department.

Payoff of Vacation

When regular status employment with the Town ends, the employee shall be paid for any unused vacation earned up to the last day worked.

Payment in Lieu of Vacation Leave

~~Employees who are paid on an exempt basis under the Fair Labor Standards Act (i.e., are not eligible for overtime payments) and have 20 or more years of service may be paid for up to five (5) days of accrued vacation leave per fiscal year in lieu of taking that time as leave. Such payment shall only be made when the Town Manager, in his/her sole discretion, determines that funds are available and payment in lieu of leave is in the Town's best interest based on operational considerations. Considerations may include the nature of the employee's duties, the hours worked by the employee, the department's work load, staffing shortages, and any other factors the Town Manager considers relevant.~~

~~Requests for payment in lieu of vacation shall be submitted via the department head to Human Resources in May of each year such that all approvals for the fiscal year can be considered equally and in the same time period. Human Resources will review requests for compliance purposes prior to submittal to the Town Manager.~~

TOWN OF CONCORD
Personnel Policy and Procedure #13

Administration of Vacation Leave

Last Revised: July 1, 2024

Purpose and Scope

The purpose of this document is to establish policies and procedures for the administration of vacation leave. It shall apply to all vacation leave granted to regular-status employees covered by the Personnel Bylaw. The Personnel Board and Town Manager shall adopt policies regarding how regular- status employees accrue vacation leave

Accrual

Amount Accrued

The amount of paid vacation time earned by regular-status employees is based upon the type of position held by the employee and his/her years of service with the town. The following Standard Accrual Schedule below shows how much vacation is accrued per year:

Years of Service	Annual Accrual
First 5 years	15 Days
After Completion of 5 Years	17 days
After Completion of 8 Years	20 days
After Completion of 20 Years	25 days

Child Care/Education Specialist (HS-2) Employees:

Years of Service	Total Accrued Vacation per Year
@ hire	15 days

When a Child Care/Education Specialist is appointed to a regular-status position after working for the Town in multiple temporary positions that resulted in year-round employment for at least 5 consecutive years immediately preceding such appointment, the Town Manager may grant that individual up to 15 days of *accrued* vacation leave (i.e., leave that has already been earned).

When an employee is appointed to a regular-status position, the Town Manager may supersede the Standard Accrual Schedule and provide that employee with an alternate annual accrual schedule which grants up to 20 days vacation prior to the anniversary listed on the standard schedule. Future vacation accrual increases will be based on the applicable schedule.

Paid vacation time is accrued on a monthly basis, with employees earning one-twelfth of their annual accrual at the end of each month of service. The amount of the monthly accrual is adjusted in December and June to adjust for rounding during preceding months.

Regular, part-time employees shall accrue vacation on a pro-ration of the full-time accrual, based on the ratio of their average weekly hours to the full-time workweek for their positions (see PPP #36 regarding Pro-ration of Leave Benefits).

When an employee's vacation accrual increases, the accrual for that month should be calculated as a weighted average of the number of calendar days at the previous accrual rate and the number of calendar days at the new accrual rate.

Recording and Availability of Vacation Leave Accrual

The accrual and use of vacation leave shall be recorded each month on the employee's leave form. Vacation leave is earned and available for use at the end of each calendar month, after a full calendar month of service. No vacation leave shall be granted to an employee in advance of his/her accrual of such leave, unless authorized in advance by the Town Manager. (Example: If an employee has no accrued vacation leave at the end of March and would like to take a vacation day on April 20, no vacation leave is available to the employee for that absence because the April accrual of vacation leave is not available until May 1.)

Maximum Vacation Accrual

Accumulation of vacation hours is limited to a maximum of the employee's annual accrual level, plus five (5) days. For example, if the employee has less than 5 years service, his/her maximum vacation accrual would be 15 days (10 days + 5 days). If the employee has 15 years of service, his/her maximum vacation accrual would be 25 days (20 days + 5 days).

This maximum shall be applied on a monthly basis. This means that an employee's monthly accrual shall be reduced accordingly if the total accrual for that month would place the employee over the maximum accrual limit. For example: If a full-time employee who accrues 10 days vacation per year has 14.5 days (or 116 hours) accrued as of the end of March and takes no vacation time during April, he/she would accrue only .5 days (or 4 hours) during the month of April rather than his/her usual 6.7 hours, for a total maximum accrual of 15 days.

In unusual circumstances approved by the Department Head and Town Manager, an employee may accumulate more than this maximum. To request such approval, the employee must submit a written request to his/her department head, stating the unusual circumstances which are the basis of the request and setting forth a plan for bringing the accrual below the maximum by a specific date. The Department Head shall forward this request to the Town Manager with his/her recommendations and comments and the Town Manager shall make the final decision.

Requests and Use of Vacation Leave

Vacation leave may be used by an employee for any reason and in any increments; however, the scheduling of vacation must be approved in advance by the employee's department head or supervisor (if such authority is delegated to the supervisor). Each department may issue its own procedures specifying the manner in which vacation leave must be requested and/or the basis on which conflicting vacation requests are granted. Child Care/Education Specialists may be required to take their accrued vacation on specific dates based on the school calendar.

Vacation leave should be requested, whenever possible, a minimum of ten (10) working days prior to the start of the vacation leave, however, requests submitted in less than ten (10) working days may be approved at the discretion of the Department Head (or supervisor). Different notification requirements may be established by department heads if required by work demands.

The Department Head (or supervisor) may deny vacation leave requests if the employee's absence at that time could unduly disrupt departmental operations. If a request is denied, the employee and supervisor will work cooperatively to find a satisfactory substitute for that time.

Any vacation leave used for reasons qualifying as FMLA (Family and Medical Leave Act) leave will count towards an employee's FMLA entitlement and must be reported to the Human Resources Department.

Payoff of Vacation

When regular status employment with the Town ends, the employee shall be paid for any unused vacation earned up to the last day worked.

TOWN OF CONCORD
Personnel Policy and Procedure #36

Proration of Leave Benefits

Date Issued: August 11, 1992

Purpose and Scope

The purpose of this document is to establish policies and procedures for the proration of leave benefits for part-time employees, new and terminating employees, and employees on leave of absence for more than 30 calendar days. It shall apply to sick leave, vacation leave, holidays, and personal leave granted to regular employees. Employees subject to collective bargaining agreements with the Town are subject only to those provisions of this PPP which are not covered by their collective bargaining agreement.

Proration for Part-time Employees

Regular, part-time employees shall accrue leave on a prorated basis in proportion to the percentage of full-time hours worked. This percentage shall be calculated by dividing the average number of hours the part-time employee works per week by the number of hours in a full-time work week for that position.

Example -

The proration calculation for a clerical employee who works 20 hours per week would be: $20 \text{ divided by } 37.5 = 53.3\%$ (Round to one decimal place). If a part-time employee's hours vary from week to week, the calculation should be based on the employee's average number of hours per week as reported on the change of status form.

Vacation accrual:

Monthly vacation accrual for the employee in the above example would then be calculated by multiplying the full-time annual accrual times this percentage, dividing by 12 and rounding to one decimal place. Since annual accrual is controlling, accrual for the months of December and June should be appropriately adjusted to make the total monthly accruals for the calendar year equal the actual annual accrual. For example: $75 \text{ hours (the full time annual accrual for a clerical employee with up to 5 years service)} \times 53.3\% = 40.0 \text{ hours per year (rounded to one decimal place)}$ divided by 12 = 3.3 per month (rounded to one decimal place). $10 \text{ months @ } 3.3 \text{ hours accrual} = 33 \text{ hours} + 2 \text{ months @ } 3.5 \text{ hours accrual} = \text{a total annual accrual of 40 hours.}$

Holidays:

Holiday pay for the employee in the above example would then be calculated by multiplying the number of hours in a full-time day for that position times this percentage and rounding to one decimal place. For example: $7.5 \text{ hours} \times 53.3\% = 4.0 \text{ hours (rounded to one decimal place).}$

Sick Leave -

Sick leave accrual for the employee in the above example would then be calculated by multiplying the full-time monthly accrual of one day times this percentage. For example: $7.5 \text{ hours} \times 53.3\% = 4.0 \text{ hours per month (round to one decimal place).}$

Calculation of Partial Months of Accrual

Partial months of vacation leave accrual (for new or terminating employees or for employees on leave of absence for more than 30 calendar days) shall be calculated as follows: divide the employee's usual monthly accrual by the number of calendar days in the month, then multiply times the number of calendar days the employee earned vacation leave during that month.

Note that for terminating or retiring employees, leave accruals are earned only up until the last day worked. The employee may be paid unused vacation or personal leave beyond the last day worked, but additional leave is not earned during this "payout" period.

Examples

For example, the vacation leave accrual for a full-time laboring employee who begins work on the 17th of September would be: 6.7 hours divided by 30 days x 14 days = 3.1 hours (round to one decimal place). The sick leave accrual for this employee would be: 8 hours divided by 30 days x 14 days = 3.7 hours (round to one decimal place).

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.

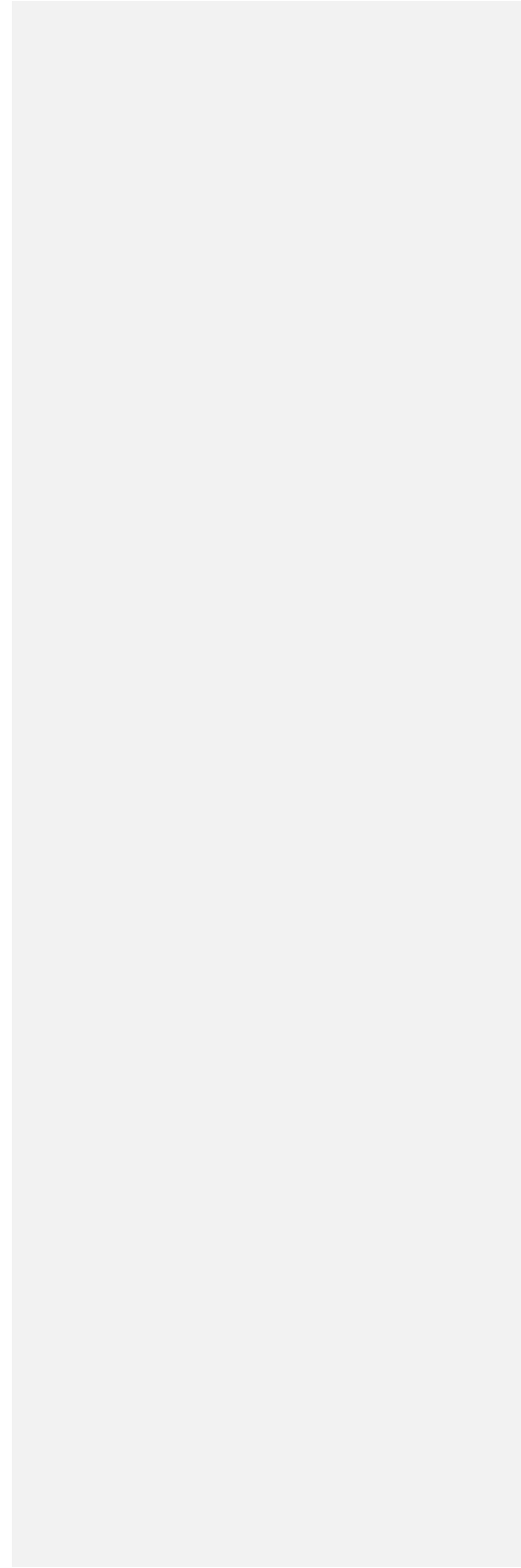
Governing Documents

- 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





Director of Concord Municipal Light Plant

Department:	Concord Municipal Light Plant (CMLP)	Salary Grade:	LP-17
Reports To:	Town Manager	FLSA Status:	Exempt
Appointed By:	Town Manager	Date:	July 2023

GENERAL SUMMARY:

Under the direction of the Town Manager, plans, organizes, and directs the operations of CMLP in a manner which ensures that the department functions smoothly and that customers are provided with electric service of the highest quality at a reasonable cost. This involves power supply, personnel, CMLP and Town policies, financial management, forecasts, contracts, customer service, monitoring other utilities and the industry, strategic planning, construction, and capital assets. Works collaboratively with all Town departments; federal, state, and local regulatory agencies; community groups; and other agencies to meet the needs of the Town's citizens.

The Director is responsible for maintaining and improving the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures.

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 in developing CMLP objectives, plans and goals in alignment with those of the Town Manager, Select Board and Light Board; Develops, coordinates and prioritizes annual and long-range goals and objectives with the CMLP division heads.
- ◆ Manages the financial health and resources of CMLP. Develops and manages operating and capital budgets in compliance with FERC and DPI regulations and Town policies and procedures. Directs the implementation of the department's adopted budgets; monitors the Plant's financial condition regularly, paying special attention to sales trends; makes recommendations concerning rates that are fair and adequate; ensures sufficient working capital to cover monthly operating needs. Monitors rates and provides recommendations for changes based on cost of service, public policy issues, conservation, customer impact and other considerations.
- ◆ Provides leadership to enhance the activities and performance of all CMLP personnel. Makes provisions for adequate and effective staffing and resources. Ensures that training and supervision for CMLP staff is focused on optimal customer services and staff safety. Develops objectives with plant professional and supervisory staff members, ensuring that department staff are advised of programs, plans and services. Demonstrates and enforces equitability and inclusivity. Determines and assesses standards of performance to ensure attainment of operational and financial objectives.
- ◆ Provides general oversight of system modification and construction activities as prepared and undertaken by the Plant Engineering division. Oversees present and future management of power supply operations; monitors availability, cost and quantity of power; administers contracts and evaluates cost effectiveness.
- ◆ Oversees customer service programs and relations in order to provide the highest level of service. Ensures staff are trained and equipped to receive and respond appropriately to a variety of inquiries, requests and complaints related

Director of Concord Municipal Light Plant

to operations and services. Directly responds to the more complex and sensitive customer relations matters referred by the staff.

- ◆ Ensures the transmission and distribution systems are planned and upgraded well in advance to support the goal of reliable service.
- ◆ Analyzes service needs and changes in State and Federal laws, regulations and programs impacting CMLP. Participates in sponsoring and supporting legislation favorable to the provision of quality service and cost-effective rates; works with regional, professional and other associations in support of related activities. Collaborates with attorneys and consultants on regulatory matters and may testify before commissions and courts.
- ◆ Ensures that CMLP develops and implements broad energy conservation initiatives and services addressing all forms of energy consumption.
- ◆ Ensures that CMLP develops and implements innovative initiatives that anticipate future business opportunities related to the needs of citizens and businesses.
- ◆ Collaborates with the Municipal Light Board, attends Board meetings and recommends agenda topics to ensure they have the information they need to carry out their responsibilities.
- ◆ Performs special projects and other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

Supervises the activities and performance of, and provides functional oversight to, all CMLP staff. Carries out supervisory responsibilities in accordance with town policies and applicable laws. Responsibilities include interviewing and recommending candidates for hire; demonstrating and enforcing equitability and inclusivity; planning, assigning and directing work; addressing complaints and resolving problems; training, evaluating performance and making recommendations concerning employee rewards or discipline.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Knowledge equivalent to a Master's Degree in a field related to public administration, business administration, or the engineering field, plus 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.
- ◆ Electric utility experience is preferred but not required. Possession of a Professional Engineer's license is helpful.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Superior and demonstrable leadership and interpersonal skills.
- ◆ Skilled at working with boards and committees, and effectively interacting with all members of the public in a courteous and tactful manner.
- ◆ 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 recognize town-wide priorities and work cooperatively to support their accomplishment.
- ◆ Ability to direct the work of attorneys and consultants. Ability to work effectively in the regulatory arena.
- ◆ Ability to analyze complex issues and to develop relevant and realistic plans, programs and recommendations. Ability to work with a high level of detail, prioritize multiple tasks, and deal effectively with interruptions.
- ◆ Excellent public relations skills to deal with people effectively and appropriately. Superior oral and written

Director of Concord Municipal Light Plant

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.

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. Frequently subjected to the demands of other individuals and the volume and /or rapidity with which tasks must be accomplished. Attendance at meetings requires regular travel.

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

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

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



Assistant Director of CMLP- Engineering Operations

Department: Concord Municipal Light Plant (CMLP)
Reports To: CMLP Director
Appointed by: Town Manager

Salary Grade: LP-15
FLSA Status: Exempt
Date: September 2023

GENERAL SUMMARY:

Under the general administrative direction of the CMLP Director, plans, organizes and supervises the operation and maintenance of the Town's overhead and underground electrical transmission/distribution system. Responsible for the design, installation and modification of the system and for related engineering functions. Performs all purchasing for the plant. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring flexibility in approach to workload.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ System Operator – Perform Switching operations at substations and throughout the system, including but not limited to all aspects of emergency and outage situations, for troubleshooting and sectionalizing, maintenance, and in conjunction with other utilities.
- ◆ Plans, organizes, coordinates and supervises a variety of installation, maintenance and repair projects involving engineering, metering and outside line personnel.
- ◆ Oversees work in progress and takes action to ensure compliance with Plant specifications, timetables and safety regulations. Prepares and approves labor/material costs and timetables for construction projects. Prepares technical specifications.
- ◆ Reviews engineering division operating policies and systems for effectiveness and implements changes as appropriate to effect continual improvement of operations safety compliance.
- ◆ Participates in a variety of personnel actions involving engineering and line staff including selection, supervision, training and development, review of performance and disciplinary recommendations in accordance with CMLP and Town policies.
- ◆ Responsible for purchasing Plant materials, equipment and supplies. Prepares bid specifications, requests for proposals and other related documents. Reviews submitted bids and authorizes purchases within scope of authority. Directs annual inventory, approves invoices and resolves shipping/delivery problems.
- ◆ Performs substation switching operations on both 4 kV and 15 kV live station equipment and serves as a substation operator. Responsibilities include installing, operating and removing circuit breakers from the switchgear, testing feeders and distribution circuits for voltage, installing grounds, installing and removing station service and other fuses, phasing of circuits, installing and removing test devices in switchgear, operating 115 kV circuit switchers, checking 115 kV lines for voltage and installing grounds on 115 kV lines.

Assistant Director of CMLP- Engineering Operations

- ◆ Coordinates and oversees the maintenance and repair of substations and related structures and equipment. Establishes maintenance schedules, oversees activities of outside maintenance contractors and reviews operational tests and reports.
- ◆ Assists in preparing and defending Plant operating and capital budgets. Assists in establishing short- and long-term objectives and plans related to construction, maintenance projects and related equipment. Prepares annual report for state department of public utilities and other reports as required.
- ◆ Investigates and resolves complex engineering problems related to the electrical distribution/transmission system. Analyzes current system, calculates fuse and transformer sizes and designs services for new load requirements.
- ◆ Receives and responds to inquiries, requests and complaints from the public and resolves private property damage complaints within scope of authority.
- ◆ Responds to after-hour emergency calls to direct and participate in substation switching operations and other related activities to restore power and service and replace damaged equipment.
- ◆ Conducts special engineering studies; prepares and presents reports to the Light Board and/or Select Board; responds to technical inquiries and requests.
- ◆ Helps to develop, recommend and implement approved operations policies. Recommends new approaches, policies and systems to effect continual improvement and operational effectiveness.
- ◆ Fulfills the duties of the Director in his/her absence.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

Directly supervises the activities and performance of and provides functional oversight to Engineering Division personnel, engineering interns, contractors and other agents for the town. Directly supervises Line Supervisor and indirectly supervises line crews, plant maintenance personnel and Utility Electrician. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include interviewing and recommending candidates for hire; demonstrating and enforcing equitability and inclusivity; training employees; planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems.

EDUCATION & EXPERIENCE:

- ◆ Bachelor's degree and a minimum of seven years of progressively responsible experience in Electrical Engineering, including supervisory experience.
- ◆ Possession of a valid motor vehicle operator's license.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Thorough knowledge of the principles, practices and regulations relating to the general management and operation of a municipal electric utility with a working knowledge of the National Electric Code and National Electric Safety Code.
- ◆ Familiarity with OSHA work rules and EPA guidelines for hazardous waste with regard to utilities.
- ◆ Working knowledge of purchasing rules and regulations highly desirable.

Assistant Director of CMLP- Engineering Operations

- ◆ Proficiency in computer hardware and software operations to solve engineering and systems problems. Knowledge of line construction practices and techniques required. Knowledge of electric metering is beneficial.
- ◆ Ability to communicate effectively and efficiently verbally and in writing at all times.

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.

Position requires extensive walking, standing, reaching, stooping and kneeling when performing functions. Frequently required to lift, move and/or push boxes and equipment weighing 60 pounds or more. Physical agility required in order to access all areas of a building/home.

Performs electric substation switching operations involving extensive physical demands to pull, push, and otherwise move heavy circuit breakers and related equipment under all types of working conditions. Occasional work in cramped, hot or cold spaces. Works near high voltage lines and equipment.

Frequently required to use hands to finger, handle or feel objects, tools or controls and reach with hands and arms.

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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Broadband Manager

Department:	Concord Municipal Light Plant (CMLP)	Salary Grade:	LP-14
Reports To:	Chief Technology Officer	FLSA Status:	Exempt
Appointed By:	Town Manager	Date:	July 2023

GENERAL SUMMARY:

Under the general administrative direction of the Chief Technology Officer (CTO), manages the CMLP Telecommunication Division staff and operations. Oversees the CMLP and Town telecommunications services and the associated network hardware and software. Ensures that staff operates, maintains, expands and reconfigures the network. Plans, designs and ensures successful implementation of projects and programs to procure, install, operate and maintain switches, routers, LAN/WAN/WLAN management systems, wireless networks, or other technologies for the CMLP and Town. Oversees the support of routers, switches and GPON equipment used to deliver CMLP's Fiber to the Home (FTTH) broadband services. Working closely with the CTO, the Broadband Manager develops and supports service offerings and provides technical support to CMLP's commercial broadband customers. 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. Must handle significant amounts of details with a flexible approach to managing and prioritizing workload.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Manages the Telecommunications staff to ensure service levels are met; budgets and plans for projects.
- ◆ Ensures that staff effectively configures, operates and troubleshoots routers and switches from various vendors including HP/Aruba, Juniper and Cisco. Provides management and technical leadership for the ongoing operation and support of the CMLP and Town-wide area network (WAN) and LAN. Designs, maintains and operates CMLP's telecommunications infrastructure and related electronics, including establishing voice, data and video services and monitoring performance of the electronics.
- ◆ Leads initiatives researching and selecting broadband technologies and/or broadband partners. Serves as the key technical contact for providers of telecommunications services that support the business activities of CMLP, the Town, and CMLP's broadband customers.
- ◆ Develops plans, schedules and project budgets related to network maintenance, system improvement and expansion activities. Coordinates hardware and software upgrades; designs and implements new voice, data and video circuits when required. Prepares telecommunication equipment and services procurement documents. Performs technical evaluations of bids and proposals with knowledge and understanding of municipal procurement regulations.
- ◆ Tracks the service levels for CMLP's commercial telecommunications services activities, regularly reporting results to the CTO and CMLP Director.
- ◆ Prepares materials intended for distribution or presentation that provide a clear picture of operations and business analytics, including subscriber rates, churn, helpdesk tickets and escalations, revenue estimates, inventory reports and other key performance indicators.

Broadband Manager

- ◆ In conjunction with the Network Technicians and IT staff, provides continuous on-call coverage for network and technology services. May be required to help coordinate fiber optic emergency restoration activities, including follow-up reporting and remediation tracking.
- ◆ Supports the Town IT Department by evaluating, planning, and implementing any voice or data applications requiring access to the Town Fiber, Data or Voice Networks. Provides input in the selection and deployment of outside telecommunications services required to support Town departments.
- ◆ Focuses on maintaining the brand of the Telecommunications Division in the public through communication and marketing.
- ◆ Assists CMLP management and staff in the selection and application of telecommunication products and technology for Advanced Meter Infrastructure (AMI), SCADA, Smart Grid and power management applications that may use broadband technology.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

Directly supervises the activities and performance of and provides functional oversight to the Telecommunications Technicians and Network Engineers, as well as vendors or suppliers involved in the delivery and maintenance of Telecommunications services. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include interviewing and recommending candidates for hire; demonstrating and enforcing equitability and inclusivity; planning, assigning and directing work; addressing complaints and resolving problems; training, evaluating performance and making recommendations to the CTO and CMLP Director concerning employee hiring, rewards or discipline.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Bachelor's degree in Computer Science or Electrical Engineering with seven or more years of progressively responsible experience in the design and operations aspects of the telecommunications and broadband provider industry and five or more years of Technology Management experience in a networking or related service delivery organization; or any equivalent combination of education and experience.
- ◆ CP/IP, BGP, VoIP and OSPF networking understanding and technical experience with several types of network technology such as fiber optics, different types of wireless transmission systems and twisted pair copper cable systems is required.
- ◆ Network certification such as Cisco Certified Network Associate (CCNA) or equivalent required. Additional professional certification, such as the Cisco Certified Internetwork Expert (CCIE), is highly desirable.
- ◆ Valid motor vehicle operator's license, with a safe driving record.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Knowledge of technical standards and environment surrounding the provisioning of telecommunications and Internet services. Knowledge of the network architectures used in broadband, wireless, fiber optic and wired networks.
- ◆ Ability to utilize technology in the creation and maintenance of data to track and communicate business operations. Familiarity with Office 365, Calix, NISC appreciated but not required.
- ◆ Ability to identify and analyze complex technical issues involving networks and network equipment, synthesize information, and develop appropriate recommendations.
- ◆ Ability to organize time, work independently and accomplish tasks despite frequent interruptions.
- ◆ Ability to clearly communicate, verbally and in writing, detailed plans and instructions to a variety of audiences. Ability to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials and other

Broadband Manager

agencies. Ability to effectively communicate with large groups of people.

- ◆ Ability to maintain high-level confidential and strategic information.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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. Occasional periods working in cramped, dark, and dusty areas in sustained uncomfortable positions.

Operates computer, printer, telephone, copier, and all other standard office equipment requiring eye-hand coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching, stooping, crawling, bending and kneeling are also 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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Lead Electrical Engineer

Department:	Concord Municipal Light Plant (CMLP)	Salary Grade:	LP-13
Reports To:	Assistant Director of CMLP – Engineering Operations	FLSA Status:	Exempt
Appointed By:	Town Manager	Date:	July 2023

GENERAL SUMMARY:

Under the general administrative direction of the Assistant Director of CMLP – Engineering Operations, plans, organizes and supervises the operation and maintenance of the Town’s overhead and underground electrical transmission/distribution system. Responsible for the design, installation and modification of the system and for related engineering functions. 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.

- ◆ System Operator – Performs switching operations at substations and throughout the system, including but not limited to all aspects of emergency and outage situations, for troubleshooting and sectionalizing, maintenance, and in conjunction with other utilities.
- ◆ Supervises and dispatches line crews to investigate sources of outages or supply line failures in emergency situations.
- ◆ Reviews and implements DERs (Distributed Energy Resources) including but not limited to solar and battery storage.
- ◆ Inspects construction performed by contractors for various underground utility projects.
- ◆ Responsible for assessing and coordinating HazMat responses.
- ◆ Prepares bid specifications, requests for proposals and other related documents. Reviews submitted bids and recommends purchases within scope of authority.
- ◆ Plans and designs underground and overhead system expansions and improvements involving residential, commercial and industrial installations.
- ◆ Reviews plans submitted by developers for conformance with CMLP policies and conducts related field inspection to ensure compliance.
- ◆ Creates engineering specifications and writes bid requests for purchase of electrical distribution equipment and supplies.
- ◆ Performs substation switching operations on both 4 kV and 15 kV live station equipment and serves as a substation operator. Responsibilities include installing, operating and removing circuit breakers from the switchgear, testing

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feeders and distribution circuits for voltage, installing grounds, installing and removing station service and other fuses, phasing of circuits, installing and removing test devices in switchgear, operating 115 kV circuit switchers, checking 115 kV lines for voltage and installing grounds on 115 kV lines.

- ◆ Coordinates and oversees the maintenance and repair of substations and related structures and equipment. Establishes maintenance schedules, oversees activities of outside maintenance contractors and reviews operational tests and reports.
- ◆ Investigates and resolves complex engineering problems related to the electrical distribution/transmission system. Analyzes current system, calculates fuse and transformer sizes and designs services for new load requirements.
- ◆ Responds to after-hour emergency calls to direct and participate in substation switching operations and other related activities to restore power and service and replace damaged equipment.
- ◆ Conducts special engineering studies; prepares and presents reports to the Director and Assistant Director of CMLP; responds to technical inquiries and requests.
- ◆ Helps to develop, recommend and implement approved operations policies. Recommends new approaches, policies and systems to effect continual improvement and operational effectiveness.
- ◆ 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 Engineering Division personnel, engineering interns, contractors and other agents for the Town. Directly supervises Electrical Engineer, Senior Engineering Technicians and Engineering Technicians and indirectly supervises line crews and plant maintenance personnel as required. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include interviewing and recommending candidates for hire; demonstrating and enforcing equitability and inclusivity; planning, assigning and directing work; addressing complaints and resolving problems; training, evaluating performance and making recommendations concerning employee rewards or discipline.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Bachelor's degree in Electrical Engineering plus seven or more years of progressively responsible experience in Electrical Engineering, including supervisory experience.
- ◆ Valid motor vehicle operator's license, with a safe driving record.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Thorough knowledge of the principles, practices and regulations relating to the general management and operation of a municipal electric utility with a working knowledge of the National Electric Code and National Electric Safety Code.
- ◆ Familiarity with OSHA work rules and EPA guidelines for hazardous waste with regard to utilities.
- ◆ Working knowledge of purchasing rules and regulations highly desirable.
- ◆ Proficiency in computer hardware and software operations to solve engineering and systems problems. Knowledge of line construction practices and techniques required. Knowledge of electric metering is beneficial.
- ◆ 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

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accommodation to be determined by management on a case-by-case basis.

Position requires extensive walking, standing, reaching, stooping and kneeling when performing functions. Frequently required to lift, move and/or push boxes and equipment weighing 60 pounds or more. Physical agility required in order to access all areas of a building/home.

Performs electric substation switching operations involving extensive physical demands to pull, push, and otherwise move heavy circuit breakers and related equipment under all types of working conditions. Occasional work in cramped, hot or cold spaces. Works near high voltage lines and equipment.

Frequently required to use hands to finger, handle or feel objects, tools or controls and reach with hands and arms.

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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Electrical Engineer

Department:	Concord Municipal Light Plant (CMLP)	Salary Grade:	LP-11
Reports To:	Town Planner	FLSA Status:	Exempt
Appointed By:	Town Manager	Date:	July 2023

GENERAL SUMMARY:

Under the general administrative direction of the Lead Electrical Engineer, provides engineering services related to the design, installation, repair and maintenance of the CMLP's overhead and underground electrical distribution/transmission system. Assists the Lead Electrical Engineer with day-to-day operations. Performs high voltage switching at substations. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs various and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring flexibility in approach to workload.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ System Operator-Performs switching operations at substations and throughout the system, including but not limited to all aspects of emergency and outage situations, for troubleshooting and sectionalizing, maintenance and in conjunction with other utilities.
- ◆ Supervises and dispatches line crews to investigate sources of outages or supply line failures in emergency situations.
- ◆ Implements DERs (Distributed Energy Resources) including but not limited to solar and battery storage.
- ◆ Inspects construction performed by contractors for various underground utility projects.
- ◆ Plans and designs underground and overhead system expansions and improvements involving residential, commercial and industrial installations.
- ◆ Provides engineering support to operate, maintain and repair the electrical distribution and transmission systems.
- ◆ Responds to emergency calls to perform substation switching operations and to investigate sources of outages or supply line failures; authorizes power restorations and removes circuits from service as necessary.
- ◆ Performs substation switching operations on both 4 kV and 15 kV live station equipment and serves as a substation operator. Responsibilities include installing, operating and removing circuit breakers from the switchgear, testing feeders and distribution circuits for voltage, installing grounds, installing and removing station service and other fuses, phasing of circuits, installing and removing test devices in switchgear, operating 115 kV circuit switchers, checking 115 kV lines for voltage and installing grounds on 115 kV lines.
- ◆ Assists with the operation of the load management system; designs and upgrades system; helps troubleshoot system data.

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- ◆ Reviews plans submitted by developers for conformance with CMLP policies and conducts related field inspection to ensure compliance.
- ◆ Meets with customers to investigate and respond to electric service and related technical problems. Contacts other utilities to assist in planning and coordinating large projects.
- ◆ Creates engineering specifications and writes bid requests for purchase of electrical distribution equipment and supplies.
- ◆ Provides estimated cost of upcoming projects, materials and scheduling to Lead Electrical Engineer for budget purposes.
- ◆ Supervises outside contractors engaged in underground installation and construction projects.
- ◆ Provides recommendations to enhance engineering methods and procedures and assists in implementing new methods and systems.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

Provides support supervision and functional oversight to Senior Engineering Technicians and Engineering Technicians. Issues Work Orders and Tasks to the Line Supervisor and indirectly supervises line crews and plant maintenance personnel. Responsibilities include interviewing and recommending candidates for hire; demonstrating and enforcing equitability and inclusivity; planning, assigning and directing work; addressing complaints and resolving problems; training, evaluating performance and making recommendations concerning employee rewards or discipline.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Bachelor's degree in Electrical Engineering plus three or more years of experience working for an Electric Utility with some supervisory experience or any equivalent combination of education and experience.
- ◆ Valid motor vehicle operator's license, with a safe driving record.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Thorough knowledge of the National Electric Code and the National Electrical Safety Code. Working knowledge of the operations of high voltage switchgear and transformers.
- ◆ Knowledge of OSHA and EPA regulations relating to department operations.
- ◆ Ability to research, analyze and interpret technical information and data and to use computer hardware and software in a variety of situations. Ability to work on and operate live high voltage equipment during substation testing and switching operations.
- ◆ Skill in applying theory and principles of electrical engineering in system planning and designing as well as in emergency situations under adverse operating conditions.
- ◆ 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.

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

Position requires extensive walking, standing, reaching, stooping and kneeling when performing functions. Frequently required to lift, move and/or push boxes and equipment weighing 60 pounds or more. Physical agility required in order to access all areas of a building/home.

Performs electric substation switching operations involving extensive physical demands to pull, push, and otherwise move heavy circuit breakers and related equipment under all types of working conditions. Occasional work in cramped, hot or cold spaces. Works near high voltage lines and equipment.

Frequently required to use hands to finger, handle or feel objects, tools or controls and reach with hands and arms.

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 Engineering Technician

Department:	Concord Municipal Light Plant (CMLP)	Salary Grade:	LP-8
Reports To:	Assistant Director of CMLP – Engineering Operations	FLSA Status:	Exempt
Appointed By:	Town Manager	Date:	July 2023

GENERAL SUMMARY:

Under the general administrative direction of the Lead Electrical Engineer, provides technical support to CMLP Engineering by maintaining the GIS electric network, Outage Management System, transformer database and performs various electrical distribution system analyses. Provides operational support to CMLP, such as substation and field switching operations. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring flexibility in approach to workload.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ System Operator – Perform Switching operations at substations and throughout the system, including but not limited to all aspects of emergency and outage situations, for troubleshooting and sectionalizing, maintenance, and in conjunction with other utilities.
- ◆ Maintains and updates electrical GIS geometric connectivity model utilizing NISC software.
- ◆ Process service approvals from the wiring inspector for new services, upgrades and conversions.
- ◆ Create and schedule service orders and work orders for Line Crews, ensuring compliance with FERC accounting requirements.
- ◆ Coordinates with contractors and electricians for new services, overhead to underground conversions and line extensions.
- ◆ Ensures contractors and electricians adhere to CMLP practices and procedures.
- ◆ Creates primary electrical distribution system designs and cost estimates for new projects.
- ◆ Provides engineering analysis for transformer sizing and loading.
- ◆ Responds to customer calls regarding troubleshooting electrical service issues.
- ◆ Performs weekly inspections of high voltage substations and equipment; resolves any issues or problems.
- ◆ Maintains and operates Outage Management System in emergency and storm situations.
- ◆ Responds to emergency calls to perform substation switching operations and to investigate sources of outages or

Senior Engineering Technician

supply line failures.

- ◆ Performs substation switching operations on both 4 kV and 15 kV live station equipment and serves as a substation operator. Responsibilities include installing, operating and removing circuit breakers from the switchgear, testing feeders and distribution circuits for voltage, installing grounds, installing and removing station service and other fuses, phasing of circuits, , installing and removing test devices in switchgear, operating 115 kV circuit switchers, checking 115 kV lines for voltage and installing grounds on 115 kV lines.
- ◆ 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:

Assists in supervising the activities and performance of and provides functional oversight to Engineering Technicians. Provides general oversight to line crews in emergency situations. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Associate's degree or advanced technical education in Electrical Engineering, plus four or more years of technical experience in all aspects of drafting, including CAD drafting and computer programming techniques; also three years of electric utility experience; or any equivalent combination of education, training and experience.
- ◆ Valid motor vehicle operator's license, with a safe driving record.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Databases, spreadsheets and word processing applications.
- ◆ Proven ability in digitizing or transferring information from plans to a digital layout. Ability to prepare layouts of technical information.
- ◆ Ability to communicate effectively and efficiently verbally and in writing. Ability to work effectively under time constraints to meet deadlines.
- ◆ Ability to work cooperatively with other Engineering Departments.
- ◆ Ability to work, following safety procedures, on and operate live high voltage equipment during substation testing and switching operations.

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 some interruptions. Frequently subjected to the demands of other individuals and the volume and /or rapidity with which tasks must be accomplished.

Performs electric substation switching operations involving extensive physical demands to pull, push, and otherwise move heavy circuit breakers and related equipment under all types of working conditions. Occasional work in cramped, hot or cold spaces. Works near high voltage lines and equipment.

Work requires some physical exertion, such as long periods of standing, walking over rough, uneven surfaces, and recurring bending, crouching, reaching, and occasional lifting of moderately heavy items. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

Senior Engineering Technician

Regularly required to have vision and hearing at or correctable to normal ranges.

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

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

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



Highway & Grounds Superintendent

Department: Public Works - Highway and Grounds
Reports To: Director of Public Works
Appointed By: Town Manager

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

GENERAL SUMMARY:

Under the general supervision of the Director of Public Works, oversees and manages the Highway, Park & Tree, Cemetery, Fleet Maintenance and Solid Waste & Recycling divisions and manages staff for support of the five functional areas. Duties require continuous supervision of skilled and semi-skilled workers and availability for emergency response and occasional evening meetings. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Develops, recommends, implements and oversees plans and programs that provide for the repair, maintenance and operation of Town Highway, Park & Tree, Cemetery, Fleet Maintenance and Solid Waste & Recycling divisions. Performs daily and weekly planning of workload and projects in cooperation with division Supervisors, prioritizing tasks and reviewing the status of their completion.
- ◆ Prepares and submits Division operating and capital budgets for consideration; expends funds as authorized and monitors and controls expenses while effectively communicating expenditure and revenue trends and variances to the Director of Public Works.
- ◆ Plans, assigns and monitors the work of subordinates, regularly inspecting all projects. Oversees repair and maintenance of roads, curbs, drains, sidewalks, parks and athletic facilities, public shade trees and town cemeteries.
- ◆ Promotes the alignment of Division goals and objectives with those of the Director of Public Works and Town Manager; reviews, evaluates, and monitors service delivery methods and systems; keeps Director of Public Works informed of department activities and operations; regularly meets with staff to coordinate and provide input into services; disseminates Town-wide management plans, strategies, initiatives, values, policies and standards of behavior.
- ◆ Coordinates Division recruitments and evaluation of candidates for hire; provides for development and guidance of personnel to maximize individual performance and organizational stability while ensuring the appropriate training, equipment and resources are available to meet all applicable safety, environmental, and policy directives, regulations, laws and bylaws. Develops, recommends, and implements individual development and corrective action plans as necessary.
- ◆ Works with Public Works Supervisors to implement snow and ice control operations. Responds to emergencies on a 24-hour basis and apprises the Director of Public Works on operational status.
- ◆ Actively participates in the work of Division and Department programs and projects, in accordance with specifications and standards, in order to ensure they are consistently delivered with the timeliness and quality expected.

Highway and Grounds Superintendent

- ◆ Ensures that safe work practices and standard operating procedures are followed; instructs employees in safety regulations and practices; informs employees of changes and new regulations and practices as necessary; conducts audits to confirm environmental, safety, DOT, and other objectives are achieved.
- ◆ Recommends new divisional operating policies and procedures and oversees and monitors their implementation and effectiveness.
- ◆ Communicates with the public on all matters relating to divisional concerns; receives questions and complaints, investigates issues, and responds by providing answers or initiating corrective action as appropriate.
- ◆ Reviews, approves, and maintains a variety of records related to Division and Department operations and activities; prepares and coordinates times, payroll, cost, equipment specifications, and other reports; ensures that comprehensive and accurate historical information is retained as needed.
- ◆ Manages and coordinates inter-division projects and communication.
- ◆ Oversees inventory and storage of equipment and materials and provides for the repair of equipment as necessary.
- ◆ Acts as primary CPW staff liaison to the Cemetery Committee.
- ◆ 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 Highway & Grounds Division 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; demonstrating and enforcing equitability and inclusivity; evaluating performance; addressing complaints and resolving problems; and making recommendations to the Director of Public Works concerning employee hiring, rewards or discipline.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Bachelor's degree in Engineering, Public or Business Administration or related field and seven 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 materials, methods and techniques related to highway, grounds and facility maintenance. Thorough knowledge of relevant laws/rules/regulations. Thorough knowledge of safe work and construction practices, including the use of Personal Protective Equipment and public safety measures.
- ◆ Ability to plan, assign and supervise the work of groups of employees engaged in a variety of highway, grounds and facility construction and maintenance operations; ability to ensure safe work practices are followed.
- ◆ Ability to communicate effectively in both written and oral form. Ability to communicate tactfully with the public, co-workers, other employees, departments, officials and other agencies.
- ◆ Ability to work effectively and independently under time constraints to meet deadlines, to recognize town-wide priorities, and work cooperatively to support their accomplishment.
- ◆ Proficiency with the entire Microsoft Office Suite, GIS, work order systems, construction plans and specifications, and familiarity with urban forestry management software such as Davey Treekeeper®.
- ◆ Knowledge of Massachusetts public procurement laws.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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

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

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

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

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Town Assessor

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

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

GENERAL SUMMARY:

Under the general supervision of the Chief Financial Officer, performs administrative, supervisory and professional technical work to ensure that requirements of the Massachusetts Department of Revenue for ad valorem taxation purposes on assessing real and personal property are met. Supervises all functions of the Assessing Division, including but not limited to, administering motor vehicle excise tax, warrants, commitments, abatements, and statutory exemptions. As a 653 community, has the knowledge to perform supplemental taxation and assessments on new construction. Administers Chapter lands 61, 61A, and 61B. Maintains a continual program of public information using a variety of available media. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of detail, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Responsible for developing strategies and programs to attain the goals of providing responsive and effective service to the community and to individual taxpayers.
- ◆ Develops and recommends fair and equitable assessments of all real and personal property in the Town in compliance with applicable laws, regulations and professional standards for consideration and approval by the Board of Assessors.
- ◆ Facilitates information sharing, communication, and collaboration among the Board of Assessors, Select Board, Finance Division Council on Aging and Town Manager in the formulation and implementation of assessing policies and practices designed to meet legal requirements and the continuing information needs of the taxpayers.
- ◆ Prepares in a timely manner all statistical analyses, reports, and forms required to carry out the duties of the Assessing Division, including preparation of reports and forms associated with setting the annual tax rate.
- ◆ Works strategically and collaboratively with the Chief Financial Officer, other members of the department's management team, and other officials to improve operations and coordinate services.
- ◆ Supervises staff and directs outside vendors in completing the tasks required to inventory and value all property in the Town.
- ◆ Analyzes market conditions and determines trends and changes and their effect on local assessments; develops and maintains knowledge of all properties and market characteristics in Town.
- ◆ Ensures that the department and staff communicate with the public to provide a clear understanding of property valuation methodologies and complex assessing issues and to answer all requests for information.

Town Assessor

- ◆ Provides professional technical assistance to the Board of Assessors and to other Town boards and committees on request.
- ◆ Processes and makes recommendations to the Board of Assessors on abatement, chapter land and exemption applications, and any other matters requiring formal approval of the BOA.
- ◆ Prepares documentation for and manages appeals to the Appellate Tax Board and represents the Town in negotiations with property owners before said Board.
- ◆ Develops division budget and manages expenses within the adopted budget.
- ◆ Supervises staff in carrying out assessing and motor vehicle excise tax administration, abutters lists, lien certificates, and any other forms and information required of the Assessing Division.
- ◆ Directs and trains staff in utilization of CAMA, GIS and office software applications, and continually improves the division's use of all technology.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

Supervises the activities and performance of and provides functional oversight to all Assessing staff. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include interviewing and recommending candidates for hire; demonstrating and enforcing equitability and inclusivity; planning, assigning and directing work; addressing complaints and resolving problems; training, evaluating performance and making recommendations concerning employee rewards or discipline.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Bachelor's degree in a related field with seven or more years of increasingly responsible, related experience, including supervisory experience.
- ◆ Massachusetts Accredited Assessor certification or equivalent required.
- ◆ Possession of a valid Class D motor vehicle operator's license required.
- ◆ Additional appraisal or assessing licenses and certifications helpful.
- ◆ Qualifications as an expert witness to appear before the Appellate Tax Board helpful.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Thorough working knowledge of the principles, practices and applicable laws and regulations regarding mass appraisal as applied to the determination of real and personal property values for purposes of taxation.
- ◆ 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, department heads, subordinates, board members and citizens.
- ◆ Ability to communicate complex financial issues to individuals, groups in a public setting, and through publications.
- ◆ Ability to manage and maintain appropriate and legally required documentation and records, including complete parcel information and assessing maps; ability to maintain confidential information.
- ◆ Strong computer skills desired, including demonstrated experience with CAMA and GIS systems.

WORKING CONDITIONS & PHYSICAL DEMANDS:

Town Assessor

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

Approximately one-third of time consists of field work, including on-site inspections and data gathering in varying conditions, which occasionally can be hazardous requiring exercise of proper safety precautions. Field work can take place in all weather conditions. Employee must be able to traverse uneven terrain.

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

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



Assistant Water/Sewer Superintendent

Department:	Public Works – Water/Sewer	Salary Grade:	13
Reports To:	Water/Sewer Superintendent	FLSA Status:	Exempt
Appointed By:	Town Manager	Date:	July 2023

GENERAL SUMMARY:

Under the general supervision of the Water/Sewer Superintendent, oversees and manages staff and operations of the distribution, collections, pumping and treatment of municipal water and sewer services that ensure safe, potable drinking water is available to residents. Duties require continuous supervision of skilled and semi-skilled workers and availability for emergency response and occasional evening meetings. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Assists with developing, recommending, implementing and overseeing plans and programs that provide for the repair, maintenance and operation of water and wastewater distribution, collection, pumping and treatment operations. Performs daily and weekly planning of workload and projects in cooperation with division Supervisors, prioritizing tasks and reviewing the status of their completion.
- ◆ Assists with preparing Division operating and capital budgets for consideration; expends funds as authorized and monitors and controls expenses while effectively communicating expenditure and revenue trends and variances to the Water/Sewer Superintendent.
- ◆ Plans, assigns and monitors the work of subordinates, regularly inspecting all projects. Oversees the planning, design, installation and maintenance of water/sewer infrastructure.
- ◆ Oversees the operations of drinking water quality and wastewater collection along with treatment systems required to maintain regulatory compliance of State and Federal permits.
- ◆ Oversees protection of the physical as well as cyber infrastructure of the water and sewer systems, identifying potential threats, assessing vulnerabilities to those threats, and improving security procedures and technology to deter attacks or mitigate their impact.
- ◆ Oversees water resource protection efforts including monitoring and controlling land-uses surrounding ground water supplies and the Nagog Pond watershed.
- ◆ Promotes the alignment of division goals and objectives with those of the Water/Sewer Superintendent; reviews, evaluates, and monitors service delivery methods and systems; keeps Water/Sewer Superintendent informed of department activities and operations; regularly meets with staff to coordinate and provide input into services; disseminates Town-wide management plans, strategies, initiatives, values, policies and standards of behavior.

Assistant Water/Sewer Superintendent

- ◆ Assists in the coordination of division recruitments and evaluation of candidates for hire; provides for development and guidance of personnel to maximize individual performance and organizational stability while ensuring the appropriate training, equipment and resources are available to meet all applicable safety, environmental, and policy directives, regulations, laws and bylaws. Works with Water/Sewer Superintendent to develop, recommend, and implement individual development and corrective action plans as necessary.
- ◆ Responds to emergencies on a 24-hour basis such as water main breaks, sewer stoppages, mechanical failures, and alarms and apprises the Water/Sewer Superintendent on operational status.
- ◆ Actively participates in the work of division and department programs and projects, in accordance with specifications and standards, in order to ensure they are consistently delivered with the timeliness and quality expected.
- ◆ Ensures that safe work practices and standard operating procedures are followed; instructs employees in safety regulations and practices; informs employees of changes and new regulations and practices as necessary; conducts audits to confirm environmental, DEP, safety, and other objectives are achieved.
- ◆ Recommends new divisional operating policies and procedures and oversees and monitors their implementation and effectiveness.
- ◆ Communicates with the public on all matters relating to divisional concerns; receives questions and complaints, investigates issues, and responds by providing answers or initiating corrective action as appropriate.
- ◆ Reviews, approves, and maintains a variety of records related to division and department operations and activities; prepares and coordinates times, payroll, cost, equipment specifications, and other reports; ensures that comprehensive and accurate historical information is retained as needed.
- ◆ Assists in the management and coordination of inter-division projects and communication.
- ◆ Oversees inventory and storage of equipment and materials and provides for the repair of equipment as necessary.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

Directly supervises the activities and performance of and provides functional oversight to Public Works Supervisors and personnel. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include interviewing and training employees; planning, assigning, and directing work; demonstrating and enforcing equitability and inclusivity; evaluating performance; addressing complaints and resolving problems; and making recommendations to the Water/Sewer Superintendent concerning employee hiring, rewards or discipline.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Bachelor's degree in Chemistry, Engineering or related field plus four or more years of progressively responsible, related experience; or any equivalent combination of education and experience.
- ◆ Massachusetts Class B Commercial Driver's License.
- ◆ Massachusetts Hoisting Engineer's License.
- ◆ Massachusetts Drinking Water License Grade III Treatment.
- ◆ Massachusetts Drinking Water License Grade II Distribution.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Complete knowledge of the materials, methods and techniques and equipment related to distribution components including valves, piping, hydraulics, pumps, motors, heavy equipment, trench and construction work zone, confined space and lock out tag out.

Assistant Water/Sewer Superintendent

- ◆ Complete knowledge of the materials, methods and techniques and equipment related to treatment system components including chemistry, chemical feed equipment, process equipment and controls, programmable logic control systems, variable frequency drive water pumps, and SCADA systems.
- ◆ Thorough knowledge of relevant laws/rules/regulations.
- ◆ Thorough knowledge of safe work and construction practices, including the use of Personal Protective Equipment and public safety measures.
- ◆ Ability to plan, assign and supervise the work of groups of employees engaged in a variety of water and wastewater distribution, collection, pumping and treatment operations; ability to ensure safe work practices are followed.
- ◆ Ability to communicate effectively in both written and oral form. Ability to communicate tactfully with the public, co-workers, other employees, departments, officials and other agencies.
- ◆ Ability to work effectively and independently under time constraints to meet deadlines, to recognize town-wide priorities, and work cooperatively to support their accomplishment.
- ◆ Proficiency with the entire Microsoft Office Suite, GIS, work order systems, construction plans and specifications.
- ◆ Knowledge of Massachusetts public procurement laws.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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

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

Operates computer, printer, 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.



Town Clerk

Department: Finance- Town Clerk
Reports To: Chief Financial Officer
Appointed By: Town Manager

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

GENERAL SUMMARY:

Under the general supervision of the Chief Financial Officer, performs professional administrative and supervisory work in conducting elections, registering voters, recording and issuing vital records, conducting Annual Town Census, recording and maintaining Town Meeting records, managing board and committee terms of office and compliance with state laws, maintaining official municipal records, issuing various licenses and documents, and serving as a source of public information on a wide variety of subjects relating to municipal government. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position.

Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of detail, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Serves as Chief Election Official; plans, organizes, publicizes, conducts and certifies all local, state and federal elections; manages voter registration activities in conjunction with the Board of Registrars; serves as a member of the Board of Registrars.
- ◆ Serves as local Registrar of Vital Records and Statistics; responsible for registering, indexing, maintaining and certifying vital records (birth, death, marriages); prepares and records affidavits and corrections for all amendments to vital records (adoptions, legitimization, paternity acknowledgements, gender reassignment).
- ◆ Serves as Burial Agent for the town; issues burial permits; receives and processes payments for cemetery lots; prepares and transmits cemetery deeds and lot cards; provides information to general public about cemetery records.
- ◆ Serves as a Records Access Officer as designated by the Town Manager; oversees the Town's response to requests for access to public records; assists individuals seeking public records in identifying the records requested; assists the custodian of records in preserving public records; and prepares guidelines that enable requestors to make informed requests.
- ◆ Oversees the maintenance, disposition and long-term preservation of records and the responsibility for advising town departments, boards and committees about records management practices.
- ◆ Accurately records all actions taken at Annual or Special Town Meetings; maintains all related records; prepares and submits reports on Town Meeting actions to Attorney General and Department of Revenue; prepares certified copies of all Town Meeting actions.
- ◆ Prepares and implements the Annual Town Census; prepares Annual Street List; serves as Concord's liaison for the

Town Clerk

decennial federal census, redistricting, and reprecincting.

- ◆ Interprets local, state and federal statutes, bylaws, regulations, policies and procedures that relate to Town operations; maintains accurate records of all Town bylaws, rules and regulations; serves as member of Bylaw Recodification Committee decennially.
- ◆ Develops, administers, and monitors division budget. Authorizes expenditures within approved levels.
- ◆ Serves as public information resource on a wide variety of subjects related to municipal operations; maintains division web site; maintains records of all public meeting postings; imparts information regarding Open Meeting Law, Public Records Law and Conflict of Interest Law; administers Oath of Office to Town Officials and committee/board members.
- ◆ Trains and supervises office staff in providing services and in responding to customer requests for information. Trains and supervises election workers.
- ◆ Serves as Notary Public and may serve as Justice of the Peace.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

Supervises the activities and performance of and provides functional oversight to the Municipal Archivist/Records Manager, Assistant Town Clerk, Senior Administrative Specialists and all seasonal employees (election workers). Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include interviewing and recommending candidates for hire; demonstrating and enforcing equitability and inclusivity; planning, assigning and directing work; addressing complaints and resolving problems; training, evaluating performance and making recommendations concerning employee rewards or discipline.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Bachelor's Degree in Public Administration, Business Management or related subject, plus seven or more years of progressively responsible experience in municipal operations, including supervisory experience; or any equivalent combination of education and experience.
- ◆ Certified Municipal Clerk certification

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with all customers in a courteous and tactful manner; ability to establish and maintain good working relationships with coworkers, department heads, subordinates, board members and citizens.
- ◆ Experience working in municipal government; thorough understanding of municipal systems and related statutes, policies and procedures; familiarity with election processes; thorough knowledge of office procedures, practices and terminology.
- ◆ Ability to work with a high level of detail; ability to prioritize multiple tasks and deal effectively with interruptions; ability to identify and analyze complex issues and to develop appropriate recommendations.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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

Town Clerk

Operates computer, calculator, telephone, copier, camera, measuring devices and 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.



Financial Manager/ Accountant

Department:	Concord Municipal Light Plant (CMLP)	Salary Grade:	12
Reports To:	Director of CMLP	FLSA Status:	Exempt
Appointed By:	Town Manager	Date:	July 2023

GENERAL SUMMARY:

Under the general administrative direction of the Director of CMLP, organizes and supervises the accounting, financial analysis, and other general financial management functions. 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. 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.

- ◆ Supervises the accounting, financial analysis, general ledger, annual year-end audit and other functions of CMLP. Serves as manager of CMLP's finance division. Develops and implements periodic financial reporting for Director, Board, and Finance Department as necessary.
- ◆ Ensures that all financial reporting and activities conform to the requirements of the Massachusetts Department of Public Utilities and the Federal Energy Regulatory Commission, and to generally accepted accounting principles (GAAP) for purposes of annual audited financial statements and executive budget presentations.
- ◆ Prepares and reconciles financial records and reports, including monthly cash and receivables reconciliation with the Town Accountant; oversees the preparation for the year-end audit. Analyzes and reports on performance to budget.
- ◆ Responsible for the preparation and production of the Annual CMLP Forecast. Collaborates with Assistant Director of CMLP - Power Supply and Energy Management to calculate billing rates to collect for the Plant's cost of service. Presents the Annual Forecast to the Light Board.
- ◆ Maintains current knowledge of developments in the utility industry through study, review of literature, peer association and seminars.
- ◆ Maintains cost accounting and plant assets for accuracy, timing and retirements according to DPU and FERC regulations.
- ◆ Responsible for designing and maintaining the security settings in Accounting ERP software. Assigns new users with security permission and adjusts permissions as necessary. Reviews release notes from software company to anticipate impact to CMLP based on software changes.
- ◆ Responsible for CMLP's general ledger entries, revenue and cost reports and financial statements. Verifies the accuracy of the monthly electric billing activity; controls and authorizes adjustments.
- ◆ Directs activities necessary for proper control of electric rates used in the utility billing system.

Financial Manager/ Accountant

- ◆ Works closely with the Town Accountant to coordinate and reconcile departmental financial records to the Town Accountant's records on a continuous basis; participates actively in the development of GAAP-based CMLP financial reporting for purposes of the Town's annual financial statements and enterprise budget reports compiled and published annually by the Finance Department.
- ◆ Interacts frequently with the Finance Department personnel, external auditors, regulators, vendors and CMLP Board members. Communicates in person, by telephone and via standard report to discuss administrative and financial information.
- ◆ 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 of the Associate Financial Manager/ Accountant, Office Accountant and Accounts Payable Specialist. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include interviewing and recommending candidates for hire; demonstrating and enforcing equitability and inclusivity; planning, assigning and directing work; addressing complaints and resolving problems; training, evaluating performance and making recommendations to the Director of CMLP concerning employee hiring, rewards or discipline.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Bachelor's degree in Accounting or related field, plus seven or more years of progressively responsible experience including supervisory experience in accounting, business administration or management in the public utility sector; or any equivalent combination of education and experience.
- ◆ Massachusetts Certified Governmental Accountant designation by the MMAAA or any other recognized professional accreditation preferred.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Complete working knowledge of and skill in using computer applications for accounting and financial management, including understanding of utility billing and general ledger software. Ability to establish and maintain complex financial record keeping systems. Ability to analyze and interpret financial data and to present findings clearly in multiple forums.
- ◆ Thorough working knowledge of accounting principles and practices and fund accounting, including knowledge and understanding of GAAP, FERC accounting requirements and DPU regulations and requirements. Ability to design, implement and execute all accounting standards and requirements relevant to a public utility.
- ◆ Strong organizational, planning, decision-making, and supervisory 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 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, other employees, departments, officials and other agencies. Ability to effectively present and explain applicable financial statements in a variety of forums.

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.

Financial Manager/ Accountant

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 Service Manager

Department: Concord Municipal Light Plant
Reports To: Director of CMLP
Appointed By: Town Manager

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

GENERAL SUMMARY:

Under the general administrative direction of the Director of CMLP, fulfills day-to-day service requirements of commercial and other customer accounts as needed. In addition, responsible for the planning, development and implementation of a variety of energy services and off-peak marketing and load management programs for CMLP's residential, commercial and industrial customers. 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. 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.

- ◆ Responds to day-to-day customer inquiries and requests related to account maintenance (billing inquiries, rate application, outage notification, electric service policy, deposits, collections, etc.), electrical consumption, Smart Grid, Advanced Metering Infrastructure and load management, and associated programs. Researches and provides information as appropriate.
- ◆ Markets and administers off-peak electric heating (Electric Thermal Storage), hot water, and other load management programs such as Demand Response. Operates computerized load management system and Smart Grid applications as appropriate.
- ◆ Develops and maintains productive, long-term relationships with large volume, key account customers.
- ◆ Closely coordinates customer service activities with the Energy Efficiency & Electrification Coordinator to optimize customer service.
- ◆ Creates and distributes a variety of information to highlight CMLP's services as well as the advantages of a community-owned utility vs. surrounding investor-owned utilities. Communication vehicles include the CMLP web pages, residential and commercial newsletters, various brochures, newspaper articles, and coordinates public service announcements with the Communications Manager. Maintains CMLP's web site.
- ◆ Responsible for customer care and collections for the CMLP Broadband Division.
- ◆ Prepares recommendations related to annual capital and operating budgeting process for customer service activities. Monitors program expenses, negotiates vendor contracts and ensures compliance with CMLP quality standards.
- ◆ Reviews Metering Division operating policies, billing procedures, high bill and other customer inquiries, and reporting and implements changes as appropriate to effect continual improvement of the division.

Customer Service Manager

- ◆ Develops and oversees the promotion of positive relations with customers, schools, civic groups and local businesses. Coordinates Public Power Week activities and monitors American Public Power Association (APPA), New England Public Power Association (NEPPA), and the Municipal Electric Association of Massachusetts (MEAM) programs that may be applicable to Concord.
- ◆ Participates in public power initiatives to promote public relations.
- ◆ Researches, recommends and implements approved new systems and policies to effect continual improvement in operations and programs.
- ◆ In cooperation with the Director and/or Assistant Directors helps design, test and implement new electric rates, rebates and riders.
- ◆ Develops billing and financial reports for customers, staff and auditors.
- ◆ Prepares and reviews all net metering and smart grid billing.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

Directly supervises the activities and performance of and provides functional oversight to the Customer Service and Meter personnel. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include interviewing and training employees; planning, assigning, and directing work; demonstrating and enforcing equitability and inclusivity; evaluating performance; addressing complaints and resolving problems; and making recommendations to the Director of CMLP concerning employee hiring, rewards or discipline.

EDUCATION & EXPERIENCE:

- ◆ Bachelor's degree in related field with seven or more years of progressively responsible experience in marketing and/or public relations including three or more years of supervisory experience; or any equivalent combination of education and experience.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Ability to communicate effectively in both written and oral form. Ability to communicate tactfully with the public, co-workers, other employees, departments, officials and other agencies.
- ◆ Ability to comprehend and apply technical knowledge as it applies to energy conservation, load management and related topics and analyses.
- ◆ Ability to devise creative solutions to problem situations that conform to CMLP guidelines.
- ◆ Ability to work effectively under time constraints to meet deadlines.
- ◆ Proficiency in basic Windows Office software 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.

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. Regularly attends night meetings.

Customer Service Manager

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

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

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Assistant Highway & Grounds Superintendent

Department:	Public Works - Highway and Grounds	Salary Grade:	12
Reports To:	Highway & Grounds Superintendent	FLSA Status:	Exempt
Appointed By:	Town Manager	Date:	July 2023

GENERAL SUMMARY:

Under the general supervision of the Highway and Grounds Superintendent, oversees and manages the Highway, Park & Tree, Cemetery, Fleet Maintenance and Solid Waste & Recycling divisions and manages staff for support of the five functional areas. Duties require continuous supervision of skilled and semi-skilled workers and availability for emergency response and occasional evening meetings. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Assists with developing, recommending, implementing and overseeing plans and programs that provide for the repair, maintenance and operation of Town Highway, Park & Tree, Cemetery, Fleet Maintenance and Solid Waste & Recycling divisions. Performs daily and weekly planning of workload and projects in cooperation with division Supervisors, prioritizing tasks and reviewing the status of their completion.
- ◆ Assists with preparing Division operating and capital budgets for consideration; expends funds as authorized and monitors and controls expenses while effectively communicating expenditure and revenue trends and variances to the Highway and Grounds Superintendent.
- ◆ Plans, assigns and monitors the work of subordinates, regularly inspecting all projects. Oversees repair and maintenance of roads, curbs, drains, sidewalks, parks and athletic facilities, public shade trees and Town cemeteries.
- ◆ Promotes the alignment of division goals and objectives with those of the Highway and Grounds Superintendent; reviews, evaluates, and monitors service delivery methods and systems; keeps Highway and Grounds Superintendent informed of department activities and operations; regularly meets with staff to coordinate and provide input into services; disseminates Town-wide management plans, strategies, initiatives, values, policies and standards of behavior.
- ◆ Assists in the coordination of division recruitments and evaluation of candidates for hire; provides for development and guidance of personnel to maximize individual performance and organizational stability while ensuring the appropriate training, equipment and resources are available to meet all applicable safety, environmental, and policy directives, regulations, laws and bylaws. Works with Highway and Grounds Superintendent to develop, recommend, and implement individual development and corrective action plans as necessary.
- ◆ Works with Public Works Supervisors to implement snow and ice control operations. Responds to emergencies on a 24-hour basis and appraises the Highway & Grounds Superintendent on operational status.
- ◆ Actively participates in the work of division and department programs and projects, in accordance with specifications

Assistant Highway and Grounds Superintendent

and standards, in order to ensure they are consistently delivered with the timeliness and quality expected.

- ◆ Ensures that safe work practices and standard operating procedures are followed; instructs employees in safety regulations and practices; informs employees of changes and new regulations and practices as necessary; conducts audits to confirm environmental, safety, DOT, and other objectives are achieved.
- ◆ Recommends new divisional operating policies and procedures and oversees and monitors their implementation and effectiveness.
- ◆ Communicates with the public on all matters relating to divisional concerns; receives questions and complaints, investigates issues, and responds by providing answers or initiating corrective action as appropriate.
- ◆ Reviews, approves, and maintains a variety of records related to division and department operations and activities; prepares and coordinates times, payroll, cost, equipment specifications, and other reports; ensures that comprehensive and accurate historical information is retained as needed.
- ◆ Assists in the management and coordination of inter-division projects and communication.
- ◆ Oversees inventory and storage of equipment and materials and provides for the repair of equipment as necessary.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

Directly supervises the activities and performance of and provides functional oversight to Operations Manager and personnel. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include interviewing and training employees; planning, assigning, and directing work; demonstrating and enforcing equitability and inclusivity; evaluating performance; addressing complaints and resolving problems; and making recommendations to the Highway and Grounds Superintendent concerning employee hiring, rewards or discipline.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Bachelor's degree in Engineering, Public or Business Administration, Forestry, or related field and four 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 materials, methods and techniques and equipment related to highway, grounds and facility maintenance. Thorough knowledge of relevant laws/rules/regulations.
- ◆ Thorough knowledge of safe work and construction practices, including the use of Personal Protective Equipment and public safety measures.
- ◆ Ability to plan, assign and supervise the work of groups of employees engaged in a variety of highway, grounds and facility construction and maintenance operations; ability to ensure safe work practices are followed.
- ◆ Ability to communicate effectively in both written and oral form. Ability to communicate tactfully with the public, co-workers, other employees, departments, officials and other agencies.
- ◆ Ability to work effectively and independently under time constraints to meet deadlines, to recognize town-wide priorities, and work cooperatively to support their accomplishment.
- ◆ Proficiency with the entire Microsoft Office Suite, GIS, work order systems, construction plans and specifications, and familiarity with urban forestry management software such as Davey Treekeeper®.
- ◆ Knowledge of Massachusetts public procurement laws.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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

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

Operates computer, printer, 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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Operations Manager

Department:	Public Works - Highway and Grounds	Salary Grade:	11
Reports To:	Highway & Grounds Superintendent	FLSA Status:	Exempt
Appointed By:	Town Manager	Date:	July 2023

GENERAL SUMMARY:

Under the general supervision of the Highway & Grounds Superintendent, manages the daily operations of the Highway and Grounds Division, which includes Highway, Park & Tree, Cemetery, and Fleet Maintenance divisions. Duties require continuous supervision of skilled and semi-skilled workers and availability for emergency response. 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.

- ◆ Organizes, implements, manages, and oversees plans and programs that provide for the repair and maintenance and operation of Town Highway, Park & Tree, Cemetery, and Fleet Maintenance divisions. Performs daily and weekly planning of workload and projects in cooperation with division Supervisors and Crew Leaders, prioritizing tasks and reviewing the status of their completion.
- ◆ Coordinates, trains, supervises, and motivates staff and personnel; sets goals and monitors performance; ensures all work is performed in compliance with established policies and procedures as well as applicable safety regulations.
- ◆ Provides input and technical research in the areas of equipment procurement; oversees expenditures for equipment, materials, and labor for all division projects.
- ◆ Provides input regarding Division operating and capital budgets for consideration; expends funds as authorized and monitors and controls expenses while effectively communicating expenditure and revenue trends and variances to the Superintendent and Assistant Superintendent.
- ◆ Plans, assigns, and monitors the work of subordinates, regularly inspecting all projects. Oversees repair and maintenance of roads, curbs, drains, sidewalks, parks and athletic facilities, public shade trees and Town cemeteries. Oversees upkeep and maintenance of all non-utility CPW buildings.
- ◆ Promotes the alignment of Division goals and objectives with those of the Superintendent and Assistant Superintendent; reviews, evaluates, and monitors service delivery methods and systems; keeps Superintendent and Assistant Superintendent informed of department activities and operations; regularly meets with staff to coordinate and provide input into services; disseminates Town-wide management plans, strategies, initiatives, values, policies and standards of behavior.
- ◆ Assists in the coordination of Division recruitments and evaluation of candidates for hire; provides for development and guidance of personnel to maximize individual performance and organizational stability while ensuring the appropriate training, equipment and resources are available to meet all applicable safety, environmental, and policy

Operations Manager

directives, regulations, laws and bylaws. Works with the Superintendent and Assistant Superintendent to develop, recommend, and implement individual development and corrective action plans as necessary.

- ◆ Works with Public Works Supervisors to implement snow and ice control operations. Responds to emergencies on a 24-hour basis and apprises the Director of Public Works on operational status.
- ◆ Actively participates in the work of Division and Department programs and projects, in accordance with specifications and standards, in order to ensure they are consistently delivered with the timeliness and quality expected.
- ◆ Ensures that safe work practices and standard operating procedures are followed; instructs and trains employees in safety regulations and practices; informs employees of changes and new regulations and practices as necessary; conducts audits to confirm environmental, safety, DOT, and other objectives are achieved.
- ◆ Recommends new divisional operating policies and procedures and oversees and monitors their implementation and effectiveness.
- ◆ Communicates with the public on all matters relating to divisional concerns; receives questions and complaints, investigates issues, and responds by providing answers or initiating corrective action as appropriate.
- ◆ Reviews, approves, and maintains a variety of records related to Division and Department operations and activities; prepares and coordinates times, payroll, cost, equipment specifications, and other reports; ensures that comprehensive and accurate historical information is retained as needed.
- ◆ Assists in the management and coordination of inter-division projects and communication.
- ◆ Oversees inventory and storage of equipment and materials and provides for the repair of equipment as necessary.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

Directly supervises the activities and performance of and provides functional oversight to Crew Leaders and may direct activities of Cemetery Supervisor, Fleet Maintenance Supervisor, and various contractors. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include interviewing and training employees; planning, assigning, and directing work; demonstrating and enforcing equitability and inclusivity; evaluating performance; addressing complaints and resolving problems; and making recommendations to the Highway & Grounds Superintendent and Assistant Highway & Grounds Superintendent concerning employee hiring, rewards or discipline.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Associate's degree in Engineering, Public or Business Administration, Forestry, Construction Management including highway construction, drainage, and site work, or related field and four or more years of progressively responsible, related experience; or any equivalent combination of education and experience.
- ◆ Possession of a valid Class B CDL license with air brake endorsement or the ability to obtain within the first 6 months of employment.
- ◆ Possession of a Massachusetts Hoisting Engineer's 2B License or the ability to obtain within the first 6 months of employment.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Complete knowledge of the materials, methods and techniques and equipment related to highway, grounds, and facility maintenance. Thorough knowledge of relevant laws/rules/regulations. Thorough knowledge of safe work and construction practices, including the use of Personal Protective Equipment and public safety measures.
- ◆ Ability to plan, assign, train, motivate, and supervise the work of groups of employees engaged in a variety of highway, grounds and facility construction and maintenance operations; ability to ensure safe work practices are followed.

Operations Manager

- ◆ Ability to communicate effectively in both written and oral form. Ability to communicate tactfully with the public, co-workers, other employees, departments, officials and other agencies.
- ◆ Ability to work effectively and independently under time constraints to meet deadlines, to recognize town-wide priorities, and work cooperatively to support their accomplishment.
- ◆ Proficiency with the entire Microsoft Office Suite, GIS, work order systems, construction plans and specifications, and familiarity with urban forestry management software such as Davey Treekeeper®.
- ◆ Knowledge of Massachusetts public procurement laws helpful.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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

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

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

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

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GIS Program Manager

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

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

GENERAL SUMMARY:

Under the general direction of the Chief Technology Officer, manages the town-wide GIS program for the benefit of and use by Town staff, residents, and professionals. Develops plans and strategies to support a framework of applications and hardware to further the Town's GIS interests and adapt to changing technology and requirements. Works to improve integration of GIS-related data across application systems, maintain the GIS application portfolio, and ensure the accuracy of geographic and other datasets. Directs GIS Analysts and interns and coordinates GIS Program plans and actions with other resources in Town. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant number of details, each varying from the other in substance and content, requiring 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.

- ◆ Manages the Town-wide GIS program for the Town of Concord.
- ◆ Leads the technical implementation of GIS-related applications for all departments.
- ◆ Acts as a liaison to other departments for integrations with mapping or GIS-related data layers.
- ◆ Ensures all GIS-related applications are kept up to date and replaced when needed.
- ◆ Makes recommendations for the direction of the Town's GIS program to be approved by the CTO and Senior Management Team.
- ◆ Performs key activities to assist the GIS user community in leveraging data and using it in the most coordinated and effective way. Provides access to data and technical support as needed.
- ◆ Provides GIS services and technical assistance to departments that lack internal GIS resources.
- ◆ Ensures that all GIS data layers are documented and maintained in accordance with published schedules.
- ◆ Supports the use of federated and linked GIS data sources by applications used for various functions.
- ◆ Prepares GIS budgets and maintains service contracts; submits them to the Chief Technology Officer for approval.
- ◆ Configures and operates computer equipment and electronic devices that serve to display, maintain, access, or provide data to GIS systems.

GIS Program Manager

- ◆ 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 analysts, interns, and consultants as required. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include interviewing and recommending candidates for hire; demonstrating and enforcing equitability and inclusivity; planning, assigning and directing work; addressing complaints and resolving problems; training, evaluating performance and making recommendations to the CTO concerning employee rewards or discipline.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Master's degree plus five or more years of relevant combined experience in GIS, general IT, and IT applications.
- ◆ ESRI technical certification or equivalent.
- ◆ Possession of a valid driver's license with clear driving record and the ability to provide own vehicle for use during workday as needed to travel to various facilities.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Demonstrated skill and proficiency in GIS and other application development, deployment, and integration; database management; and web development.
- ◆ Expertise in ESRI software products and all applicable GIS and related applications, and experience with Microsoft Office and related software.
- ◆ Strong customer support/service focus and ability to instruct individuals in the detailed use of GIS and other related applications.
- ◆ Demonstrated skill in the use of data from GPS and land surveying equipment, computer aided drafting programs (CAD), geographic information systems (GIS), and related IT equipment may be required for occasional data acquisition.
- ◆ Ability to communicate effectively and tactfully with the public, coworkers, other employees, departments, officials, etc., and to effectively lead and collaborate with diverse groups.
- ◆ Ability to work with a high level of detail and prioritize multiple tasks. Ability to change direction and rearrange tasks according to deadlines and circumstance.
- ◆ Strong public speaking or presenting skills to be used during training of staff, individually or in group settings.

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.

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

Operates and maintains IT and other standard office equipment requiring hand-eye coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

Occasionally required to go outdoors and may be exposed to variable weather conditions and hazards associated with construction sites and public works projects to consult and support employees.

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 Treasurer- Collector

Department:	Finance- Treasurer – Collector Division	Salary Grade:	11
Reports To:	Chief Financial Officer	FLSA Status:	Exempt
Appointed By:	Town Manager	Date:	July 2023

GENERAL SUMMARY:

Under the general supervision of the Chief Financial Officer, performs professional administrative and supervisory work managing the Treasurer-Collector Division; oversees receipt, investment and disbursement of all Town funds, billing and collection of all taxes and utilities, parking violation collection, billing and collection of curbside refuse collection, subscriptions and debt management; oversees cash management of the Concord Retirement System. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of 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.

- ◆ Supervises the Treasurer-Collector Division Staff; trains and supports staff in acquiring and maintaining knowledge of pertinent municipal laws, town policies and division procedures.
- ◆ Administers and oversees the issuance and collection systems of town bills for quarterly property taxes, motor vehicle excise tax, curbside collection subscriptions, parking violation fees and police false alarm bills; coordinates the scheduling of sequential billing; reconciles the yearly tax levy with the Town Assessor before printing the third quarter actual tax bill.
- ◆ Manages the collection of all utility billing issued by Enterprise Funds; manages the collection of all departmental committed bills.
- ◆ Administers the progression of collection activities including demand billing, warrant issuance, tax titles and liens; coordinates legal action with Town Counsel as necessary in bankruptcy and tax lien situations.
- ◆ Oversees management of short-term cash in all Town bank accounts and maintains ledger of account balances; oversees monthly reconciliation of all accounts and reconciles Treasurer's Cash and Receivables to the Town Accountant monthly.
- ◆ Supervises the preparation and disbursement of town and school payments for payroll, purchases and services based upon warrants issued by the Town Accountant and approved by the Select Board; initiates bank wires and issues manual checks as necessary to maintain cash balances and fulfill cash requirements of warrant expenditures.
- ◆ Reviews reports and reconciliations prepared by division staff to verify accuracy; oversees staff response to customer inquiries.
- ◆ Provides betterment management; coordinates action as stipulated by State statutes with betterment assessing board;

Deputy Treasurer – Collector

establishes and maintains betterment records for all accounts.

- ◆ Establishes collection and internal control procedures for those departments receiving revenue for services rendered such as permits, inspection fees, registration and membership fees.
- ◆ Acts as liaison for ambulance medical billing services provided by an outside vendor; reconciles monthly reports and remits appropriate payment to ProEMS for ALS services provided.
- ◆ Communicates with software vendors to resolve system problems and arrange for system enhancements to improve reporting.
- ◆ Oversees administration of direct pay and online payments with the goal of enhancing payment capabilities.
- ◆ Communicates with delinquent property owners in an effort to collect outstanding balances; provides open communication with the public to resolve concerns.
- ◆ Prepares press releases to inform the public of upcoming billing issuances and related due dates; prepares informative inserts for tax billing mailings.
- ◆ Administers several online programs including, but not limited to: the Procurement Card, SAM.gov, online Registry filing services, and online payment systems.
- ◆ Reconciles Trustees of Town Donations accounts; recording and processing receipts and issuing disbursements as needed.
- ◆ Coordinates the ordering of all division supplies necessary to issue bills.
- ◆ Prepares reports supporting billing and collection activities.
- ◆ Oversees the cash management of the Concord Retirement System.
- ◆ Serves as Acting Treasurer-Collector in the absence of the Chief Financial Officer.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

Supervises the activities and performance of and provides functional oversight to division staff. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include interviewing and recommending candidates for hire; demonstrating and enforcing equitability and inclusivity; planning, assigning and directing work; addressing complaints and resolving problems; training, evaluating performance and making recommendations concerning employee rewards or discipline.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Bachelor's degree in Business, Accounting or a related field, plus five or more years of progressively responsible experience in municipal finance, including supervisory experience; or any equivalent combination of education and experience.
- ◆ Ability to secure bond in accordance with MGL Chapter 41, Sections 35 & 37.

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.

Deputy Treasurer – Collector

- ◆ Knowledge of bookkeeping, accounting and municipal finance techniques. Knowledge of municipal government and its operations as well as pertinent state and local laws. Thorough working knowledge of office procedures, practices and terminology.
- ◆ Ability to work with a high level of detail; ability to prioritize multiple tasks and deal effectively with interruptions; ability to identify and analyze complex issues and to develop appropriate recommendations.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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

Operates computer, calculator, telephone, copier, camera, measuring devices and 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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Budget and Purchasing Director

Department: Finance- Administration
Reports To: Chief Financial Officer
Appointed By: Town Manager

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

GENERAL SUMMARY:

Under the direction of the Chief Financial Officer, responsible for the development and implementation of the town's annual operating and capital budgets and directs and carries out all functions connected with management and oversight of the town's decentralized procurement process in conformance with applicable statutes and regulations and local policies; manages the town's annual operating budget performance by the execution of effective budgetary controls and the instruction and oversight of all operating departments to ensure adherence to appropriation and all other legal and policy constraints. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs complex and responsible duties requiring a thorough knowledge of departmental operations and general knowledge of accounting policies and procedures; interpretation and administration of applicable laws and regulations; thorough knowledge of governmental finance policies and best practices; and the exercise of independent judgment and initiative in planning, administering and executing effective programs and services to carry out the responsibilities of the position.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Responsible for the planning and organizing of the annual budget development process. Develops instructions, policies, procedures and associated forms and documents for town-wide implementation of financial processes; advises department heads and staff of compliance requirements; interprets laws, regulations, policies and procedures.
- ◆ Responsible for oversight of the procurement processes utilized in all town departments, to ensure legal and policy compliance. Writes, reviews and edits invitations for bid, requests for proposals, price quote solicitations, specifications, legal advertisements, contracts and related correspondence for compliance with applicable laws, regulations, procedures and clarity.
- ◆ Oversees the approval process for bids, proposals and price quotes received from vendors; conducts public bid openings; makes recommendations to the Chief Financial Officer and Town Manager for the award to the responsible and responsive vendor pertaining to bids, proposals and price quotes; posts and makes public the results of the award.
- ◆ Manages the processing of purchase requisitions; ensures that purchase orders comply with appropriate state and local laws, regulations and procedures.
- ◆ Formulates strategies to promote and implement continuous improvements in budgetary and procurement management functions. Engages in problem resolution, working directly with department heads and other senior managers as necessary.
- ◆ Develops and implements town-wide training and instructional programs regarding compliance in budget and procurement processes with respect to applicable state and federal laws and local policies and procedures.

Budget and Purchasing Director

- ◆ Develops and implements budget performance measurement systems and budget control systems.
- ◆ Participates in Budget Review Team with Chief Financial Officer, Town Manager and designees.
- ◆ Implements approved budgets; oversees entry into accounting system; provides administration of budgeting and accounting system linkage; interprets information from one system to another; reviews budgetary accounting reports on a continuous basis for reliability and consistency; identifies potential budgetary difficulties.
- ◆ Assists in the development of annual financial reports, debt issuance official statements and other financial reporting requiring a thorough understanding of town financial activity, external reporting standards and requirements, and public information needs.
- ◆ Investigates projected deficits and recommends action to resolve; advises Chief Financial Officer of potential Reserve Fund requests; prepares Reserve Fund requests for Finance Committee consideration.
- ◆ Assists the Chief Financial Officer in financial planning, debt management, staff training and payroll administration as necessary.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

Supervises the activities and performance of the Budget Analyst and Senior Financial Analyst positions. Carries out supervisory responsibilities in accordance with policies and applicable laws. Responsibilities include interviewing and recommending candidates for hire; demonstrating and enforcing equitability and inclusivity; planning, assigning and directing work; addressing complaints and resolving problems; training, evaluating performance and making recommendations concerning employee rewards or discipline.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Bachelor's degree in Finance, Public Administration, Business Management or related field, plus seven or more years of progressively responsible experience in municipal government finances and municipal operations, including supervisory experience; or any equivalent combination of education and experience.
- ◆ Massachusetts Certified Public Procurement Officer (MCPPO)

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 the principles, practices, regulations and applicable federal and state laws related to municipal government finances.
- ◆ Ability to work with a high level of detail; ability to prioritize multiple tasks and deal effectively with interruptions; ability to identify and analyze complex issues and to develop appropriate recommendations.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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

Budget and Purchasing Director

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

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

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Public Works Supervisor- Pumping/Treatment Systems

Department:	Public Works – Pumping/Treatment Systems	Salary Grade:	10
Reports To:	Assistant Water/Sewer Superintendent	FLSA Status:	Non-Exempt
Appointed By:	Town Manager	Date:	July 2023

GENERAL SUMMARY:

Under the general supervision of the Assistant Water and Sewer Superintendent, supervises and participates in the daily operations of water/sewer pumping stations, treatment systems, water storage reservoirs and related systems and facilities. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Diagnoses, repairs and maintains a variety of complex electrical, instrumentation and mechanical systems including but not limited to air injected pumps, compressors, motors and chemical feed equipment and specialized water treatment processes involving ozone and ion-exchange systems. Directs, coordinates and supports outside service vendors as needed.
- ◆ Performs routine operation and maintenance of an automated SCADA system to continuously monitor and control operations of the water and sewer pumping, treatment and storage facilities. Coordinates and supports outside service technicians as needed.
- ◆ Protects the physical and cyber infrastructure of the water and sewer system. Identifies potential threats, assesses vulnerabilities to those threats, and improves security procedures and technology to deter attacks or mitigate their impacts.
- ◆ Supports the development of water quality testing program to ensure it is accurately performed with thorough understanding of purpose (regulatory compliance or service optimization) including selection of sample sites and schedules as well as abundance of pertinent collection, analytical and reporting protocols.
- ◆ Performs water sampling and analysis for Treatment Optimization Program including the evaluation of treatment systems and processes changes, chemical dosage, online and field monitoring equipment, and makes necessary adjustments, or communicates needs to other responsible parties, to correct.
- ◆ Assists in water resource protection efforts including monitoring and controlling land-uses surrounding groundwater supplies and the Nagog Pond watershed.
- ◆ Participates in the development of division operating budgets and provides input into capital budget requests.

Public Works Supervisor, Pumping/Treatment Systems

- ◆ May authorize routine purchases of supplies and equipment and responsible for associated records.
- ◆ Responds to after-hour water/sewer emergencies to direct repair operations; operated related equipment as conditions dictate. May respond to snow emergencies to operate equipment.
- ◆ May respond to any other municipally declared emergency which requires interdepartmental or intercommunity support and coordination.
- ◆ Responds to water quality inquiries and complaints from citizens and businesses; takes special samples, conducts routine tests and presents findings. Refers unresolved public relations matters to supervisor.
- ◆ Oversees the maintenance of the pumping stations buildings and grounds including painting, brush removal and other related duties.
- ◆ Ensures that staff has the required training to perform essential duties and maintain appropriate professional licenses.
- ◆ 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 Treatment System Operators and work crews engaged in the maintenance of the water/sewer pump and lift stations, treatment systems and related systems and facilities. Supervises water and sewer street crews when necessary. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include interviewing and recommending candidates for hire; demonstrating and enforcing equitability and inclusivity; planning, assigning and directing work; addressing complaints and resolving problems; training, evaluating performance and making recommendations concerning employee rewards or discipline.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Associate's Degree and/or specialized knowledge and training required to diagnose, repair and maintain complex mechanical and electrical pumping equipment plus four or more years of progressively responsible related experience, including experience in utilizing heavy motorized equipment; or any combination of education and experience.
- ◆ Massachusetts Class B Commercial Driver's License.
- ◆ Massachusetts Hoisting Engineer's License.
- ◆ Massachusetts Drinking Water License Grade III Treatment.
- ◆ Massachusetts Drinking Water License Grade I Distribution (preferred).

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Knowledge of water/sewer pumping and treatment systems including electrical, mechanical, chemical processes and associated instrumentation.
- ◆ Knowledge of state and local laws and regulations related to division operations.
- ◆ Basic knowledge of water quality and chemistry principles.
- ◆ Ability to plan, organize, assign and supervise the work of employees and equipment.
- ◆ Ability to carry out oral and written instructions.
- ◆ Ability to read and interpret detailed construction drawings and blueprints.
- ◆ Proficient in operation of heavy equipment as well as power tools and hand tools.

Public Works Supervisor, Pumping/Treatment Systems

- ◆ Ability to obtain water samples and perform basic laboratory analysis.
- ◆ Ability to maintain confidential information.
- ◆ 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.

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

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

Frequent periods spent in normal office environment not subject to extremes in temperature, noise, odors, etc. 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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Public Works Supervisor- Distribution/Collection Systems

Department:	Public Works – Distribution/Collection Systems	Salary Grade:	10
Reports To:	Assistant Water/Sewer Superintendent	FLSA Status:	Non-Exempt
Appointed By:	Town Manager	Date:	July 2023

GENERAL SUMMARY:

Under the general supervision of the Assistant Water and Sewer Superintendent, plans, organizes, coordinates, supervises and participates in daily operations of water distribution and wastewater collection systems and related systems and facilities. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Supervises the construction, maintenance, installation, inspection and repair of town water mains and services, sewer collectors and services and related appurtenances and structures.
- ◆ Plans, coordinates and assigns staff and equipment required for a variety of projects and oversees the preparation of related records of personnel, materials and equipment used.
- ◆ Conducts regular inspections of assigned projects and those performed by outside contractors to ensure compliance with specifications and applicable safety regulations.
- ◆ Coordinates construction/repair activities with other town departments and divisions as well as other public and private utilities.
- ◆ Assists in water/sewer service application review and approval activities.
- ◆ Assists in the coordination and implementation of water/sewer meter system replacement and improvement activities.
- ◆ Responds to a variety of inquiries, requests and complaints related to daily activities and operations within scope of authority and refers unresolved matters to higher authority.
- ◆ Responds to after-hour water/sewer emergencies to direct and support operations as needed. May respond to snow emergencies to operate equipment.
- ◆ May respond to any other municipally declared emergency which requires interdepartmental or intercommunity support and coordination.
- ◆ May be required to be available at any time and in all weather conditions when on-call.

Public Works Supervisor, Distribution/Collection Systems

- ◆ Assures all division vehicles and equipment are operational and scheduled for preventive maintenance as necessary to ensure safe operating condition.
- ◆ May authorize routine purchases of supplies and tools as authorized and the maintenance of related records.
- ◆ Participates in the development of division operating budgets and provides input into capital budget requests.
- ◆ Ensures that staff has the required training to perform essential duties and maintain appropriate professional licenses.
- ◆ 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 work crews engaged directly in water/sewer construction, repair and maintenance operations or indirectly related construction work. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include interviewing and recommending candidates for hire; demonstrating and enforcing equitability and inclusivity; planning, assigning and directing work; addressing complaints and resolving problems; training, evaluating performance and making recommendations concerning employee rewards or discipline.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Associate's Degree and/or specialized knowledge and training required to diagnose, repair and maintain complex mechanical and electrical pumping equipment plus four or more years of progressively responsible related experience, including experience in utilizing heavy motorized equipment; or any combination of education and experience.
- ◆ Massachusetts Class B Commercial Driver's License.
- ◆ Massachusetts Hoisting Engineer's License.
- ◆ Massachusetts Drinking Water License Grade III Treatment.
- ◆ Massachusetts Drinking Water License Grade I Distribution (preferred).

KNOWLEDGE, SKILLS & ABILITIES:

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

Frequent periods supervising or inspecting in non-office environments. Regular periods spent outside subject to weather conditions while inspecting or directing work. Frequent walking, standing, bending and lifting. Frequently lifts supplies and equipment weighing 100 pounds, utilizing proper body mechanics and techniques. Routinely required to handle toxic and hazardous materials used in the daily treatment of drinking water.

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

Frequent periods spent in normal office environment not subject to extremes in temperature, noise, odors, etc. 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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Municipal Archivist/ Records Manager

Department: Finance – Town Clerk
Reports To: Town Clerk
Appointed By: Town Manager

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

GENERAL SUMMARY:

Under the general direction of the Town Clerk, administers the Town-wide records management program for both physical and digital records. Responsibilities include providing guidance to Town departments regarding records management and overseeing all aspects of an archival program from appraisal to access; providing reference services to Town departments and the general public; and researching public records requests, as needed. In addition, supports the IT Department in acquiring, implementing, and managing systems that will store and maintain town records. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of detail, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

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

Archives Management

- ◆ Manages paper and electronic archives and records collections in coordination with the Town Clerk. Recommends and implements records reformatting, indexing and delivery solutions for permanent and inactive records. Assists with selecting and implementing and is responsible for maintaining record keeping systems, including database catalog, finding aids, acquisition register, and indexes.
- ◆ Manages multiple archives storage areas. Collaborates with Library staff regarding historical Town records stored in the Library's Special Collections and Archives.
- ◆ Provides reference services to members of Town staff, the public, and board and committee members by providing access, interpreting finding aids, giving instruction on the proper handling of materials and providing knowledge of the records relevant to the individual researcher's needs.
- ◆ Conducts quarterly reviews of departmental records management programs with Town staff.
- ◆ Conducts conservation assessments to identify fragile and damaged materials and the level of conservation work needed. Develops long term preservation plans and provides basic repair and preventive preservation for paper records.
- ◆ Researches grant opportunities and submits grant applications for records preservation and conservation.
- ◆ Manages the archives website and digital repository to enhance document content and access by public.

Municipal Archivist/ Records Manager

Records Management

- ◆ Performs inventories and assessments of active and inactive records, and coordinates transfer and disposal of records according to the State's municipal records retention schedule. Recommends records retention and storage protocols as specified by State Records Retention Laws and updates departmental records retention schedules.
- ◆ Plans, develops, and implements long and short-range goals for records storage areas and electronic records management programs, in coordination with the Town Clerk.
- ◆ Develops and presents training material to Town staff and assists Town departments in records management standards and procedures as needed.
- ◆ Serves as the primary Records Access Officer (RAO) for all public records requests submitted to the Town.
- ◆ Develops and implements process and procedure guidelines for handling public records requests.

Digital Records/Business Analysis

- ◆ Coordinates with the Chief Technology Officer (CTO) to analyze software systems and digital tools for their capacity to generate and/or store records.
- ◆ Ensures compliance with the Municipal Records Retention schedule within all software systems and digital tools.
- ◆ Works with the CTO to deploy Microsoft 365 to Town of Concord users. Completes discovery and migration of records/content and educate users.
- ◆ Serves as an administrator of Microsoft 365 Compliance, Teams, and SharePoint modules and implements records management settings/protocols so ensure the Town is meeting its retention requirements for digital records.
- ◆ Assists CTO with analysis of business processes and recommends software/system alternatives that will maintain compliance with public records and open meeting laws.
- ◆ Performs searches in email archive software and Microsoft 365 in support of public records requests and internal requests.

General

- ◆ Remains active in professional organizations and monitors emerging practices.
- ◆ Regular attendance at the workplace is required. Occasional attendance at evening board and committee meetings for records and archives related discussion required. Supports the Town Clerk's Office with attendance at all Elections, Town Meetings, and the Town Caucus.
- ◆ Manages the electronic pollbook software and hardware for elections and Town Meetings.
- ◆ Serves as a resource for the general public, businesses, lawyers, court personnel, town employees, municipal boards and committees, state and federal employees, vendors, town/school departments.
- ◆ Performs special projects and other related duties as required, directed, or as the situation dictates.

SUPERVISORY RESPONSIBILITY:

Directly supervises the activities and performance of and provides functional oversight to interns, grant-funded employees, Senior Work Program staff and volunteers. 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; demonstrating and enforcing equitability and inclusivity; evaluating performance and addressing complaints and resolving problems.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Bachelor's Degree with coursework in Library/Information Science plus 3 or more years of related experience required. Master's Degree in Library/Information Science or specialized graduate-level coursework in archives management and/or Certified Archivist (CA) and/or Certified Records Manager (CRM) and/or Digital Archives Specialist (DAS) preferred; or any equivalent combination of education and experience.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Knowledge of contemporary archival and records management principles and practices; descriptive cataloging principles; Encoded Archival Description (EAD); electronic records and records management, professional codes of ethics, e.g., Society of American Archivists (SAA) and Association of Records Managers and Administrators (ARMA); and modern office procedures, practices and computer equipment.
- ◆ Experience working with municipal or government records; familiarity with Public Records Law and Municipal Retention Schedules; thorough knowledge of archival principles.
- ◆ Ability to distinguish between public and confidential information; communications content frequently pertains to public information, managerial and administrative action; ability to apply appropriate judgment, discretion and adherence to professional codes of ethics.
- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with all researchers in a courteous and tactful manner; ability to establish and maintain good working relationships with coworkers, department heads, board members and citizens.
- ◆ Ability to work with a high level of detail; ability to prioritize multiple tasks and deal effectively with interruptions; ability to identify and analyze complex issues and to develop appropriate recommendations.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

Normal office environment, not subject to extreme variations of temperature, noise, odors, etc., with periods working in inactive records storage areas that may involve exposure to dust and/or mold.

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

Operates personal computer, printer, calculator, telephone, copier and all other standard office equipment requiring eye-hand coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching, stooping, and lifting/carrying objects and boxes up to 40 pounds 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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Energy Efficiency & Electrification **Coordinator**

Department:	Concord Municipal Light Plant (CMLP)	Salary Grade:	9
Reports To:	Assistant Director of CMLP-Power Supply & Energy Management	FLSA Status:	Exempt
Appointed By:	Town Manager	Date:	July 2023

GENERAL SUMMARY:

Under the general supervision of the Assistant Director of CMLP-Power Supply & Energy Management, provides financial and technical assistance to customers interested in reducing their energy use and/or carbon footprint. Develops and implements energy efficiency, beneficial electrification and distributed storage and renewable energy generation programs for all CMLP customers. 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. 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.

- ◆ Researches, creates, administers, markets and evaluates broad energy efficiency, beneficial electrification and distributed storage and renewable energy generation initiatives in the built environment and mobility sectors for CMLP's residential, commercial and industrial customers. Helps establish and develop energy generation goals, policies and procedures for CMLP and the Town.
- ◆ Provides outreach to customers on energy issues through direct contact and other forms of communication. Creates and implements educational events and promotional and marketing campaigns aimed at achieving program goals.
- ◆ Designs and writes marketing materials including social media posts, newsletter content, displays, letters to the editor, bill inserts, brochures and CMLP website content. Orders and distributes materials for use in marketing campaigns.
- ◆ Responds to customer inquiries and requests relative to energy advice and information. Works with customers in developing/implementing energy efficiency and electrification measures.
- ◆ Procures and manages contractors providing services to CMLP and its customers, which may include providers of energy assessments, technical assistance, financing, marketing, and program evaluation services.
- ◆ Occasionally seeks funding from sources outside CMLP for energy efficiency, beneficial electrification and distributed storage and renewable energy generation initiatives.
- ◆ Advises Assistant Director of CMLP-Power Supply and Energy Management and CMLP Senior Staff regarding energy efficiency, beneficial electrification, and distributed storage and renewable energy generation issues and opportunities.
- ◆ Prepares recommendations and action plans related to annual capital and operating budgets for current and proposed energy services. Monitors program expenses and ensures compliance with CMLP quality standards.

Energy Efficiency & Electrification Coordinator

- ◆ Coordinates with other CMLP staff members on demand side management opportunities.
- ◆ Collaborates with other Town staff on various energy and environmental initiatives.
- ◆ Represents CMLP on regional, state and national advisory and other groups. Makes presentations at various forums including stakeholder groups, schools, clubs and business associations.
- ◆ Monitors customer energy usage and tracks usage trends and results of energy efficiency, beneficial electrification, and distributed storage and renewable energy generation initiatives. Analyzes costs and benefits of these programs. Compiles and submits data and narrative for local, state, federal and grant reports as required.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

Supervises the Energy Efficiency & Electrification Specialist. May provide occasional supervision and functional oversight to program volunteers and support staff. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include interviewing and recommending candidates for hire; demonstrating and enforcing equitability and inclusivity; planning, assigning and directing work; addressing complaints and resolving problems; training, evaluating performance and making recommendations concerning employee rewards or discipline.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Bachelor's degree in engineering, environmental science, marketing or a related field, plus four or more years of progressively responsible experience in developing and/or administering energy efficiency and electrification programs; or any equivalent combination of education and experience.
- ◆ One or more of the following or equivalent credentials:
 - Certified Energy Manager
 - Certified Demand Side Manager
 - Certified Measurement and Verification Professional
- ◆ Valid motor vehicle operator's license, with a safe driving record.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Excellent interpersonal skills. Should be able to communicate effectively both verbally and in writing.
- ◆ Extensive knowledge in customer relations, marketing and demand side management initiatives, including knowledge of energy efficiency, electrification and distributed generation and storage measures and their applications.
- ◆ Ability to comprehend and apply technical knowledge as it relates to energy uses and efficiency, electrification, demand side management and related topics and analyses. Ability to analyze information and develop and present appropriate recommendations, responses and answers. Skilled in use of software applications for numerical analysis, recordkeeping, graphic design and online form creation.
- ◆ Skilled in persuasive speaking and writing.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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.

Energy Efficiency & Electrification Coordinator

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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Assistant Treasurer

Department:	Finance – Treasury Division	Salary Grade:	8
Reports To:	Finance Director	FLSA Status:	Exempt
Appointed By:	Town Manager	Date:	July 2023

GENERAL SUMMARY:

Under the general supervision of the Finance Director, performs professional and administrative work in payroll and employee benefits management. Assists the Deputy Treasurer/Collector in the administration of treasury and collection division activities and acts as Division Manager in the absence of the Deputy Treasurer/Collector. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Oversees the management of the biweekly Town payroll and the work of the Payroll and Finance Generalist related to payroll preparation. Provides support for payroll and time and attendance software applications; performs system administration including set-up of codes, tables, security privileges, and reports; develops and documents processes; trains and provides support to system users; collaborates with technical staff to resolve problems; assists with ongoing maintenance and upgrades to systems.
- ◆ Oversees processing of employee benefit transactions for all Town employees and retirees related to payroll management, payment of premium invoices, reconciliation of enrollment census lists to payroll deduction registers, and management of direct pay and COBRA accounts.
- ◆ Establishes standard written procedures and policies for the payroll function, ensuring compliance with related laws, Town bylaws, and personnel procedures.
- ◆ Prepares and maintains all federal and state tax withholding and reporting records for Town,
- ◆ Concord Public School and Concord Retirement System payrolls operating under the Town's federal identification number, preparing required quarterly and annual reports for the Treasurer's review and signature; processes required electronic filings.
- ◆ Prepares spreadsheet reports from payroll data for various cost-allocation purposes, including but not limited to fund allocations of group insurance costs and the allocation of costs between town and school employees; reconciles payroll-related bank accounts, processes check voids, reissues, lost and uncashed check replacements, and performs related banking tasks.
- ◆ Prepares Quarterly Billing for Reimbursement of Retirement Board Staff Payroll Recorded in Town Account and Various Miscellaneous Town Services Provided, for review by the Town Treasurer.

Assistant Treasurer

- ◆ Coordinates the filing of all required forms, both Town and Concord Public Schools, to ensure a timely response by the employer to all claims for Unemployment Benefits; coordinates and consults with the Human Resources Department, and the Town's consultant as needed.
- ◆ Assists the Finance Director in preparing annual required OPEB valuation, including working directly with Town's actuary to coordinate response for data requests. May also assist the Finance Director with annual required reporting for Concord Retirement System.
- ◆ Serves as backup to the Deputy Treasurer/Collector and acts as Division Manager and supervisor in his or her absence.
- ◆ Assists the Deputy Treasurer/Collector with various treasury and collection management tasks as assigned.
- ◆ Maintains complex financial records related to payroll, benefits, and treasury activities.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

Provides direct supervisory oversight of tasks involved in the administration of town payroll. Responsible for overseeing the administrative operations of the office in the absence of the Deputy Treasurer/Collector. Responsibilities include interviewing and recommending candidates for hire; demonstrating and enforcing equitability and inclusivity; planning, assigning and directing work; addressing complaints and resolving problems; training, evaluating performance and making recommendations concerning employee rewards or discipline.

EDUCATION & EXPERIENCE:

- ◆ Bachelor's degree in Accounting, Business Administration, Public Administration, or a related field with at four or more years of progressively responsible accounting related experience, preferably including experience in treasury management and payroll and benefits administration; or any equivalent combination of education and experience.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Thorough knowledge of accounting procedures. Working knowledge of federal, state, and municipal laws and regulations related to employee benefits and compensation. Knowledge of public funds management and governmental operations.
- ◆ Excellent computer and data management skills with proficiency in utilizing a variety of computer and accounting software systems.
- ◆ Strong organizational and multi-tasking skills with attention to detail. Ability to work within strict deadlines.
- ◆ Ability to maintain complex financial records and to provide information and prepare reports from such records.
- ◆ Ability to establish and work toward goals and objectives. Ability to identify and analyze complex issues and to develop appropriate recommendations.
- ◆ Ability to communicate effectively and tactfully with the public, co-workers, retirees, other departments, officials, and other agencies, including strong written communication skills. Ability to apply discretion to maintain confidential information.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

Assistant Treasurer

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. Regularly attends night meetings.

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

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

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Senior Planner

Department: Planning & Land Management
Reports To: Director of CMLP
Appointed By: Town Manager

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

GENERAL SUMMARY:

Under the general supervision of the Town Planner, provides regulatory, technical and design support for various boards and committees supported by the Division; assists applicants in working through the regulatory process of the Historic Districts Commission, Historical Commission and Community Preservation Committee, 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 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.

- ◆ Review applications on proposed projects and prepare reports and recommendations to various boards and committees; identify issues with proposed projects, apply applicable Federal, State and Town laws and regulations and recommend alternative courses of action and conditions. Provide comments and recommendations to the Town Manager on historic preservation for local, state or federal projects. Conduct site visits for proposed projects.
- ◆ Meet with applicants to answer questions and to discuss or negotiate potential solutions; guide applicants through permitting or funding process.
- ◆ Answer public questions and concerns related to projects and/or regulations; ensure the planning and decision-making processes are transparent and open to the public.
- ◆ Request meetings with staff from other departments to discuss concerns and to evaluate potential solutions. Attend various town board and/or committee meetings as assigned and provide technical support as necessary.
- ◆ Assist in the preparation and maintenance of reports, records and files in support of department operations. Prepare study maps, charts, graphs and take photographs for boards and committees as necessary.
- ◆ Assist boards and committees with the development of Town Meeting Warrant Articles.
- ◆ Identify and assist in the preparation of grants on a town-wide basis.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

None.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Bachelor's degree in planning, architecture, historic preservation or other related field and five 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:

- ◆ Working knowledge of historic structures, understanding of architectural details, and ability to provide guidance to boards and committees.
- ◆ Thorough knowledge of the principles and practices of planning and associated laws, bylaws, rules, and regulations. Good working knowledge of and proficiency in the use of office automation, planning materials and tools, research technology, and other resources. Skill in interpreting plans, maps and charts.
- ◆ 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 recognize town-wide priorities and work cooperatively to support their accomplishment, to identify and analyze complex issues and to develop appropriate recommendations, to collaboratively problem solve with a group on complex and emotional issues. Ability to conduct independent research and to analyze and interpret results.
- ◆ Ability to work with a high level of detail; ability to prioritize multiple tasks and deal effectively with interruptions.

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.

Occasional periods spent in non-office environments, including construction sites, subject to all weather conditions. Walking, standing, climbing, bending, and lifting required. Work involves travel within Town and to neighboring towns and requires attendance at evening meetings.

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

Operates computer, printer, calculator, camera, 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 Planner - Transportation

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

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

GENERAL SUMMARY:

Working under the direction of the Town Planner, this Senior Planner oversees and manages Town-wide initiatives relative to multi-modal transportation planning and is responsible for ensuring communication in Town and regionally, working to further the mission and goals of Town boards and committees and the Town Manager. This highly collaborative position facilitates partnerships between community organizations, local businesses, Town departments, and other municipalities to ensure that Town transportation initiatives are conducted using an interdisciplinary approach. Incumbent plays a key role in coordinating efforts between the Town and state agencies as well as other neighboring regional transportation agencies. Incumbent is 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 and 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 with carrying out the mission and strategic priorities for various Town boards and committees and local groups, such as the Planning Board, Transportation Advisory Committee, Economic Vitality Committee, Concord Business Partnership, and the Concord Chamber of Commerce Work to adopt best policies and practices in multi-model projects, transportation services, parking and Transportation Demand Management.
- ◆ Advocates for Town-wide Strategic Plans for Transportation; leads activities related to transportation efforts in conjunction with other local area partners. Ensures that transportation initiatives seek to help shape public, business, and thoughtful development in Concord and improve conditions for pedestrians, cyclists, and public transit.
- ◆ Ensures that transportation efforts are supporting the Town's long range planning efforts and sustainability goals.
- ◆ Researches, interprets, and makes recommendations related to Town Transportation and parking policies and zoning bylaw provisions, transportation standards, and transportation/mobility best practices.
- ◆ Coordinates and oversees the hiring and management of consultant contracts for various transportation planning initiatives, such as new/expanded transportation services, bike-share programs, Town-wide parking studies, regional initiatives, and other projects as needed or assigned.
- ◆ Supports street design efforts, ranging from temporary, low-cost pilot projects, installation for new bike lanes, crosswalk facilities and traffic calming treatments to large-scale capital projects.
- ◆ Assists interdisciplinary staff teams working on neighborhood or corridor plans.
- ◆ Maintains and expands relationships between the Town and relevant stakeholders, including adjacent municipalities,

Senior Planner – Transportation

community and advocacy groups, the private sector, academia, and state agencies to coordinate, set, execute, and track transportation and community transportation programs and initiatives.

- ◆ Performs community relations and outreach to promote goals and educate residents, local businesses, colleges, social service agencies and Town departments on transportation services with a particular focus on the needs of transit dependent individuals.
- ◆ Supports transportation efforts with direct or in-kind support for community events for residents, visitors, and local workforce.
- ◆ In coordination with Town Management, administers, and develops transportation initiatives and metrics on behalf of the Town; assists division managers in maintaining professional working relationships with local agencies, developers, citizen groups, private consultants, and others.
- ◆ Provides staff support to the Transportation Advisory Committee and other Town departments on transportation related initiatives and items.
- ◆ Assists other Town staff in the planning and execution of special events requiring multi-modal coordination, including activities supporting the Town Visitor's Center or in partnership with Concord's Chamber of Commerce/Business Partnership.
- ◆ Oversees the development of on-going marketing programs; prepares, maintains, and distributes materials and information relative to marketing the community connectivity and various transportation services.
- ◆ Prepares grants, RFPs and other reports as required with special focus on the various transportation initiatives.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

None.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Bachelor's degree in Planning, Engineering, Communications, Economic Development, or related field plus a minimum of five years of experience providing broad expertise in community development, engagement, and regional planning; or any equivalent combination of education and experience. Advanced degree and public sector experience are preferred.
- ◆ Must have the ability to travel to and attend various day and evening meetings in various locations.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Demonstrated knowledge of transportation planning, infrastructure, engineering and municipal government operations.
- ◆ Solid research skills, excellent grammar and 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.
- ◆ Thorough understanding of community outreach and engagement; practical and working knowledge of open meeting, public records, and other local bylaws relative to engagement and transparency.
- ◆ Familiarity with local government functions and ability to comprehend Town-wide operations and goals.

Senior Planner – Transportation

- ◆ Ability to develop effective ways to communicate, strategize and group multiple Town groups, volunteers, and business together and organize meetings and events.
- ◆ Familiarity with local planning efforts and local and regional transportation with special knowledge and focus of Massachusetts laws and regulations on order to make placed-based and policy recommendations.
- ◆ Strong time management and organizational skills; attention to detail; ability to multi-task, self-motivate, and regularly reassess priorities.
- ◆ Ability to collaborate and work as part of a project team, as well as competency in working independently and in handling assignments with high degree of flexibility.
- ◆ Proficiency in Microsoft Office Suite, ArcGIS and Adobe

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.

Occasional periods spent in non-office environments, including construction sites, subject to all weather conditions. Walking, standing, climbing, bending, and lifting required. Work involves travel within Town and to neighboring towns and requires attendance at evening meetings.

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

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

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Senior Information Systems Technician

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

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

GENERAL SUMMARY:

Under the general supervision of the IT Operations Manager, administers and provides software, hardware, network and information system support for employees. The Senior Information Systems Technician is responsible for maintaining and improving the efficiency and effectiveness of areas under the control of the position. Performs varied 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.

- ◆ Plans and communicates with management, end users, vendors and service providers concerning the projects and activities of the IT function. Assists the IT Operations Manager with prioritization and scheduling of projects and tasks to meet all departments' system and telecommunication needs.
- ◆ Assists in creating a structured approach for deploying new hardware and software, including procurement, testing and change management.
- ◆ Ensures functionality of all deployed user software and hardware.
- ◆ Provides orientation and guidance to users on how to operate new software and computer equipment.
- ◆ Utilizes ticketing system and effectively prioritizes, responds, resolves and updates tickets.
- ◆ Coordinates with multiple IT suppliers to deploy, configure, install, test and maintain components such as servers, PCs, monitors, keyboards, printers, modems and internet connections. Installs and configures network printing, user environments, directory structures, rights, security, software and files according to standard business practices. Administers Microsoft 365 and assists staff in the use of communication and collaboration programs. Researches and recommends products to meet the organization's needs.
- ◆ Plans and manages the town-wide inventory of workstations and laptops. Provides hands-on and remote support for software, hardware and networks to employees using PCs and laptops and other peripheral devices. Diagnoses system failures; coordinates servicing, repairs and replacements when necessary.
- ◆ Maintains records and performs processes to ensure routine preventative maintenance is performed and updated configuration documentation is available and accurate for hardware, software, and networks, such as scanning for viruses, testing and removing spyware, performing data backup, and cleaning computers and components.
- ◆ Oversees the hardware lifecycle by ensuring systems are documented before deployment, accurate records are

Senior Information Systems Technician

maintained while they are active and in-use, and all proper procedures are followed during the decommissioning process.

- ◆ Writes procedures in support of various Town technology needs, including the maintenance of assets and the deployment and configuration of software. May assist with technical documentation of systems and processes.
- ◆ Engages in process definition, improvements, controls and manages vendor performance for the IT functions.
- ◆ Attends specialized training to ensure most current technological knowledge and best support of the computer environment.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

None.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Bachelor's Degree plus four or more years of experience in hardware and software support and/or web design/implementation; or any equivalent combination of education and experience. Experience in a customer service, clerical or other administrative position helpful.
- ◆ CompTIA A+, Microsoft MD100, or Microsoft MD101 certification required.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Strong knowledge of Windows operating systems, Microsoft 365, Microsoft Office, Windows Server and Antivirus/Spyware Applications. Significant experience diagnosing and resolving network problems in a multi-site operating system environment.
- ◆ Ability to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials and other agencies. Ability to communicate efficiently both verbally and in writing.
- ◆ Ability to work collaboratively with other teams in providing support, troubleshooting, and maintenance of systems.
- ◆ 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 coordinate the efforts of various suppliers of service making effective use of support contracts. Ability to resolve issue related to responsibility of various providers.

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, odors, etc. Operates and is exposed to equipment which causes loud noises. Continuous walking and standing. Occasional periods requiring sustained uncomfortable positions such as bending and kneeling. 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 hand-eye 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

Senior Information Systems Technician

statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

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



Assistant Town Clerk

Department: Finance – Town Clerk
Reports To: Town Clerk
Appointed By: Town Manager

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

GENERAL SUMMARY:

Under the general supervision of the Town Clerk, performs professional administrative and supervisory work assisting the Town Clerk with all division functions, including conducting elections, registering voters, recording and issuing vital records, conducting Annual Town Census and federal census, recording and maintaining Town Meeting records, maintaining official municipal records, issuing various licenses and documents, and serving as a source of public information on a wide variety of subjects relating to municipal government. In the absence of the Town Clerk, responsible for overseeing all functions of the Town Clerk's Office. 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, understanding of municipal government and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of detail, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Provides support to Town Clerk in elections; issues and receives nomination papers; certifies petition signatures and voter registrations; answers inquiries by members of the public using State Voter Registration Information System; processes absentee ballots; performs administrative functions required to equip and staff polling places; assists with Town Caucus.
- ◆ Serves as Notary Public and Commissioner to Qualify; administers Oath of Office to Town Officials and committee/board members.
- ◆ Oversees the work of subordinate staff as it relates to vital records registration and issuance, and dog licensing.
- ◆ Prepares and records affidavits of correction for all marriage and death records. Accepts Marriage Intentions and serves as Burial Agent.
- ◆ Assists with or records actions taken at Annual or Special Town Meetings; serves as Clerk for the Assistant Moderator; schedules all Election Officers, distributes certified copies of all Town Meeting actions to departments, boards and committees as needed.
- ◆ Trains office staff in providing services and in responding to customer requests for information; supervises staff and operations in the absence of the Town Clerk.
- ◆ Interprets local, state, and federal statutes, bylaws, regulations, policies and procedures that relate to town operations; maintains accurate records of all Town bylaws, rules and regulations.
- ◆ Issues a variety of state and town licenses, permits and certifications, including flammable storage registrations.

Assistant Town Clerk

- ◆ Responds to questions from citizens, public officials, department heads and staff on both local bylaws and state laws; receives and responds to complaints and makes referrals as appropriate.
- ◆ Functions as Records Access Officer in the absence of Municipal Archivist/Records Manager and Town Clerk; assists with responses to public records requests as needed; assists Municipal Archivist/Records Manager and Town Clerk in advising town departments, boards and committees on records management practices.
- ◆ Maintains census database; manages annual Town Census including mailing, processing and production of the Street List; verifies and certifies residency for domestic and foreign governments.
- ◆ 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:

Oversees customer service activities at the counter. Supervises Senior Administrative Specialists' activities in relation to board and committee records management. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include interviewing, and recommending candidates for hire; planning, assigning and directing work; demonstrating and enforcing equitability and inclusivity; training, evaluating performance and recommending pay increases; addressing complaints and resolving problems. May assume additional supervisory duties as directed by the Town Clerk.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Bachelor's degree and four or more years of progressively responsible experience in municipal operations; or any equivalent combination of education and experience.
- ◆ Incumbent is expected to attend conferences and view webinars to receive and maintain current knowledge in areas of responsibility.
- ◆ Certified Municipal Clerk certification
- ◆ Position requires some work outside of normal business hours, during events such as Town Meetings and election days, as well as high-volume periods (voter registration deadlines, election preparation, etc.)

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with all customers in a courteous and tactful manner; ability to establish and maintain good working relationships with coworkers, department heads, subordinates, board members and citizens.
- ◆ Experience working in municipal government; thorough understanding of municipal systems and related statutes, policies and procedures; familiarity with election processes; thorough knowledge of office procedures, practices and terminology.
- ◆ 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 maintain confidentiality while working with sensitive information.
- ◆ Familiarity with Open Meeting, Conflict of Interest, and Public Records Laws.
- ◆ Familiarity with Municipal Records Retention Schedule and Records Management bylaw.
- ◆ Familiarity with Elections Laws, particularly as they apply to absentee voting.
- ◆ Familiarity with laws governing municipal operations, including town meeting process, the registration and issuance of vital records, annual street listing requirements and restrictions, dog licensing, raffle permits, flammable storage registration.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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

Operates computer, printer, 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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Program Analyst

Department: Public Works
Reports To: Highway & Grounds Superintendent
Appointed By: Town Manager

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

GENERAL SUMMARY:

Under the general supervision of the Highway & Grounds Superintendent, administers and promotes Public Works' recycling and solid waste disposal programs. Implements, administers, promotes, publicizes and monitors programs. Identifies and develops new opportunities for residential and municipal waste materials. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under their direction and control. Performs varied duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. The Analyst 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.

- ◆ Administers the Curbside Collection and Disposal Program, ensuring that recycling and waste disposal contracts are carried out in accordance with the appropriate terms and conditions while responding to complaints of missed collection and other concerns and issues.
- ◆ Works with the Town Treasurer to manage subscribers, add new customers and to maintain database and accurate records. Works with contractor to maintain an accurate database of current subscribers.
- ◆ Creates and distributes invoices for municipal and business Solid Waste and Recycling accounts annually or bi-annually.
- ◆ Organizes recycling materials and manages all aspects of semi-annual oversized waste Drop-Off Swap-Off Days, and business recycling events.
- ◆ Supervises the Public Area Barrel Collection Program. Coordinates the collection of public area trash and recycling barrels; monitors public use, determines frequency of collection and density of barrel placement; oversees collection.
- ◆ Works with custodians and school maintenance department to facilitate recycling within town offices and schools, and to address collection and disposal problems as they arise.
- ◆ Develops and administers programs and resources to educate residents and manage the disposal and recycling of materials and solid wastes not otherwise accepted within the curbside collection and recycling program including; universal waste, paint, Styrofoam, household hazardous waste, yard waste, composting.
- ◆ Participates in monthly Minuteman Hazardous Waste Product Facility committee meetings.
- ◆ Oversee one Minuteman Hazardous Waste Product Facility collection event a year in Lexington.
- ◆ Works with the Superintendent to develop and administer the solid waste program operating and capital budgets.

Program Analyst

- ◆ Acts as a liaison with the Public Works Business Manager to coordinate funding issues and resolve problems relating to the Solid Waste and Recycling Program.
- ◆ Writes grant applications, coordinates receipt of grant awards and administers grants.
- ◆ Educates municipal employees about the Town's "Buy Recycled" policy; provides guidance and assistance as needed.
- ◆ Records and monitors monthly weight slips for trash and recycling rates. Evaluates numerical data.
- ◆ Assists in procurement and provides financial and budget management support for materials and services procured through the Highway & Grounds Division.
- ◆ Provides administrative and clerical support to the Cemetery Committee as needed, including preparing and filing official meeting notices, assisting in the preparation and mailing of the agenda, information packets for board members, transcribing minutes and maintaining related files and records.
- ◆ Provides backup support for other department administrative and clerical staff.
- ◆ Serves as an essential employee for customer service and division support during storm/ emergency events; covers the office after hours if required; provides telephone support. Maintains contact with division staff via two-way radio and cell phone.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance at the workplace is required. Occasional attendance at night meetings and special events during the weekends may be required.

SUPERVISORY RESPONSIBILITY:

May provide occasional supervision and functional oversight to program support staff and contractors.

EDUCATION & EXPERIENCE:

- ◆ Bachelor's degree in related field plus four or more years of recycling/solid waste program management/environmental experience; or any equivalent combination of education and experience.
- ◆ Valid motor vehicle operator's license, with a safe driving record.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Thorough knowledge of office procedures, practices, equipment and terminology. Basic knowledge of bookkeeping techniques. General knowledge of local government and its operations helpful. Knowledge of rules, laws, procedures, regulations, etc. pertinent to department operations are helpful. Proficiency with Microsoft Office Suite.
- ◆ Knowledge of recycling and solid waste programs, technology, vendors, federal and state environmental regulations.
- ◆ Ability to organize time, work independently and accomplish tasks despite frequent interruptions.
- ◆ Ability to maintain detailed statistics, records and clerical records and to maintain confidential information.
- ◆ Ability to compose correspondence and to prepare, type and proofread reports as to form and logic flow. Ability to maintain detailed budget accounts, financial records and clerical records.
- ◆ Ability to comprehend, analyze and apply technical information as it relates to recycling and solid waste, and to develop and present appropriate recommendations using such information.
- ◆ Ability to foster and promote cooperative relations with residents, commercial establishments, institutions, volunteer groups and other town employees.
- ◆ Ability to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials and other agencies.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

Normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Majority of work is performed in a moderately noisy work environment, with constant interruptions. 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. Operates a town vehicle to conduct auditing of the Curbside program and additional duties.

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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Payroll & Finance Generalist

Department:	Finance – Administration	Salary Grade:	6
Reports To:	Town Accountant	FLSA Status:	Non-Exempt
Appointed By:	Town Manager	Date:	July 2023

GENERAL SUMMARY:

Under the general supervision of the Town Accountant and, in carrying out payroll and benefits administration duties, subject to the direct supervisory oversight of the Town Accountant, performs a variety of tasks in the administration of town payroll, providing administrative support to the benefits administration process, and providing administrative support to the Finance Director and Finance Administration Division. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant 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.

- ◆ Carries out the administrative steps required to prepare, verify and maintain all necessary recordkeeping for the biweekly payroll for all town departments, working closely with departmental administrative staff to maintain accuracy. Receives and enters all data into payroll system affecting gross pay, taxes, deductions and net pay; reconciles and prepares for payment all voluntary payroll deductions; assists the Town Accountant in the resolution of payroll-related problems and proper application of policies, employment agreements, and laws.
- ◆ Provides support for payroll and time and attendance software applications; performs system administration including set-up of codes, tables, security privileges, and reports; develops and documents processes; trains and provides support to system users; collaborates with technical staff to resolve problems; assists with ongoing maintenance and upgrades to systems.
- ◆ Carries out employee benefit transactions for all Town employees and retirees related to payroll management, payment of premium invoices, reconciliation of enrollment census lists to payroll deduction registers, and management of direct pay and COBRA accounts.
- ◆ Coordinates with the Town and School Human Resources Departments in the administration of benefit enrollments/changes for new hires, terminations, retirements, and open enrollment period.
- ◆ Assists Town and MTRB retirees in the selection, administration, and problem resolution of post-retirement benefits. Serves as primary contact with retirement boards and retirees in regard to benefit plan questions and administration.
- ◆ Prepares monthly bill payment and reconciliation of life, health, and dental insurance enrollment rosters for town, school, and retired employees; prepares the reconciliation and disbursement of all other voluntary payroll deductions as needed; and prepares Quarterly Medicare Part B Reimbursement for eligible retirees.
- ◆ Assists in the processing of Finance Administration Division bills, maintains payroll and personnel records for the

Payroll & Finance Generalist

division and assists in monitoring the division budget.

- ◆ Assists the department staff by performing a variety of administrative tasks such as answering and routing phone calls, preparing and sending correspondence, creating and editing various documents, and maintaining files.
- ◆ Supplies information relating to the policies, rules and regulations of the department; assists the general public and/or vendors with inquiries by phone, in person or by email as needed.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

None.

EDUCATION & EXPERIENCE:

- ◆ Bachelor's degree in an accounting or business-related field, plus four or more years of experience performing administrative duties in financial operations, including payroll; or any equivalent combination of education and experience. Municipal government experience preferred.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with all members of the public in a courteous and tactful manner; ability to establish and maintain good working relationships with coworkers.
- ◆ Ability to apply discretion to maintain confidential information.
- ◆ Proficiency using Microsoft Office Suite, payroll, financial management, accounts payable, human resources and other related software applications. Strong technical capabilities with ability to serve as system administrator for software applications.
- ◆ Thorough working knowledge of office procedures, practices and terminology. Knowledge of bookkeeping, accounting and municipal finance techniques. Knowledge of wage and hour laws relative to processing payrolls and compensation. Knowledge of municipal government and its operations as well as state and local laws related to the position.
- ◆ Strong time management and organizational skills; ability to work accurately and efficiently with a high level of detail; ability to prioritize work, deal effectively with interruptions and effectively perform multiple tasks independently within deadlines; ability to interpret directions in a fast-paced work environment; ability to identify and analyze complex issues and to develop appropriate recommendations.

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. Regularly attends night meetings.

Operates computer, printer, calculator, telephone, copier, postage 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

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

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Office Administrator - Finance

Department: Finance - Administration
Reports To: Chief Financial Officer
Appointed By: Town Manager

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

GENERAL SUMMARY:

Under the general supervision of the Chief Financial Officer (CFO), provides a wide variety of complex and routine administrative support to the Finance Department. Duties require a high level of competence in utilizing technology and communicating verbally and in writing. Performs moderately difficult office tasks requiring initiative and independent judgment in the application of prescribed policies, procedures, and methods and in working directly with officials, Town staff, and customers. 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 in certain instances town-wide 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 administration and clerical support to the Finance Department and related boards and committees. Creates, edits and distributes a variety of documents including reports, postings, notices, minutes, and correspondence. Maintains filing systems. Checks, sorts, records and files various materials. Maintains calendars for the Department. Updates and maintains Finance Department webpages on the Town's website.
- ◆ Makes arrangements for board/committee meetings as assigned. Prepares agendas, meeting notices, board motions, minutes, correspondence, committee member appointment records, information packets and visual aids. Reserves space, arranges meeting rooms and posts related materials on the Town website. Coordinates meeting broadcasts with MMN, greets and assists the public, employees, and vendors in person, on the phone, and via email; gathers information, answers general questions, supplies information relating to the policies, rules and regulations of the Department, and directs more complicated questions to other professional staff or departments as appropriate to the circumstances.
- ◆ Assists in carrying out organizational and communication tasks on behalf of committees that work directly with the Chief Financial Officer, including the Finance Committee, Financial Audit Advisory Committee and the Trustees of Town Donations. Prepares meeting packets and agendas and ensures proper posting in a timely fashion. Prepares meeting minutes as assigned.
- ◆ Receives, processes, reconciles and maintains files for all Town gift accounts, including accounting and reporting of a large volume and variety of funds; prepares necessary documents and correspondence for gift acceptance, approvals and acknowledgments. Assists in monthly reconciliation of Trustee of Town Donations accounts.
- ◆ Prepares and processes documents related to procurement and payables for all aspects of the Finance Department using municipal financial software. Prepares payment/bill schedules; codes, tracks and monitors expenses to insure they are within allocated amounts; ensures products or services purchased have been received; prepares and monitors requests for quotes, contracts and purchase orders; tracks invoices related to utility expenses across all town

Office Administrator – Finance

departments and buildings, follows up on missing invoices as well as examines and questions significant variances within monthly invoices.

- ◆ Maintains, organizes, and updates all Facilities capital projects plans and spreadsheets to maintain accurate records within town-wide software systems, applying financial policies and procedures relative to state and local procurement regulations; seeks assistance from supervisors when exceptions to procedures arise. Responsible for electronically sending plans and specifications for bids to all requesting vendors, maintains list for all bids. Records quotes from vendors for IFB openings. Submits all vendor names to the Secretary of the Commonwealth of Mass. - Central Register.
- ◆ Maintains records related to the Finance budget; compiles and updates budget details, accounts and summaries; monitors expenditures and balances within accounts; assists CFO with preparation of annual budget; prepares monthly, annual and quarterly reports.
- ◆ Calculates and prepares payroll and personnel records for Finance staff related to sick leave, holiday leave and vacations. Prepares payroll detail worksheets and payroll summary authorizations, prepares change of status forms.
- ◆ Organizes, prepares, and places supply orders. Ensures proper procurement is adhered to and that supplies are delivered as required, reconciling purchase slips to invoices, and ensuring timely encumbrances and payments. Monitors all vendors to ensure procurement limits are followed.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

None.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Associate's degree or two-year college certificate, plus three to five years of progressively responsible administrative experience, including customer service, clerical, website/design work, or communications; or any equivalent combination of education and experience. Municipal experience, and education or training in website development, graphic design, or other technological processes, preferred.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Thorough working knowledge of office procedures, practices and terminology. Knowledge of basic bookkeeping techniques. Knowledge of municipal government and its operations as well as state and local laws related to the position.
- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with all members of the public in a courteous and tactful manner; ability to establish and maintain good working relationships with officials, volunteers, and coworkers. Ability to apply discretion to communications and to maintain confidential information.
- ◆ 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.
- ◆ High level of technological skill, including those skills related to website design. Familiarity with photo editing software, HTML and .PDF conversion techniques. Proficiency using Microsoft Office Suite, accounts payable, and other related software applications.
- ◆ Ability to work independently and with a high level of detail, to prioritize multiple tasks, and to deal effectively with interruptions; ability to identify and analyze complex issues and to develop appropriate recommendations.
- ◆ Strong time management and organizational skills; ability to work accurately and efficiently with a high level of detail; ability to prioritize work, deal effectively with interruptions and effectively perform multiple tasks independently within deadlines.

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, calculator, telephone, copier, camera, measuring devices and 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 Administrator – Public Works

Department: Public Works - Administration
Reports To: Director of Public Works
Appointed By: Town Manager

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

GENERAL SUMMARY:

Under the general supervision of the Director of Public Works, performs a wide variety of complex and routine administrative support tasks to aid in the efficient operation of the Director's Office. Duties require a high level of competence in utilizing technology and communicating verbally and in writing. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of town-wide 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 and efficiency.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Provides administrative support to the Director's Office, including the Public Works Commission. Composes, prepares, and distributes important and time-sensitive correspondence and reports; creates and edits forms, procedures, and documents.
- ◆ Acts as liaison with Town staff, elected officials, the general public, consultants, and external agencies regarding department operations and special projects.
- ◆ Greets and assists customers; answers and routes phone calls; handles unusual or difficult situations, which may involve assisting distraught, angry, or otherwise upset individuals. Assists in the support of other public works divisions and the cemetery committee, as assigned. Regularly attends evening Public Works Commission meetings as needed to provide technical and administrative support.
- ◆ Assists the Public Works Director with multiple projects and continually provides organization and assistance to help maintain efficient operations within the Department.
- ◆ Takes a lead role in the preparation and implementation of special projects in coordination with Town staff and outside vendors. Makes detailed preparations for projects, attends, and conducts meetings, and prepares minutes and follow-up.
- ◆ Coordinates Public Works Commission meetings and prepares agenda, information packets, and postings. Attends evening meetings, takes and transcribes minutes, and performs related administrative follow-up.
- ◆ Assists with public hearing and Town Meeting preparations, including agenda, information packets, postings, and other preparation, as well as taking and transcribing minutes and other administrative follow-up.
- ◆ Coordinates and implements all aspects of the Public Works Week event for 200+ middle school students, including budget, materials, program content, etc.

Office Administrator – Public Works

- ◆ Prepares division payroll and change of status documents. Enters and processes division purchase orders and accounts payables. Assists with the preparation of accounting reports.
- ◆ Takes a lead role in writing and editing various Concord Public Works communications for publication, including the Annual Report, Six Month Report, and weekly updates to the Concord Journal.
- ◆ Maintains the Public Works website and coordinates input from all divisions. Provides town-wide website guidance and assists with questions, issues, photography, graphic design, etc.
- ◆ Prepares and prints employee badges for building access and maintains and troubleshoots Concord Public Works system for electronic access management.
- ◆ Takes a lead role in responding to resident inquiries, helps to resolve their issues, or directs them to the appropriate party/staff member.
- ◆ Researches necessary capital office equipment and makes appropriate purchases, including copy machine, scanner, furniture, etc.
- ◆ Coordinates the flow of information and materials within the department among four divisions; maintains department files, rosters, and personnel records, and formats and edits division reports.
- ◆ Coordinates and leads regular meetings of the CPW's administrative assistants to ensure uniformity and consistency in administrative procedures, processes, and practices across the CPW's divisions.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

Provides general guidance and oversight to the Department's other administrative and clerical staff.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

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

- ◆ Associate's degree or two-year college certificate in a related field and three or more years of increasingly responsible experience in a related administrative capacity, including customer service, clerical work, website/design work, communications, etc.
- ◆ Municipal experience, and education or training in website development, graphic design, or other technological processes, preferred.
- ◆ Experience preparing and reviewing complex payrolls and accounts payable preferred.

KNOWLEDGE, SKILLS & ABILITIES:

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

Some work is performed outdoors in all weather conditions or in a garage or hazardous waste facility environment. Exposure to hazardous waste, toxic substances, and moving mechanical parts is likely. Moderate lifting is 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.



Information Systems Technician

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

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

GENERAL SUMMARY:

Under the general supervision of the IT Operations Manager, administers and provides software, hardware, network and information system support for employees. The IS Technician is responsible for maintaining and improving efficiency and effectiveness of areas under the direction and control of the position. Performs varied 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.

- ◆ Communicates with management, end users, vendors and service providers concerning the status, plans and activities of the IT function. Assists the IT Operations Manager with prioritization and scheduling of projects and tasks to meet all departments' system and telecommunication needs.
- ◆ Coordinates with multiple IT suppliers to deploy, configure, install, test and maintain components such as servers, PCs, monitors, keyboards, printers, mobile devices and internet connections. Installs and configures network printing, user environments, directory structures, rights, security, software and files according to standard business practices.
- ◆ Provides hands-on and remote support for software, hardware and networks to employees using PC's, Macs, laptops, and other peripheral devices.
- ◆ Ensures functionality of all deployed user software and hardware.
- ◆ Provides orientation and guidance to users on how to operate new software and computer equipment.
- ◆ Utilizes ticketing system and effectively responds, resolves and updates tickets.
- ◆ Administers Mitel phone servers for Moves, Adds and Changes; coordinates with phone vendor for on-site requiring additional technical expertise.
- ◆ Works closely with remote Helpdesk to coordinate onsite visits of technicians and assist on tickets requiring local IT expertise.
- ◆ Coordinates and participates in departmental moves of equipment and personnel.
- ◆ Develops and maintains PC images for building new PCs quickly and accurately. Plans and coordinates town-wide PC lifecycle replacement strategy with department heads.
- ◆ Diagnoses system failures; coordinates servicing, repairs and replacements when necessary.

Information Systems Technician

- ◆ Maintains records and performs processes to ensure routine preventative maintenance is performed and updated configuration documentation is available and accurate for hardware, software, and networks, including but not limited to scanning for viruses, testing and removing spyware, performing data backup, cleaning computers and components, and upgrading memory or hard drives.
- ◆ Writes procedures in support of various Town technology needs. Maintains, writes, edits and proofreads IT documentation.
- ◆ Attends specialized training to ensure most current technological knowledge and best support of the computer environment.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

None.

EDUCATION & EXPERIENCE:

- ◆ Associate's Degree or two-year college certificate plus two or more years of experience in hardware and software support; or any equivalent combination of education and experience. Experience in a customer service, clerical or other administrative position helpful.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Strong knowledge of Windows operating systems; Microsoft Exchange; Microsoft Office, including Microsoft 365; Microsoft Server and Antivirus/Spyware Applications. Significant experience diagnosing and resolving network problems in a multi-site environment.
- ◆ Ability to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials and other agencies. Ability to communicate efficiently both verbally and in writing.
- ◆ Ability to work collaboratively with other teams in providing support, troubleshooting and maintenance of systems.
- ◆ 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 coordinate the efforts of various suppliers of service, making effective use of support contracts. Ability to resolve issue related to responsibility of various providers.

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, odors, etc. Operates and is exposed to equipment which causes loud noises. Continuous walking and standing. Occasional periods requiring sustained uncomfortable positions such as bending and kneeling. 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 hand-eye 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

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position.

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



Senior Producer

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

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

GENERAL SUMMARY:

Under the direction of the Media Manager, works on programming and production efforts related to the Public-Education-Government (PEG) Cable Access Stations for the Towns of Concord and Carlisle known as *Minuteman Media Network*. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations. Regularly called upon to provide information to the general public by working with members of the community, schools, and local government to produce content for cable television or website related viewing. Creates programs which work to educate and inform the citizenry regarding Town Government and community happenings; coordination with various community stakeholders is a key element in this role. Films, edits, problem solves, provides technical support, educates patrons regarding equipment use, and creates content.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Performs moderately complex and responsible duties requiring significant knowledge of television and PEG-related programming and regulations; films, edits, and airs media-related television programs for general public viewing in accordance with FCC and Cable Company Franchise Agreements.
- ◆ Maintains strong relationships with members of the PEG Advisory Cable Committee as well as local media and news resources.
- ◆ Assists the Media Manager with routine operations within the studio including administrative, programming and scheduling efforts as asked or assigned.
- ◆ Trains community members about PEG-related programs, including how to use and master equipment; answers questions of community members relative to PEG equipment and facilities.
- ◆ Maintains and manages inventory, loaned and/or community use equipment database and performs inspections upon check-out and return.
- ◆ Develops and coordinates active volunteer bases; assists Media Manager with marketing campaigns and community engagement to increase participation and reputation.
- ◆ Trains and assists community volunteers in all aspects of studio use, field production and editing to highest production standards.
- ◆ Acts as technician for live and/or recorded productions including school/educational and governmental meetings, including Town Meeting; assistant technical services coordinator with station functions as assigned.
- ◆ Produces Outreach Programs (PSAs, Holiday Greetings, and Community Notices); creates, produces and edits

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community and staff generated programming as assigned.

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

SUPERVISORY RESPONSIBILITY:

No direct supervisory responsibility. May provide guidance and/or functional oversight to students, community members and citizen groups.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Bachelor's Degree in Communications, Film or Media Production, plus two or more years of experience in communication, video production or a related field, preferably in a municipal/PEG environment or any equivalent combination of education and experience.
- ◆ Ability to work nights and weekends to cover meetings, events and other areas of interest for the general public.
- ◆ Ability to maintain a professional demeanor and attire when filming with Town and School leaders.
- ◆ Valid driver's license with a safe driving record and ability to provide vehicle for personal transportation during work hours.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Knowledge of and ability to work with Apple/iOS and PC technology, cable media and other related technological equipment; ability to create and edit videos and podcasts suitable to mass distribution.
- ◆ Knowledge of basic video production including camera operation, audio, and lighting.
- ◆ Knowledge of Premiere Pro, Final Cut Pro or DaVinci Resolve linear editing software preferred.
- ◆ 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 CONDITIONS & PHYSICAL DEMANDS:

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

Conducts frequent visits to meeting and event sites, subject to all weather conditions and extremes and sometimes rugged terrain. Prolonged periods of walking, standing, climbing, bending, and lifting required; must be able to lift and carry heavy equipment weighing up to fifty pounds.

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

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

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 -Planning & Land Management

Department: Planning & Land Management
Reports To: Town Planner
Appointed By: Town Manager

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

GENERAL SUMMARY:

Under the administrative direction of the Town Planner, performs moderately difficult office tasks requiring typing, computer 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. 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. Employee is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring a flexible approach to the 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.

- ◆ Produces a variety of Division documents including decisions, legal notices, postings, minutes, letters, memos, inquiries, bylaws, reports, etc. complying with all applicable laws and policies, including the Open Meeting Law and Massachusetts General Laws.
- ◆ Attends various board and committee meetings, such as Planning Board, Board of Appeals, Historic Districts Commission and other meetings as required; prepares and files official meeting notices; prepares agendas and related documentation; prepares and distributes informational packets to board/committee members and other interested parties; takes, transcribes and distributes meeting minutes; notifies participants of meeting dates, times and locations. Prepares decisions for boards and committees as assigned, complying with prescribed timeframes as defined by law; signs and files official decisions.
- ◆ Confirms that applications and supporting information submitted by applicants is complete through coordination with professional staff; receives direction from various professional staff that support boards and committees. Notifies applicants when the application is incomplete or additional information is required.
- ◆ Tracks schedules of meetings of committees staffed by the Division; prepares postings of meetings, including posting materials to the web, and distributes related mailings. Shares responsibility for tracking room reservations for committee and board meetings.
- ◆ Maintains a record of all cash and checks received by Regional Housing Services Offices (RHSSO) and submittal of board/committee applications and sends turnovers to Finance Department. Creates bill schedules and purchase orders through the Town's financial software.
- ◆ Manages all 53G consultant contract and Community Preservation Act funding invoice payments and grant funding payments and reimbursement requests.

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- ◆ Assists with the administrative duties for the preparation and management of RHSO contracts and vendor payments.
- ◆ Maintains related budgets; tracks expenses to ensure they are within allocated amounts, processes purchase orders and bill schedules.
- ◆ Processes biweekly payroll for Division; maintains related records; prepares change of status forms; calculates increases in pay; maintains attendance calendars for Division. Maintains and updates important Division records requiring careful recording, classification and compilation of information.
- ◆ Shares responsibility for greeting and assisting customers entering the office and answering incoming phone calls. Gathers information, answers general questions regarding planning-related issues and directs more complicated questions to professional staff.
- ◆ Shares responsibility for creating, maintaining and updating web pages for boards and committees associated with the Planning Division.
- ◆ Maintains filing systems for the Planning Division and board/committee application. Checks, sorts, records and files various materials submitted with applications.
- ◆ 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 four or more years of progressively responsible administrative experience; or any 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.
- ◆ General knowledge of local government and its operations helpful. Familiarity with pertinent state and local laws relating to departmental operations preferred.
- ◆ Ability to organize time, adhere to legal deadlines, work independently and accomplish tasks despite frequent interruptions.
- ◆ Ability to maintain detailed statistics, records and clerical records and to maintain confidential information.
- ◆ Ability to compose correspondence and to prepare, type and proofread reports, minutes, decisions, and other documents 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. Regularly attends night meetings.

Office Coordinator

Operates computer, printer, calculator, telephone, copier, postage 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 Administrator - CMLP

Department:	Concord Municipal Light Plant (CMLP)	Salary Grade:	6
Reports To:	Director of CMLP	FLSA Status:	Non-Exempt
Appointed By:	Town Manager	Date:	July 2023

GENERAL SUMMARY:

Under the supervision of the Director of CMLP, produces professional administrative work products; maintains financial, personnel and other records; acts as liaison with other departments and outside organizations. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of 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 administrative support to the Director, CMLP Senior Staff members, Light Board, and when needed, support for Technology Department staff. Composes, prepares and distributes correspondence and reports; creates and edits forms, procedures, and documents on the Light Plant webpage.
- ◆ Acts as liaison with staff, appointed officials, the general public, consultants, and external agencies regarding department operations and special projects; greets and assists customers; answers and routes phone calls; provides information and instructions; resolves problems; researches questions; handles unusual or difficult situations, which may involve assisting distraught, angry, or otherwise upset individuals.
- ◆ Arranges for Light Board and other public meetings as assigned. Prepares agendas, meeting notices, minutes, correspondence, electronic agenda information packets, and visual aids. Reserves space; arranges meeting rooms and posts related materials on Town website. Attends Light Board meetings to provide technical and administrative support. Assists in the support of other boards and committees as assigned.
- ◆ Attends and obtains audio and/or video recordings of CMLP Board Meetings and generates the meeting minutes. Works with Director and Board Chair on reviewing and finalizing meeting minutes. Posts approved minutes to Town website.
- ◆ Coordinates the flow of information and materials within the department among CMLP divisions; maintains department files, rosters and personnel records; and formats and edits division reports.
- ◆ Calculates and prepares bi-weekly payroll for the CMLP and Technology Departments; maintains personnel records related to sick leave, overtime, retirement, holiday leave and vacations; calculates special payments and allowances; prepares payroll detail worksheets and payroll summary authorizations; prepares change of status forms; enters changes into CMLP's ERP system and communicates such changes to appropriate CMLP staff.
- ◆ Retains a working knowledge of the required portion of NISC and Munis applications to be able to provide support and act as backup for the Project and Procurement Coordinator.

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- ◆ Oversees acquisition, maintenance and replacement of office equipment and furnishings; manages use, maintenance and inventory of the copier/printer/office supplies room; researches new office equipment as directed and recommends maintenance contracts for new and existing equipment to the Director.
- ◆ 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 & SPECIAL REQUIREMENTS:

- ◆ Associate's degree or two-year college certificate, plus four or more years of progressively responsible administrative experience; or an equivalent combination of education and experience.
- ◆ Notary Public or obtain upon hire
- ◆ Massachusetts Certified Public Purchasing Designation or obtain upon hire

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with all members of the public in a courteous and tactful manner; ability to establish and maintain good working relationships with co-workers.
- ◆ Working knowledge of office procedures, practices and terminology. Basic knowledge of bookkeeping techniques. General knowledge of municipal government and its operations, as well as pertinent state and local laws.
- ◆ Ability to work with a high level of detail; ability to prioritize multiple tasks and deal effectively with interruptions; ability to identify and analyze complex issues and to develop appropriate recommendations.
- ◆ Ability to maintain detailed records and files, maintain discretion and demonstrated ability to handle confidential information.
- ◆ Work time outside of and in addition to normal work hours and weeks will occasionally be required.

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.



Equipment/ Line Operator

Department:	Concord Municipal Light Plant (CMLP)	Salary Grade:	5
Reports To:	Line Supervisor	FLSA Status:	Non-Exempt
Appointed By:	Town Manager	Date:	July 2023

GENERAL SUMMARY:

Under the general administrative direction of the Line Supervisor, performs construction, maintenance and repair of underground electric projects for CMLP. 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. 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.

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

SUPERVISORY RESPONSIBILITY:

None.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ High school diploma or equivalent plus three or more years of light and heavy equipment operation experience; or any

Equipment/ Line Operator

equivalent combination of education and experience.

- ◆ Possession of a valid Massachusetts CDL Class B driver's license
- ◆ Possession of a Massachusetts Class 2A Hoisting license.

KNOWLEDGE, SKILLS & ABILITIES:

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

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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

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

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

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



Senior Finance Specialist- Treasury

Department:	Finance - Treasury Division	Salary Grade:	4
Reports To:	Deputy Treasurer/ Collector	FLSA Status:	Non-Exempt
Appointed By:	Town Manager	Date:	July 2023

GENERAL SUMMARY:

Under the general supervision of the Deputy Treasurer/Collector, performs basic bookkeeping and clerical functions to support the operations of the Treasury Division. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant 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.

- ◆ Processes Concord Public Schools payroll and school expense checks through check signing machines; stuffs and mails school payments weekly; prepares deposits to appropriate accounts and inter-account transfers to fund payroll and vendor payments; prepares all necessary banking records to accompany transmittal of information to various banks; reconciles Treasurer disbursements to Town Accountant's warrant weekly.
- ◆ Processes Town payroll and Town expense warrants; funds accounts as necessary; distributes all checks as approved through the warrant.
- ◆ Maintains logs of all Town and Concord Public Schools checks issued.
- ◆ Updates check registers with daily cash; records disbursement records of all Town bank accounts; processes check voids and reissues; tracks outstanding checks.
- ◆ Processes banking, postage and supplies-related invoices for Treasurer/Collector division. Maintains inventory of office supplies and orders supplies as necessary.
- ◆ Electronically transmits Town payroll taxes, monthly sales tax, and monthly meals tax based on data supplied by others.
- ◆ Processes stop payments, payment voids and reissue checks for assigned accounts; responsible for collection of bad checks and returns of online payments by communicating with payment issuer to resolve return; tracks uncashed checks, sends notification of outstanding check to payee and prepares related correspondence for submission to Assistant Treasurer for posting on Town website.
- ◆ Advise Town departments of any payments returned as uncollected; issue correspondence to payer and reverse return through Treasury receipts.
- ◆ Records monthly interest earned on all Town bank accounts. Reconciles monthly bank statements for assigned

Senior Finance Specialist

accounts.

- ◆ Tracks monthly retirement payroll and vendor payments, maintaining monthly cash sheet. Prepares deposits to appropriate accounts and inter-account transfers to fund the issuance of payroll and vendor payments. Funds the retirement warrants; reconciles monthly retirement expense and payroll bank accounts. Electronically transmits retirement federal taxes.
- ◆ Records all ambulance payments received through lockbox. Records all payments received through online school lunch program. Reconciles account monthly to reclassify various types of payments received via online payments.
- ◆ Provides customer service in areas of property tax, motor vehicle excise, curbside collection, and parking violations.
- ◆ Routinely monitors online bank accounts to ensure security of funds.
- ◆ Oversees maintenance and supplies for Town House postage machine.
- ◆ 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 and three or more years of bookkeeping experience; or any combination of education and experience. Municipal experience helpful.

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

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

Normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Majority of work is performed in a 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, calculator, telephone, copier, camera, measuring devices and 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.

Senior Finance Specialist

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



Senior Finance Specialist - Collections

Department:	Finance – Treasury Division	Salary Grade:	4
Reports To:	Deputy Treasure/ Collector	FLSA Status:	Non-Exempt
Appointed By:	Town Manager	Date:	July 2023

GENERAL SUMMARY:

Under the general supervision of the Deputy Treasurer/Collector, has primary responsibility for the daily management of the billing and collection of property tax, motor vehicle excise tax, and curbside subscriptions; also responsible for the collection and maintenance of records of tax title accounts, deferral accounts, betterments, and other receivables as assigned. Processes lockbox, online payments, and tax service payment files. 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 applicable laws and departmental operations. Exercises 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.

- ◆ Utilizes computerized systems to process all billing, maintain records and provide customer assistance for all assigned receivables, including property tax bills, motor excise tax bills, and curbside subscription bills. Also processes any adjustments to receivables, as directed.
- ◆ Maintains timeliness of collection steps and activities, working with software providers, external deputy collector, contracted service providers, and others as assigned. Collection steps include initial billing, demands, warrants, and tax taking process.
- ◆ Creates commitment batches and tax lien information; operates computerized systems to prepare and verify accuracy of bills and related reports during the billing process.
- ◆ Processes refunds for property taxes, motor vehicle excise taxes, and curbside bills due to abatements, overpayments and subscription transfers or cancellations; monitoring credit balance reports in a timely manner.
- ◆ Serves as first contact for inquiries from taxpayers, attorneys, or mortgage companies regarding tax title and deferral accounts, and betterments. Calculates payoff figures for betterments, tax title, and 41A deferral accounts.
- ◆ Prepares all tax taking documents from final letters through filing the tax lien with the Registry of Deeds. Processes the supplemental tax taking. Prepares lien redemptions when tax liens are paid in full. Files necessary documents with the Registry of Deeds.
- ◆ Prepares all betterment documents from receiving final amounts from the Board of Health through payoffs. Documents include signoffs for the Board of Assessor's and invoices for the customers. File lien releases with the Registry of Deeds.
- ◆ Reconciles records of assigned receivables with Town Accountant records; prepares management reports relating to

Senior Finance Specialist

collection of outstanding receivables. Reviews outstanding lists periodically to ensure accuracy and locate discrepancies.

- ◆ Prepares report showing month-end balances of all Town bank accounts in order to reconcile all receipts and disbursements with Town Accountant's general ledger balances.
- ◆ Maintains files and records in an efficient, organized manner.
- ◆ Responsible for daily maintenance of online payment system. Provides customer service with online payments as needed; resolves problems with system.
- ◆ Posts all online payments, lockbox payments and bulk escrow payments in a timely manner. Posts payments manually as needed.
- ◆ Assists with the posting of utility payments as needed; provides customer service for utility inquiries.
- ◆ Provides customer assistance by telephone, mail, e-mail, and at counter as assigned.
- ◆ Performs the daily cash out process as needed and acts as the back up in the absence of other Treasury staff members.
- ◆ 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 and three or more years of progressively responsible experience in bookkeeping, including customer service; 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 external and internal customers in a courteous and tactful manner; ability to establish and maintain good working relationships with co-workers. Excellent organizational and record-keeping skills.
- ◆ Thorough working knowledge of office procedures, practices and terminology. Basic operating knowledge of bookkeeping, accounting and computerized finance systems. Knowledge of municipal government and its operations as well as pertinent state and local laws.
- ◆ Ability to work with a high level of detail; ability to prioritize multiple tasks and deal effectively with interruptions; ability to identify and analyze complex issues and to develop appropriate recommendations.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

Normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Majority of work is performed in a 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. Regularly attends night meetings.

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

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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 Administrative Specialist

Department: Finance – Town Clerk
Reports To: Town Clerk
Appointed By: Town Manager

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

GENERAL SUMMARY:

Under the general supervision of the Town Clerk, with functional oversight provided by the Assistant Town Clerk, and/or Municipal Archivist, performs administrative work to support departmental operations in the areas of board and committee management, census, and elections management, and customer service in support of office functions. This position involves a high level of data entry. 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 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.

- ◆ Maintains records of all public meeting postings both the electronic web calendar and database; imparts information in regard to Open Meeting Law, Public Records Law and Conflict of Interest Law; tracks compliance with statutory requirements.
- ◆ Maintains board and committee database to ensure accuracy and compliance with legal requirements; follows up with members for missing compliance documents; assists with updating the Committee Handbook.
- ◆ Works closely with Planning and Zoning Departments in the filing, indexing and issuance of Zoning and Planning applications and decisions.
- ◆ Issues dog licenses, business certificates (DBAs), White Pond parking permits, and raffle permits.
- ◆ Responsible for posting agendas and meeting minutes and minutes tracking.
- ◆ Prepares and maintains cemetery records, including entering data into tracking database, preparing lot cards, preparing and distributing deeds.
- ◆ Shares responsibility for greeting and assisting customers entering the office and answering incoming phone calls. Gathers information, answers general questions and directs more complicated matters to appropriate staff.
- ◆ Prepares certified copies of vital records using a centralized State vital records system.
- ◆ Assists with preparing and compiling election materials for distribution to precincts; assists with absentee and vote by mail requests and mailing of ballots; scans voter activity into VRIS following Town & State elections and Town Meetings.
- ◆ Requests and processes election extracts upon request.

Senior Administrative Specialist – Town Clerk’s Office

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

SUPERVISORY RESPONSIBILITY:

May provide functional guidance to intermittent staff.

EDUCATION & EXPERIENCE:

- ◆ Associate’s degree or two-year college certificate, plus two or more years of administrative experience, including work with records management and databases, preferably in a municipal setting; or an equivalent combination of education and experience.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with all members of the public in a courteous and tactful manner; ability to explain complex procedures; ability to establish and maintain good working relationships with coworkers.
- ◆ Proficient knowledge of office procedures, practices and terminology; ability to compose correspondence and prepare, type, and proofread reports as to form and logic flow.
- ◆ Working knowledge of records management principles as they relate to paper and digital records; ability to maintain detailed records and files.
- ◆ Proficient in the preparation and interpretation of fiscal, statistical, technical, and narrative reports relating to voter registration-elections.
- ◆ Experience working with databases; proficient in data entry,
- ◆ Proficient in Microsoft Word, Excel and Access or similar database. Proficient or willing to learn web-based tools for various tasks.
- ◆ Ability to perform duties with a high level of detail, accuracy, courtesy, confidentiality, and discretion while dealing effectively with frequent interruptions.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

Normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Majority of work is performed in a quiet work environment, with constant interruptions.

Frequently subjected to the demands of other individuals and the volume and /or rapidity with which tasks must be accomplished.

Operates computer, printer, 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 Administrative Specialist

Department: Finance – Town Clerk
Reports To: Town Clerk
Appointed By: Town Manager

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

GENERAL SUMMARY:

Under the general supervision of the Town Clerk, performs moderately difficult administrative and customer service tasks in supporting vital record, license, permit, voter registration, election, and other responsibilities and services of the division. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant 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.

- ◆ Administers vital records. Processes, reviews, verifies, and maintains records for the registration of births, deaths and marriages in the Town of Concord. Communicates with hospital registrar, funeral homes and families as needed to process registrations and affidavits. Prepares birth affidavits and verifies all documents before they are permanently recorded. Issues burial permits. Prepares letters, reports, affidavits, adoption cards, permits, certifications, and related materials.
- ◆ Issues dog licenses, business certificates (DBAs), White Pond parking permits, and raffle permits. Mails out DBA renewals.
- ◆ Maintains various divisional records and databases of information, including voter registration records, census, dog licensing, Board of Appeals, Planning Board and Historic Districts Commission filings, DBAs, and marriage intentions.
- ◆ Acts as a point of contact for public inquiries in person, by telephone and by email; provides information about municipal operations; answers questions about procedural requirements for various licenses, permits, and other official documents.
- ◆ Assists with voter and resident information management. Certifies voter deletions in Central Voter Registry (CVR); mails voter registration acknowledgement and delete letters to voters; processes cancellation or delete requests received from other states; assists Assistant Town Clerk with updating annual census returns in CVR; assists the public with census and voter questions; files voter registration cards and census returns.
- ◆ Assists the public with voter registration and absentee voting; supports Assistant Town Clerk with absentee ballot mailing tasks. Compiles the voting check in/out binders. Prepares the supply bags and orders food for all five precincts. Assists with certification of signatures on nomination papers and initiative petitions. Assist the public with completing voter registration forms.
- ◆ Maintains voter hotline on election days from 7:00 a.m. until 8:00 p.m.

Senior Administrative Specialist – Town Clerk’s Office (Elections)

- ◆ Serves as Notary Public and Commissioner to Qualify. Administers marriage oaths in the absence of Town Clerk and Assistant Town Clerk.
- ◆ Records any funds (e.g., cash, checks, or money orders) received from municipal operations via the cash register and performs cash-out at the end of each business day. Closes and secures records, equipment, and facilities upon departure.
- ◆ Assists the Town Clerk in applying Town Meeting procedures. Attends town meetings to oversee the check in area and provide functional oversight to workers.
- ◆ Performs clerical support tasks for the Division, including ordering office supplies and assisting Town Clerk in preparing statistics for Annual Town Report.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

May provide functional guidance to intermittent staff.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Associate’s degree or two-year college certificate, plus two or more years of administrative experience, preferably in a municipal setting; or an equivalent combination of education and experience.
- ◆ Notary Public appointment and Commission to Qualify designation (within 3 months of hire).

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 show a high level of discretion when working with confidential records, particularly restricted vital records.
- ◆ Proficient knowledge of office procedures, practices and terminology. Basic knowledge of bookkeeping techniques. General knowledge of municipal government and its operations as well as pertinent state and local laws.
- ◆ Ability to work with a high level of detail; ability to prioritize multiple tasks and deal effectively with interruptions; ability to identify and analyze complex issues and to develop appropriate recommendations. Ability to learn and accurately utilize State birth and death registration system (VIP).

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

Normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Majority of work is performed in a quiet work environment, with constant interruptions.

Frequently subjected to the demands of other individuals and the volume and /or rapidity with which tasks must be accomplished.

Operates computer, printer, 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

Senior Administrative Specialist – Town Clerk’s Office (Elections)

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.



Accounts Payable Specialist

Department:	Finance - Accounting	Salary Grade:	4
Reports To:	Deputy Treasurer/ Collector	FLSA Status:	Non-Exempt
Appointed By:	Town Manager	Date:	July 2023

GENERAL SUMMARY:

Under the general supervision of the Deputy Treasurer/Collector, performs basic bookkeeping and clerical functions to support the operations of the Treasury Division. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant 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.

- ◆ Processes, reviews, corrects, verifies and maintains financial and related functions for department and/or town-wide operation; develops and prepares summary financial reports, accounting reconciliations and other related financial documents.
- ◆ Reviews all town department payable bill schedules; verifies for proper signatory authorization, proper remittance instructions, classification to valid and correct account code, and supporting documentation in compliance with established internal control standards; verifies town and school General and Subsidiary Ledger payroll codings for processing; prepares weekly disbursement warrants for review and signature of Town Accountant and transmittal to Treasurer; Prepares and reconciles weekly cash disbursement worksheet to accompany transmittal of authorized disbursements to the Treasurer; prints checks and verifies accuracy against the check register generated from the accounting system; assembles remittance documents in check-register order and conveys to Treasury Division.
- ◆ Maintains vendor files, including setup of new vendors, updating of vendor information and assigned steps in preparation of annual 1099 reporting; provides information to vendors on payment and status of invoices.
- ◆ Maintains orderly warrant files and contract files as instructed; monitors disposal of records pursuant to approvals received from the Secretary of State.
- ◆ Supplies information relating to the policies, rules and regulations of the department; assists the general public and/or vendors with inquiries by phone, in person or by email as needed.
- ◆ Orders and manages office supplies for the 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:

None.

EDUCATION & EXPERIENCE:

- ◆ Associate's degree in Accounting with one or more years of accounting and bookkeeping 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.
- ◆ Thorough working knowledge of office procedures, practices and terminology. Skill in using computerized bookkeeping/accounting systems. Ability to learn and apply a working knowledge of governmental fund accounting and applicable state and local laws.
- ◆ Ability to work with a high level of detail; ability to prioritize multiple tasks and deal effectively with interruptions; ability to identify and analyze complex issues and to develop appropriate recommendations.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

Normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Majority of work is performed in a 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, calculator, telephone, copier, camera, measuring devices and other standard office equipment requiring eye-hand coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

Approximately one-third of time consists of field work, including on-site inspections and data gathering in varying conditions, which occasionally can be hazardous requiring exercise of proper safety precautions. Field work can take place in all weather conditions. Employee must be able to traverse uneven terrain.

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.



Administrative Specialist – Senior Services

Department: Human Services – Senior Services
Reports To: Council on Aging Director
Appointed By: Town Manager

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

GENERAL SUMMARY:

Under the general supervision of the Council on Aging Director, performs moderately difficult administrative support tasks to assist operations. Duties require computer data entry, document preparation, record keeping, and working directly with customers and other municipal personnel. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of 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 front line customer service, by phone, e-mail, counter customers, and any/all other forms, responding to inquiries and disseminating accurate information, referring complex matters to other staff as appropriate. Responsible for understanding all basic operations and practices of the assessing division in order to provide excellent customer service.
- ◆ Provides administrative support to the Council on Aging Director, staff, and volunteers. Answers and maintains telephone lines and responds to inquiries relating to Division services.
- ◆ Assists seniors in signing up for various programs and services. Processes reservations and payments, makes arrangements, and maintains records for senior trips, luncheons and other events.
- ◆ Creates the monthly van driver schedule; contacts van drivers to cover routes as necessary; communicates with van drivers via radio; makes arrangements for service to the van, and schedules rides for seniors as requested. Prepares daily route schedule of van.
- ◆ As back-up or assigned, performs bookkeeping duties for the Division. Pays invoices and maintains records, including those for grants and gifts; prepares bill schedules; assigns accounting codes; and monitors budgets. Processes and records all receipts of cash and checks for Division activities and HWCC rents. Delivers collected funds to Treasurer's office. Prepares, submits, and maintains payroll and leave records for Division employees. Provides information and handles reservations for the rental of HWCC. Maintains inventory of and orders office and lunch supplies.
- ◆ Assists with the setup of audio-visual equipment for programs.
- ◆ Dispenses and accepts the return of medical equipment, involving lifting and carrying of objects; maintains records as to the status and whereabouts of such equipment.

Administrative Specialist – Senior Services

- ◆ Provides training and orientation on office procedures, equipment and software to new volunteers or employees.
- ◆ Maintains the accuracy of client information in senior center software; ensures that emergency contact information is on file and assists with preparation of statistical reports.
- ◆ Assists with Division communications including maintaining and posting materials on the Senior Services/COA web site; preparing, editing, and distributing newsletters; sending information to the local newspaper for publication; and maintaining accurate mailing lists.
- ◆ Assists with coffee and refreshment service as needed.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

None.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Associate's Degree and one or more years of experience in general clerical, administrative and bookkeeping work, or any equivalent combination of education and experience. Municipal experience and training in business administration preferred.
- ◆ Employment in this position is contingent upon CORI (Criminal Offender Record Information) review.
- ◆ Valid motor vehicle operator's license, with a safe driving record.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Excellent interpersonal skills: ability to communicate effectively both verbally and in writing; ability to effectively deal with all members of the public in a courteous and tactful manner; ability to establish and maintain good working relationships with coworkers.
- ◆ Working knowledge of office procedures, practices, and terminology. Basic knowledge of bookkeeping techniques. General knowledge of municipal government and its operations as well as pertinent state and local laws.
- ◆ Ability to work with a high level of detail; ability to prioritize multiple tasks and deal effectively with interruptions; ability to identify and analyze complex issues and to develop appropriate recommendations.
- ◆ Ability to maintain and respect confidentiality.
- ◆ 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, 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

Administrative Specialist – Senior Services

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

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



Senior Van Driver

Department: Human Services – Senior Services
Reports To: Council on Aging Director
Appointed By: Town Manager

Salary Grade: 2
FLSA Status: Non-Exempt
Date: July 2023

GENERAL SUMMARY:

Under the general supervision of the Council on Aging Director, transports older adults of the community using the Town's van. Drivers will be assigned curb to curb pickups by appointment. 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.

- ◆ Performs a daily pre-operations safety check.
- ◆ Maintains accurate daily logs on ridership and miles.
- ◆ Assists with the coordination of pick-up and delivery of passengers by taking into account appointment times, pick-up locations and destinations.
- ◆ Responds to emergencies in compliance with established procedures, including the completion of accident and/or incident reports.
- ◆ Exercises tact and courtesy in dealing with passengers.
- ◆ Reports concerns about the safety and well-being of passengers to the appropriate Senior Services staff.
- ◆ Operates the wheelchair-lift van.
- ◆ Participates in any required training.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

None.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ High School Diploma or equivalent, and one or more years of experience in transportation; or any equivalent combination of education and experience.

Senior Van Driver

- ◆ Occasional evening and weekend work is required.
- ◆ Valid motor vehicle operator's license, actively licensed for six years or more.
- ◆ Safe driving record free of multiple and recent motor vehicle violations.
- ◆ Experience operating a large wheelchair-lift van or similar sized vehicle preferred.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Ability to operate the wheelchair-lift van.
- ◆ Familiarity with local roads.
- ◆ Ability to interact in a positive manner with seniors.
- ◆ Ability to work independently and exercise good judgment.
- ◆ Ability to drive on both rural and congested roadways in all forms of traffic.
- ◆ Ability to drive safely at night and in inclement weather.
- ◆ Knowledge of basic vehicle maintenance, including checking tire pressure, oil, and gauges, and replacing windshield wipers.

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.

Sits for long periods, combined with periods of walking, grasping, pushing, pulling, balancing, reaching, and stooping. Requires concentration, ability to focus and react, and eye-hand coordination, particularly in poor driving conditions. Works in all different weather conditions with exposure to cold and heat. Operates vehicles and assists passengers, requiring corrected vision and hearing to normal range. Requires a full range of body motion including handling and lifting items weighing up to 50 pounds.

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

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Office Assistant – Senior Services

Department:	Human Services – Senior Services	Salary Grade:	1
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 COA Director, performs administrative and customer service work in the operation of the Division. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant 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.

- ◆ Fields and directs a high volume of incoming calls on a multi-line telephone system. Makes calls confirming appointments as necessary. Responds to a high volume of foot traffic, directing people to proper resources within the staff and Town of Concord. Oversees registration for programs.
- ◆ Responsible for maintaining MySenior database including adding clients and assigning key tags, entering attendance information, eliminating duplicate entries, and updating emergency contact information. Ensures accurate participant sign-in to facilitate the preparation of required monthly and annual reports. Supports a manual sign-in system when computer issues emerge.
- ◆ Generates informational flyers as needed; develops and updates monitor in lobby; generates weekly schedule of programs and room use for staff.
- ◆ Manages the registration process for programs and events including computer and cell phone tutoring registration, SHINE program counselor appointments, Ask a Lawyer, seamstress and podiatry appointments. Maintains active wait list for all events and registrations.
- ◆ In collaboration with the COA Director, oversees building rental responsibilities. Responds to inquiries and requests related to availability, pricing, billing procedures, etc. Prepares related paperwork and forms, including user agreements and collects payment for new bookings.
- ◆ Posts newsletter on website, ensures newsletter distribution within the Town and through email distribution. Proofreads newsletter while in production and provides written feedback.
- ◆ Works closely with COA Volunteer and Public Relations Coordinator and Program Coordinator to support programs, activities and volunteers; works closely with Outreach staff to maintain Resource Handbook database.
- ◆ Oversees banner requests from Town departments, programs and residents.
- ◆ Acts as van dispatcher and prepares a daily van schedule. Updates van sign-up sheets as necessary. Communicates

Office Assistant – Senior Services

assignments to passengers. Notifies COA Director of van-related concerns as conveyed by drivers. Assists Director with the preparation of driver schedules and driver training class assignments and coordinates the driver schedule for Post Office.

- ◆ Communicates with custodian regarding seniors' medical equipment needs. Handles check-out and return paperwork for the borrowing of medical equipment. Ensures proper waivers are completed.
- ◆ Assists in the training and orientation of new employees and volunteers who assist with office functions.
- ◆ 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 plus administrative support training and one or more years of clerical or administrative experience; or any equivalent combination of education and experience.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Ability to communicate effectively, tactfully, and courteously with the public, co-workers, other employees, departments, officials, and other agencies.
- ◆ Ability to maintain and respect confidentiality.
- ◆ Working knowledge of office procedures, practices, and terminology.
- ◆ 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.
- ◆ Knowledge of and proficiency in using Office 365 and other software products, including internet searches, and email communication.
- ◆ Ability to develop and retain a working knowledge of the roadway system throughout the Town of Concord.

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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Emergency Communications Center Manager

Department: Town of Concord
Reports To: Public Safety Committee
Appointed By: Town Manager

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

GENERAL SUMMARY:

Under the direction of the Public Safety Communications Committee comprised of the Town Manager or designee, Police Chief and Fire Chief, oversees the operations and activities of Public Safety Dispatchers within the Emergency Communications Center. Duties require development of policies and procedures for the Center, ensuring compliance with the policies of the public safety departments, supervision of Dispatchers, availability for 24/7/365 operations and availability for emergency response. 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 and thorough knowledge of departmental operations and exercise of judgement 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 and oversees the operation of the Emergency Communications Center; standardizes and implements all standard operating procedures and guidelines for the Center; manages the E911 system and coordinates with the State 911 Commission to ensure compliance of standards.
- ◆ Supervises dispatch personnel; plans, coordinates, assigns and reviews work activities; allocates personnel; provides training and instruction; maintains standards and ensures compliance with operating procedures of Police and Fire departments; ensures adherence to Town personnel policies and practices; acts on employee problems and concerns.
- ◆ Responsible for the preparation of the annual budget for the Communications Center; monitors and approves expenditures; receives and prepares all bills and purchase orders; approves weekly payroll records including vacation and sick leave; prepares bid specifications and vendor applications for public safety equipment.
- ◆ Coordinates training of all dispatchers in the proper operation of all public safety communications equipment including radios, the municipal fire alarm system, computer systems, security monitors, municipal alarm systems and others in compliance with recognized standards and practices; ensures that refresher EMD, CPR and other courses and certifications are completed.
- ◆ Maintains around-the-clock on-call availability to respond to emergencies and answer critical operating questions; ensures emergency coverage of the Emergency Communications Center.
- ◆ In conjunction with the Public Safety Communications Committee, investigates and responds to inquiries from the general public regarding job performance and delivery of services of the Communications Center.
- ◆ Serves as a liaison between the Emergency Communications Center and other Town departments, contractual companies and vendors providing services for communications equipment, computer equipment, and operations.

Emergency Communications Center Manager

- ◆ Ensures proper maintenance of all public safety equipment within the Emergency Communications Center.
- ◆ Develops and prepares all administrative documents for the department; maintains required records of all activities; collects, compiles and makes copies of 911, telephone and radio recordings in response to public records requests and requests from authorized Police or Fire Department personnel; ensures compliance with guidelines for public disclosure of information in accordance with the policies and regulations of the Police and Fire departments; prepares annual Report to Town for the Center; Maintains a timely flow of information to the Public Safety Communications Committee regarding critical incidents.
- ◆ Oversees the Communication Center response to all Police, Fire, EMS radio transmissions, 9-1-1 calls, and department phones.
- ◆ Greets and responds to requests for service from visitors to Public Safety lobby.
- ◆ Compiles monthly statistics as required. Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

Directly supervises the activities and performance of and provides functional oversight to the Emergency Communications Center staff. Carries out supervisory responsibilities in accordance with policies and applicable laws. Responsibilities include interviewing and recommending candidates for hire; demonstrating and enforcing equitability and inclusivity; planning, assigning and directing work; addressing complaints and resolving problems; training, evaluating performance and making recommendations to the Public Safety Communications Committee concerning employee rewards or discipline.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Bachelor's degree in Criminal Justice, Fire Science, Emergency Management, Public Safety Administration, Business Administration or related subject plus five or more years of progressively responsible experience in a similar or related setting, including three or more years of supervisory experience; or any equivalent combination of education and experience.
- ◆ Maintains all required certifications of a Public Safety Dispatcher, including but not limited to:
 - Emergency Medical Dispatch (EMD) Certification
 - First Responder Training
 - CPR Certification with AED
 - Enhanced 9-1-1
 - LEAPS/CJIS Certification
- ◆ CORI experience.
- ◆ Records Management System (RMS)
- ◆ Non-smoker.
- ◆ Possession of a valid driver's license with a clean driving record.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Thorough knowledge of rules, laws and regulations pertaining to the emergency communications field including accepted training programs and operating techniques.
- ◆ Thorough knowledge of emergency communications equipment (Computer Aided Dispatch (CAD) systems, radios, telephone, alarm receiving equipment and 911 systems).
- ◆ Experience working in an ICS/NIMS structure.

Emergency Communications Center Manager

- ◆ Knowledge of Police, Fire and EMS available resources.
- ◆ Ability to adapt to a variety of proprietary software.
- ◆ Knowledge of required accreditation standards.
- ◆ Understanding of public procurement and contracting.
- ◆ Understanding of Massachusetts public records laws.
- ◆ Experience in labor relations and collective bargaining.
- ◆ 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, financial management, budget preparation, and strategic planning.
- ◆ 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.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

Employee is regularly required to sit, talk and hear. Uses hands to fingers, handles, feels or operates objects or controls and reach with hands and arms as in picking up paper, files and other common office objects. Employee may spend a significant portion of shift standing or walking while performing supervisory responsibilities. Employee may infrequently lift and/or move objects weighing up to 60 pounds. Vision and hearing at or correctable to normal ranges; ability to distinguish colors.

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

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

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

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Management Analyst- Benefits

Department:	Human Resources	Salary Grade:	8
Reports To:	Assistant Town Manager	FLSA Status:	Exempt
Appointed By:	Town Manager	Date:	July 2024

GENERAL SUMMARY:

Under the general supervision of the Assistant Town Manager, administers benefits programs for employees, retirees and their beneficiaries, assisting in the formulation of plan design, policies and procedures provide cost-effective options with a desirable level of service delivery, coordination of benefits, and proper compliance. Responsible for maintaining and improving upon the efficiency and effectiveness of the areas under the direction and control of the position. Performs varied duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Participates in the development of benefits strategy and assists with design of programs for health, life, dental and vision insurance, Health Savings Accounts, Flexible Spending Accounts, Employee Assistance Program, Deferred Compensation, and other voluntary benefits.
- ◆ Serves as benefits administrator; consults with employees, retirees and covered family members regarding benefit plans, provisions, eligibility, costs and procedures.
- ◆ Participates in the planning, development, coordination and presentation of annual benefits enrollment.
- ◆ Assists employees and retirees with enrollment changes and termination of benefits, ensuring the correct payroll deductions are made.
- ◆ Conducts monthly reconciliation of all employee benefit payroll deductions and invoices from carriers; also conducts reconciliation of retiree benefit deductions and invoices.
- ◆ Coordinates with Town and School Payroll Coordinators, Concord Retirement and MTRS to set up/cancel/resolve deduction issues.
- ◆ Audit enrollment of plans for accuracy.
- ◆ Acts as the Affordable Care Act (ACA) Compliance Coordinator ensuring 1094-C and 1095-C compliance with IRS regulations. Resolves discrepancies and reissues certificates as necessary.
- ◆ Oversees benefit eligibility for employees on an approved leave of absence including receiving/monitoring premium payments, communication with employees, terminating and reinstating coverage as necessary.
- ◆ Assists employees and family members with processing death claims for life insurance benefits serving as a liaison

Management Analyst – Benefits

with the provider.

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

SUPERVISORY RESPONSIBILITY:

May provide occasional supervision and functional oversight to program support staff and contractors.

EDUCATION & EXPERIENCE:

- ◆ Bachelor's degree in Human Resources, Public or Business Administration or a related field plus four or more years of related experience; or any equivalent combination of education and experience.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Ability to work cooperatively and communicate effectively with employees, retirees, covered family members, supervisors, and vendors.
- ◆ Ability to maintain confidentiality, dealing with highly sensitive medical and personal information with discretion.
- ◆ Thorough knowledge of laws and regulations pertaining to benefits administration with a willingness to stay up to date on changes in benefits administration.
- ◆ Ability to read, understand and apply rules, regulations and policies.
- ◆ Knowledge of standard office procedures, practices, equipment and terminology. Knowledge of bookkeeping techniques, with the ability to prepare routine and complex documents and reports.
- ◆ Ability to organize time, work independently and accomplish tasks despite frequent interruptions.

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. Regularly attends night meetings.

Operates computer, printer, calculator, telephone, copier, postage 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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CLASSIFICATION AND COMPENSATION PLAN

Revision Date: ~~April 10~~ June 12, 2024

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

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

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

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

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

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

(End of new Classification & Compensation Plan)

CLASSIFICATION AND COMPENSATION PLAN

Revision Date: June 12, 2024

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

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

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

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

5	Environmental & Regulatory Coordinator	<i>Annual</i>	\$64,459	\$77,355	\$90,251
	Equipment/Line Operator	<i>Hourly</i>	\$30.99	\$37.19	\$43.39
	Geriatric Health Nurse				
	GIS Technician				
	Maintenance & Warehouse Coordinator				
	Office Accountant				
	Office Coordinator				
	Outreach Coordinator				
	Project & Procurement Coordinator				
	Senior Meter Technician				
	Senior Producer				
Water/Sewer System Maintainer					
4	Accounts Payable Specialist	<i>Annual</i>	\$61,402	\$73,684	\$85,966
	Associate Engineer	<i>Hourly</i>	\$29.52	\$35.43	\$41.33
	Customer Services Specialist				
	Meter Technician				
	Senior Administrative Specialist				
	Senior Finance Specialist				
3	Administrative Specialist	<i>Annual</i>	\$58,490	\$70,190	\$81,890
	Finance Specialist	<i>Hourly</i>	\$28.12	\$33.75	\$39.37
	Fitness Trainer				
2	Program Coordinator	<i>Annual</i>	\$55,702	\$66,841	\$77,979
	Customer Support Specialist	<i>Hourly</i>	\$26.78	\$32.14	\$37.49
	Senior Building Custodian				
	Senior Crew Member				
	Senior Van Driver				
1	Building Custodian	<i>Annual</i>	\$53,040	\$63,648	\$74,256
	Crew Member	<i>Hourly</i>	\$25.50	\$30.60	\$35.70
	Finance Assistant				
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		<i>Hourly</i>	\$54.71	\$65.65	\$76.59
	Line Supervisor				

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(End of new Classification & Compensation Plan)