

TOWN OF CONCORD PERSONNEL BOARD
AGENDA

Wednesday, August 14, 2024

5:30 p.m.

55 Church Street & Zoom Video Conference

Join Zoom Meeting

<https://us02web.zoom.us/j/84259518258?pwd=UoSb2OidB4efzRdL0YYm1SRj309Kn6.1>

Meeting ID: 842 5951 8258

Passcode: 389926

1. **Call to Order**
2. **Approval of Minutes**
 - May 8, 2024
 - June 12, 2024
 - June 25, 2024
3. **Assistant Town Manager/ Interim Human Resources Director's Report**
4. **Presentation on Market Rate Adjustments for CMLP staff**
5. **Discussion and vote PPP 7-1 Miscellaneous Compensation Schedule**
6. **Review and (re-vote) PPP 10.2 Pay Philosophy and Salary Administration**
7. **Classification Actions**
 - Review and vote proposed new job description and classification
 - Assistant Council on Aging Director – Gr11
 - Review and vote exemption status correction
 - Emergency Communications Center Manager
 - Report on positions added to existing classifications
 - ~~Office Assistant – Library~~ Office Coordinator - Library
 - Sr Administrative Specialist – Senior Services
 - Sr Administrative Specialist – Senior Services (Transportation)
 - Program Analyst – Public Works
 - Management Analyst – Payroll
 - Management Analyst - Recreation
8. **Discussion of Personnel Board Charge and Timeline**
9. **Adjournment**

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

- Minutes of May 8, 2024
- Minutes of June 12, 2024
- Minutes of June 25, 2024

Town of Concord Personnel Board

Meeting Minutes

May 8, 2024

55 Church Street/Zoom

Present or participated remotely: Bill Mrachek, Joe Emerick, Joshua Fay, Kate Ryan, Kimberly Crum, Mark Howell, Jessica Porter

1. Call to Order:

- 5:16 at 55 Church Street. Mr. Mrachek called the meeting to order with a quorum present, noting the absence of co-chair Elizabeth Cobbs, and the expected late arrival of Mr. Emerick. (Mr. Emerick arrived shortly after the meeting started.)
- Mr. Mrachek noted Ms. Cobbs' excellent performance in presenting Personnel Board articles at the Town Meeting on April 29, 2024, and expressed the Board's appreciation for the assistance of Jessica Porter, Kimberly Crum and Magnolia Begley in preparing the Articles for the Town Meeting.

2. Approval of Minutes – March 13, 2024

- Mr. Fay moved to approve the minutes. Ms. Ryan seconded. A vote was taken with unanimous "yes" votes in approval.

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

- Ms. Porter referenced the Regular Status Hires and Terminations report (YTD March 2024) included with the meeting materials and noted that projects she has been working on are reflected in the other agenda items. She shared that Ms. Crum will be in-person for several months, working specifically on several projects. Ms. Porter noted the good timing of Ms. Crum's in-person visit in light of a current vacancy in the HR department following the resignation of Business Systems Analyst Terri Schofield.

4. Review of Proposed New Lifeguard Schedule

- Concord's new recreation director, Leigh Jackson, was introduced. She shared her background and that she started her position with Conrod Recreation in February 2024.
- Ms. Jackson requested approval of a new pay schedule for lifeguards employed by the Town. The Town has previously hired on a flat rate for head lifeguard (\$22/hr) and lifeguard (\$15.75/hr) and wishes to use a matrix that sets compensation with a credit for total experience and reduces subjectivity in establishing pay rates.
- Ms. Jackson noted that the proposed experience-based pay ranges are within the min/max range for the position.
- Mr. Fay asked how experience is measured and whether one summer season constitutes a year of experience under the matrix. Ms. Jackson indicated that a year

of experience equals one point under the matrix and that six months of experience equals 0.5 point under the matrix, though how experience will be measured hasn't been specifically established yet.

- Mr. Howell suggested that experience could be based on hours (500 hours or 1000 hours could equal a year of experience) and recommended that Concord Recreation establish a clear standard for how experience will be measured.
- Ms. Ryna moved that the Board accept the proposed pay plan proposed by Ms. Jackson and that it be incorporated into the Human Services PPP/Miscellaneous Compensation Schedule. Mr. Emerick seconded the motion. A vote was taken with unanimous "yes" votes in approval.
- Mr. Mracheck encouraged Ms. Jackson to define how experience will be measured as quickly as possible.

5. Classification Actions

- Twenty-one job descriptions presented for review/approval. None of these are new, all included in the Compensation Plan.
- Ms. Crum recommended that the title Activity Coordinator (paygrade 2) be changed to Programs Coordinator to reflect that at the COA these individuals are running more than activities, and are in fact running holistic programs.
- Mr. Fay moved to approve all classification and job descriptions included in the meeting packet for May 8 meeting. Ms. Ryan seconded. A vote was taken with unanimous "yes" votes in approval.

6. Preliminary Discussion of Changes to PPP #43

- Discussion of proposed changes to vacation policy and bereavement policy. Ms. Porter explained that the proposed changes align benefits available to non-union and union employees.
- Ms. Porter explained the intention to increase vacation time for new hires from two weeks to three weeks to remain competitive with other employers. Current employees currently eligible for two weeks of vacation would also be increased to three weeks of eligibility once the new policy is implemented.
- Ms. Porter also explained the intention to revise the bereavement leave policy to increase the amount of bereavement time to up to five days and to remove the language in the current policy that provides that the Town Manager "may grant" requests for bereavement time. She further explained that the allowance of bereavement time would be flexible and was not required to be used immediately following the death of the eligible family member.
- Aaron Miklosko, Highway and grounds manager, stated that as a hiring manager, he finds that the amount of vacation time is impactful in hiring. He noted that he appreciates the idea that the total number of years of experience before joining the Town's workforce might be considered in making new hires eligible for more vacation time as it would be very incentivizing for new hires to know that they will not lose vacation time by accepting a position with the Town.

- Following the discussion, it was agreed that this topic would be placed on the Board's June agenda for further discussion.

7. Preliminary Discussion Regarding FY2025 Salary Increases

- Ms. Porter suggested that it will be necessary to schedule an additional meeting with the Board to cover this topic on its own.
- Ms. Crum initiated discussion of the possibility of rolling longevity pay into employees' base pay and no longer paying it as a separate line item. Mr. Emerick warned of the possibility that this could create pay equity issues or push individual employees out of the pay range for their position.
- Ms. Crum noted that, according to govHR, it appears to be 50/50 that some communities offer a separate longevity pay and some account for longevity in base salaries. Ms. Crum noted that since the budget was just finalized at town meeting, HR is now doing analysis on the cost of putting longevity into base pay, the cost of a routine across-the-board increase this year, the cost of our analysis for long-time employees who may be trailing their peers with similar experience and contribution. All of those costs together will have to determine if what is within the budget, which will be discussed at a future meeting on this topic.
- The plan is to create a personalized memo for every employee to explain the increase, how it will affect each employee and maintain transparency.

8. Overview of Town Benefit Offerings

- In response to Mr. Mracheck's request at the April 10, 2024 meeting, Ms. Porter provided an overview of benefit offerings to employees of the Town. Ms. Porter briefly reviewed the summary of the primary benefits that will be offered to Town employees effective July 1, 2024. She noted that the former benefits consortium to which the Town belonged, Minuteman/Nashoba, is now dissolving and that the town will be a part of MIIA (Massachusetts interlocal insurance Agency) going forward, through which the Town will offer all BlueCross insurance products.
- Ms. Porter provided an overview of the Town's 457 benefit plan, its Employee Assistance Program, and indicated an intention to shop for better dental and vision coverage offerings in FY 25.
- Ms. Porter explained that open enrollment with the new MIIA plans was completed in mid-April.

9. Discussion of Personnel Board Charge and Timeline

- Mr. Mracheck provided a copy of a draft Personnel Board charge he drafted together with Ms. Cobbs. The Board discussed that the draft charge covered the basics and would be the subject of future discussion.
- Ms. Ryan suggested that finalized charge be part of the language on the Personnel Board page.

10. Non-agenda items

- Mr. Miklosko asked that individual employees be invited to participate in conversations around development and review of the Employee Handbook as it is drafted. He suggested they be given an opportunity for comment and feedback with respect to changes in benefits and policies that will impact employees prior to final review so they can give input during the process.
- Ms. Porter noted the next meeting is scheduled for June 12 and suggested that an additional meeting be scheduled in May or June to discuss the issue of salary increases. The Board agreed to hold the date of June 6 for an additional meeting.

11. Adjournment

- Mr. Fay made a motion to adjourn the meeting at 7:10 PM. Ms. Ryan seconded and the Board unanimously approved.

TOWN OF CONCORD PERSONNEL BOARD

MINUTES

Tuesday, June 25, 2024 at 5:30 p.m.

Church Street & Zoom Video Conference

<https://us02web.zoom.us/j/88058794530?pwd=TzRzOW1oaGNhVmdDZ3RXUm9iSWxMdz09>

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

Additional Attendees: Kimberly Crum (Kimberly), Mark Howell (Mark), Jessica Porter (Jess)

1. Call to Order

- 5:30 pm Bill called the meeting to order; Bill will be the Clerk; quorum confirmed.

2. Approval of Minutes

- April 10, 2024—Kate moved to approve the minutes; Joe seconded. All approved.

3. Discussion of proposed new Vacation and Bereavement Policies

- Jess summarized the changes to the above two new policies included in the meeting packet.
- MUNIS (new HR software for the Town of Concord; software vendor is Tyler Technologies) discussion.
- New Vacation and Bereavement policies unanimously approved. (Joe moved; Liz seconded)

4. Discussion regarding FY2025 Salary Increases

- Jess summarized working on the July 1 nonunion increases as well as the new five union agreements which are expiring on June 30; memorandum to employees providing additional details concerning FY2025 increases was discussed.
- Bill discussed the need to *not* have future salary increases be retroactive.
- Conversation about the Town's performance evaluations process philosophy; Joe added his experience with his current company regarding setting and tracking objectives; Liz added comments about how the Personnel Board can contribute; Liz mentioned how much we (the PB) have contributed to maximizing its effectiveness to the Town; Kate inquired about the details surrounding how the anticipated Town step-plan program is being drafted; Joe shared his comments (both pro and con) concerning having a "rating" designation; Bill asked if employees will be informed as to the Town's position on employee reviews this year, and he encouraged that employees should receive a communication mentioning the present and future strategy for performance reviews.

5. Classification Actions

- Senior GIS Analyst (a promotional opportunity)
- Management Specialist (a promotional opportunity)
- Unanimously approved. (Kate moved as amended in discussion; Joe seconded)

6. Adjournment

- Meeting adjourned at 6:50 PM by unanimous vote.

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

Department	7-31-2024 Headcount		YTD 2024 Hires		YTD 2024 Terminations			
	RFT	RPT	RFT	RPT	RFT		RPT	
					Resignations	Retirements	Resignations	Retirements
Finance	18		2					
Fire	50		1					
Human Resources	4				1			
Human Services	23	3	7		4	1		
Information Technology	10	1	2		1			
Library	20	6	1		3			
Light Plant	37				3	1		
Planning & Land Management	19	1	5		4			
Police	43		4		1	1		
Public Works	60		8		6	1		
Town Manager's Office	10		2					
Grand Totals	294	11	32		23	4		

From: Jason Bulger <jbulger@concordma.gov>

Sent: Friday, August 9, 2024 3:07 PM

To: Ann Breitenwischer <abreitenwischer@concordma.gov>; Bailey Dionne <bdionne@concordma.gov>; Beverly McCaul <BMcCaul@concordma.gov>; Carole Hilton <chilton@concordma.gov>; Dale Hartling <dhartling@concordma.gov>; Daniel Robinson <darobinson@concordma.gov>; Donna De Gray <ddegray@concordma.gov>; Erik Bjornson <ebjornson@concordma.gov>; Gonca Teker <GTeker@concordma.gov>; Jan Aceti <jaceti@concordma.gov>; Jay Simeone <jsimeone@concordma.gov>; Jay Stiga <jstiga@concordma.gov>; Jeff Cosgrove <jcosgrove@concordma.gov>; Jim Coakley <jcoakley@concordma.gov>; John McGarry <jmcgarry@concordma.gov>; Joseph Repoff <jrepoff@concordma.gov>; Joshua Cook <jcook@concordma.gov>; Karin Farrow <kfarrow@concordma.gov>; Kristine Rose <krose@concordma.gov>; Laura Scott <LScott@concordma.gov>; Marc Goulet <mgoulet@concordma.gov>; Marty Boermeester <mboermeester@concordma.gov>; Matt McDonough <mmcdonough@concordma.gov>; Matthew Cummings <mcummings@concordma.gov>; Matthew McNamara <mmcnamara@concordma.gov>; Mike Hoogendoorn <mhoogendoorn@concordma.gov>; Pamela Cady <pcady@concordma.gov>; Patrick Stahley <pstahley@concordma.gov>; Rebecca Cheng <rcheng@concordma.gov>; Rhonda Buscemi <rbuscemi@concordma.gov>; Richard Fedele <rfedele@concordma.gov>; Rick Rogers <rrogers@concordma.gov>; Robert Muir <rmuir@concordma.gov>; Sandy Messina <smessina@concordma.gov>; Steve Dunn <sdunn@concordma.gov>; Timothy Fallon <tfallon@concordma.gov>; Victor Sencion <vsencion@concordma.gov>

Cc: Kerry Lafleur <klafleur@concordma.gov>; Jessica Porter <jporter@concordma.gov>; Kimberly Crum <kcrum@concordma.gov>; Michael Hale <mhale@concordma.gov>

Subject: Market adjustments and upcoming Personnel Board meeting

Light Plant staff,

I am writing to inform you of a market adjustment plan that will be presented to the Personnel Board for review on August 14, 2024. This plan proposes salary increases for Light Plant staff to address competitiveness concerns in the marketplace.

As you know, the Light Plant operates in a dynamic environment with evolving industry standards, technological advancements, and increasing demands on our services. To ensure we attract and retain top talent, it is essential our pay remain competitive with what is offered by other light plants.

A comprehensive salary study has been conducted comparing our pay rates to those of similar positions at other municipal light plants in the region. The results of this study indicate that our salaries are below market standards in many positions. This disparity has the potential to negatively impact our ability to recruit and retain qualified employees. The proposed market adjustment plan is designed to address these salary discrepancies and bring our compensation packages more closely in line with industry standards.

Market adjustments (movement within a range of a particular grade) can be made by the Town Manager without the approval of the Personnel Board, but because of the number and nature of the changes, we thought it was important to review the methodology with them to ensure it

is done fairly. It is planned to be discussed at the Personnel Board on Wednesday, August 14, 2024. Attached to this email is a document that explains the background and presents the recommendations.

I want to assure you that we value your contributions to the Light Plant. Your hard work and dedication are essential to our success. We believe that this market adjustment plan is one step towards recognizing your efforts and ensuring your compensation is in line with what is offered to employees in our peer organizations.

Your attendance at the hybrid Personnel Board meeting is not required, but you are always welcome to participate. I highly encourage you to reach out to me or your direct supervisor if you have any questions or concerns about this ahead of the meeting. Email works, but feel free to call my cell phone at (978) 743-6567 should you wish to discuss.

Thank you for your continued commitment to the Light Plant!

Jason

P.S. Every job position at the Light Plant should be listed in the Recommendations or Staff Not Impacted sections; if your position is not listed in the document, please reach out to me or Karin for clarification.

--

Jason Bulger (he/him)
Chief Technology Officer
Interim Director of the Concord Municipal Light Plant
Town of Concord
1175 Elm Street
Concord, MA 01742
Phone: (978) 318-3170
Email: jbulger@concordma.gov

[Sign up for Concord Broadband](#)
[Minuteman Media Network YouTube Channel](#)

Light Plant Market Adjustments - 2024

Summary

This document articulates the background, history, justification and plan for a market adjustment increase that averages 2.64% for all Light Plant employees. The approach includes 1- or 3-step adjustments by role.

Background

The Concord Municipal Light Plant (CMLP) was formed in 1898 by the Town to provide electrical generation service initially to power lights and a sewage system. It has grown over the years and eventually took on electrical distribution for the entire Town. Passed in the early 1900s, Chapter 164 of the General Laws of Massachusetts governs the administration of Light Plants in the state. This law bestows upon the General Manager of a Light Plant a great deal of responsibility relating to procurement, operations, and staffing.

While the Concord Town Manager is currently acting as the Light Plant's General Manager, nearly all other Light Plants have a General Manager who has the statutory responsibility both to hire/fire personnel and set their compensation. Concord is now undergoing analysis on what kinds of governance changes may need to happen to ensure the long-term success of the Light Plant.

As it stands now, while there is a separate classification plan for the Light Plant, 19 staff members were moved to the Town's classification plan, effective 7/1/2023, upon recommendation of the consultant leading the classification and compensation plan project. Recent advice from counsel has indicated that such a practice is not recommended, and this is another item under consideration relating to governance of the plant.

Comparable Plants

CMLP stands out among its peers for two reasons: (1) it has a remarkably high amount of undergrounded power and broadband lines (nearly 50%), which creates a level of complexity to planning, maintenance, and emergency management, and (2) it has a very high focus on electrification, rebates, and other sustainability efforts. The high level of complexity and small number of staff (around 40), requires that people have a deep skill set and can do a wide range of often dangerous and potentially life-threatening, jobs. For this reason, it has been hard to find truly comparable market compensation data, since in these ways, Concord is much more similar in personnel demands to the larger Municipal Light Plants (MLPs) – like Reading and Taunton – than those with a similar number of meters or population size.

Recent History

At least five operational position vacancies have persisted at the Light Plant for more than 2 years, with Lineworker positions remaining vacant for more than 3 years.

By way of tenure, 22% of Light Plant staff have over 20 years of experience, and 32% have over 15 years of experience. Several staff members are or will soon be eligible for retirement.

The tenure of Light Plant personnel is a significant factor in its successful operation notwithstanding these vacancies. As one example, the Light Plant performs its own annual audit, which is later presented to the Town's Financial Audit Advisory Committee. Recent audits have returned no (zero) findings or recommendations in the management letter. Retention of our valuable employees as well as our ability to attract talented candidates is critical to the ongoing success of the operations.

Impact and Repercussions of Plant

First, the work done by personnel at the Light Plant is often under potentially grave circumstances. Staff are required to respond to and be available for any emergency, and have worked during hurricanes, blizzards, and in the aftermath of tornadoes. Errors with work can result in the prolonged outage of power, which is itself a huge safety risk, or can result in the failure of power protection systems, explosion of transformers, fire, and other disasters.

While current attitudes toward the Light Plant are highly positive, if a Light Plant does not function properly and meet a community's expectations for continuity of service, reliability, and quick response, there are serious existential repercussions for the plant. Since a Town votes to set aside funds to start a municipal light plant, a Town can vote to liquidate a light plant, which usually results in the sale to an Investor-owned utility (IOU). These stakes are far different from every other municipal enterprise.

Peers and shortage of qualified staff

With the last couple of years with higher inflation, it was not uncommon to see MLPs giving more than one annual increase to employees, with some giving 5-10% increases in a single year. All staff at CMLP are non-union, while many other MLPs have a large number of staff that are in a bargaining unit. Recent collective bargaining agreements have yielded increases as high as 30%. Because this is a small industry and because people work with other MLP staff all the time (often because of mutual aid requests), this information flows freely to all staff.

A big part of the large pay increases is the low supply of qualified workers for these positions. On the engineering and operations side, there are fewer and fewer people in younger generations entering any trade jobs. On the financial and administrative side, people who have MLP experience command higher pay because their institutional knowledge – whether on power supply, safety, sustainability/electrification, or other related topics – enhances the performance and safety of our plant. An example that might not be obvious to people is the detailed electrical distribution information our customer service representatives need to know so they can immediately dispatch help for serious

emergencies that seem minor to those reporting them. Flickering lights could be the result of uneven load on a customer's panel, but it could also be a loose neutral, which can arc and start a fire.

Process and Methodology

Light Plants in the state are a member of the Municipal Electric Association of Massachusetts (MEAM), which conducts year-round wage, salary, and benefits surveys for the purpose of helping to establish market data. These data, in conjunction with what was collected during the Town's recent classification and compensation study and other market data obtained, were used to form a basis for analysis and comparison. While the market data obtained for the Classification and Compensation study was valid at the time, market forces have rapidly made it outdated.

Analysis led to a few conclusions:

- Several roles have compensation below averages of similar-sized MLPs.
- Recent increases at the Light Plant, which follows the Town's annual pay plan, have not kept up with those of their peers.
- A small number of staff show extremely low comparable salaries considering the employee's years of service.

Thus, the market adjustments recommended here use real, current market data to help keep pay competitive for employees that now lag the market.

Since the Town wishes to maintain a Grade and Step plan with 2% increments, the pay adjustments in this plan align with that to allow a seamless pay plan process going forward.

Recommendations

The pay ranges and current classifications are accurate; however, some employees' pay lags the placement in the pay range one would expect, based on their tenure. Future market analysis will allow for an opportunity to validate and/or update the pay ranges.

The following recommendations are made to increase the following employees' pay by job classification. This would apply evenly to all staff members within a classification.

1 Step – 2%

Accounts Payable Specialist
Assistant Director of Power Supply and Energy Management
Associate Financial Manager/Accountant
Broadband Manager
Broadband Technician
Crew Leader
Customer Service Manager
Customer Service Specialist
Customer Service Supervisor

Electrical Engineer
Energy Efficiency & Electrification Coordinator
Energy Efficiency & Electrification Specialist
Equipment Line Operator
Financial Manager/Accountant
Lead Electrical Engineer
Maintenance & Warehouse Coordinator
Meter Supervisor
Metering Technician

Office Administrator
Project & Procurement Coordinator
Sr. Administrative Assistant
Sr. Broadband Technician

Sr. Engineering Technician
Sr. Network Engineer
Sr. Master Mechanic
Sr. Utility Electrician

3 Steps – 6%

Lead Lineworker
Line Supervisor

Lineworker, Grade 1
Lineworker, Grade 2

The average increase for all included is 2.64%.

Staff Not Impacted

For transparency, we want to highlight those personnel not included in this increase recommendation:

- Lineworker, Grade 3; Lead Broadband Technician; Network Engineer
 - There are no employees in these roles.
- Senior Meter Technician, Office Accountant, Assistant Director of Engineering and Operations
 - These positions are placed at the top step of their respective grades.

Funding Source

All monies expended by the Light Plant are ratepayer dollars, not taxpayer dollars; they are funded by the collection of rates and tariffs from electrical and broadband customers. Some salary and wages are billed directly to customers or other departments, so it's difficult to capture the exact impact of these market adjustments. It would cost approximately less than 35 cents on the average monthly customer bill.

Conclusion

Several staff were incredibly helpful in the retrieval of comps and the processing of data. Managers at the Light Plant were helpful in contacting peers and collecting data to ensure we had a meaningful and calculated plan. The Light Board has been following the long-term vacancies at the plant, and they have maintained support for ensuring that CMLP salaries were close to that of their peers. Finally, Human Resources staff and the Town Manager were incredibly receptive to this concept and entertained several conversations about the topic, provided strategic guidance on process, and even helped with assembling comparable market data. To all of those people, and those who work tirelessly to ensure the delivery of safe, reliable, and clean power – and broadband – in the Town of Concord, we thank you!

TOWN OF CONCORD
Personnel Policy and Procedure #7-1

Miscellaneous Compensation Schedule
for Temporary and Limited-Status Classifications
Date Effective: 9/13/2023/15/2024

<u>JOB TITLE BY DEPARTMENT</u>	<u>MINIMUM</u>	<u>MAXIMUM</u>
General		
Intern	\$15.00	\$25.00
Office Clerk	\$15.00	\$32.00
Office Assistant	\$15.75	\$37.00
Recording Secretary	\$15.75	\$35.00
Clerk of Works	\$15.75	\$50.00
Management Specialist/Consultant	\$50.00	\$100.00
Professional Project Specialist	\$20.00	\$75.00
Project Archivist	\$15.75	\$30.00
Project Specialist	\$15.00	\$25.00
IT Program Manager	\$50.00	\$100.00
IT Project Manager	\$30.00	\$75.00
IT Project Specialist	\$30.00	\$75.00
Senior Worker	————	\$15.00
Custodian	\$15.00	\$30.00
Maintenance Custodian	\$20.00	\$35.00
Laborer	\$15.00	\$30 35.00
Skilled Laborer	\$20.00	\$35 40.00
<u>Seasonal Snow Plow Driver</u>	<u>15.00</u>	<u>35.00</u>
<u>Seasonal Snow Plow Driver w/CDL</u>	<u>20.00</u>	<u>40.00</u>
Project Painter	\$25.00	\$40.00
Project Electrician	\$30.00	\$50.00
Project Plumber	\$30.00	\$50.00
Construction Specialist	\$30.00	\$60.00
Town Manager's Office		
Veterans' Agent	\$20.00	\$39.00
Senior Services		
Van Driver	\$17.00	\$25.00
Volunteer & Public Relations Coordinator	\$17.00	\$25.00
Finance Department		
Data Lister	\$25.00	\$30.00 40.00
Election Officer	\$15.00	\$17.00

Parking Hearing Officer

\$20.00

\$25.00

<u>JOB TITLE BY DEPARTMENT</u>	<u>MINIMUM</u>	<u>MAXIMUM</u>
Fire Department		
Call Firefighter	_____	\$15.00*
	* = plus \$400 per year stipend and \$100 per year stipend for EMT, FF1, FF2 Certifs.	
Library		
Librarian	\$22.00	\$32.00
Library Assistant	\$19.75	\$28.89
Library Page	\$15.00	\$16.25
Library Project Specialist	\$15.00	\$32.00
Reference Librarian	\$22.00	\$32.00
Light Department		
Telecommunications Specialist	\$25.00	\$100.00
Electrical/Line Specialist	\$25.00	\$100.00
PEG/Minuteman Media		
Editor	\$15.75	\$25.00
Studio Aide	\$15.00	\$17.00
Videographer	\$15.75	\$25.00
Planning & Land Management		
Assistant Local Inspector	\$30.00	\$55.00
Conservation Crew	\$15.00	\$25.00
Electrical Inspector (& Assistant)	\$30.00	\$55.00
Plumbing & Gas Inspector (& Assistant)	\$30.00	\$55.00
Public Health Nurse	\$25.00	\$50.00
Ranger	\$15.00	\$25.00
Sanitary Inspector	\$20.00	\$50.00
Sealer of Weights & Measures	\$20.00	\$45.00
Visitor Center Associate		
<i>May perform any/all of the following functions:</i>	<i>Rate varies based on function(s) performed during shift</i>	
• Ambassador	\$19.00	\$25.00
• Attendant	\$15.00	\$20.00
• Clerk	\$15.00	\$32.00
• Tour Guide	\$20.00	\$30.00
Police Department		
Lieutenant/Captain Extra Duty Assignment	_____	
• Shift Coverage & Town Detail Rate		\$83.00
• Outside Detail Rate		Same rate paid to Sergeants
Public Safety Dispatcher (Non-Union)	_____	\$30.00
School Crossing Guard	_____	\$30.00 (w/2 hrs min. pay/day)
Special Police Officer		\$30.00 for Police Department assignments; \$50.00 for Town Details Outside Details: same rate as paid to regular, full-time police officers
Mutual-Aid Detail Officer/Sergeant	\$50.00	
Parking Officer	\$19.00	\$31.00
Traffic Officer	\$20.00	\$50.00
See PPP #7-2 for "Miscellaneous Compensation Schedule – Recreation"		
See PPP #7-3 for "Miscellaneous Compensation Schedule – Human Services"		

TOWN OF CONCORD
Personnel Policy and Procedure #10.2

Pay Philosophy and Salary Administration

*Adopted by the Town Manager & Personnel Board
Last Revision Effective: ~~July 10, 2024~~ August 14, 2024*

Purpose and Scope

The purpose of this document is to establish salary administration policies and procedures based on the Town's adopted Pay Philosophy and regarding salary increases within the salary ranges specified in the Compensation Plan.

Town of Concord Pay Philosophy

~~The Town of Concord strives to retain qualified, experienced employees, thereby maximizing the investment it has made in developing the skills, institutional and community knowledge acquired during their tenure and further strives to consistently recruit the most capable employees and to develop those employees to their fullest potential in service to Concord residents. The Town of Concord strives to consistently recruit the most capable employees to serve Concord residents and to retain those qualified experienced employees, thereby maximizing the investment it has made in developing the skills, institutional and community knowledge acquired during their tenure.~~

The Town acknowledges its Pay Philosophy plays a key role in these efforts and reflects its aim to compensate all employees at a competitive rate for their level and experience at the time of hire and to account for potential variations in the level of contribution, skill and experience where necessary. The Town strives to foster a culture of trust and mutual respect for all employees, including transparent compensation plans that include predictable advancement as well as the opportunity to earn additional pay, as we work together to serve our residents.

One of the key building blocks of Pay Philosophy is a Classification and Compensation Plan that is based on establishing internal equity among employees across Departments in the Town as well as external equity or competitiveness by comparing the compensation of Concord employees against market data for comparable Towns. As part of the FY24 Classification and Compensation Study the Town established that the minimum pay rates for each position would be set at the 85th percentile of those surveyed, in recognition of the Town's expectation of exceptional service delivery. Additionally, the midpoint pay rates for each position are set at full market rates, allowing employees who make a long-term commitment to the Town to earn a base pay of over market rates.

In order to remain competitive, the Town commits to a periodic review of market conditions in comparable communities, and to make adjustments as needed, subject to availability of funding.

Further, it is anticipated that employees will start at the minimum pay rate for their classification, except for these situations:

- A candidate who possesses an exceptional background and qualifications.
- In a labor market where it is not possible to attract qualified candidates at the minimum rate

- As a result of a promotion where the employee's current compensation is higher than the minimum of the new range.

Salary advancement between the hiring rate and the maximum of the pay range occurs throughout the employee's tenure with the organization, through:

- Annual advancement through the steps assigned to their pay range
- Merit pay through a criteria-based evaluation system, with larger increases for those with exceptional performance.

Salary increases received through step progression are added to base salary. Any salary adjustments for employees who have reached the maximum of their pay grade will be awarded as a one-time payment not included in base pay.

Merit pay increases will be awarded as a one-time payment not included in base pay.

Policy

The permanent base-salary for all employees holding a position in the Town's Classification and Compensation Plan must always be within the approved salary range for that position (note that base-salary does not include other special pays granted in accordance with Town Policy). Subject to available funds, an employee may be granted salary increases in the situations detailed below, up to the maximum of the approved salary range of the position:

1. Completion of In-Training Period

Upon successful completion of an employee's in-training period and when an employee's salary is below Step 5 of the pay range assigned to their position, the Town Manager may increase that individual's base-salary by one step based on performance, available funds, or any other relevant factors.

2. Step Increase

Where available, a Step Pay Plan provides for predictable annual advancement through the pay grade. The Town Manager and Personnel Board will issue a plan at the beginning of each Fiscal Year that specifies the amounts of these increases, how they are obtained, and when they will be granted.

3. Merit Pay

Merit pay is based on an employee's achievement using a criteria-based evaluation system specific to the employee's role, division and/or department. Merit pay provides a one-time payment, not included in base pay for exceptional performance. The Town Manager and Personnel Board will issue a plan at the beginning of each Fiscal Year that specifies the amounts of these increases, how they are obtained, and when they will be granted.

4. Structure Movement

There are two types of Structure Movement increases that may occur:

- 1) Town Meeting approves an across-the-board increase to the salary ranges contained in the Classification and Compensation Plan.
- 2) Town Meeting approves the adoption of a new or modified Classification and Compensation Plan.

When the salary range for one or more positions changes due to the circumstances listed above, the Town Manager and Personnel Board may issue a plan to provide employees

with salary increases that recognize that “Structure Movement.” Such increases are contingent upon the employee achieving satisfactory performance, except that no employee’s salary shall go below the minimum of the range for the position. The plan for providing Structure Movement increases will be issued as one or more attachments to this policy and may be combined with the plan for Step increases.

5. Additional Duties

At any time during the fiscal year, the Town Manager may increase an individual employee’s base salary (permanently or temporarily) when a significant change has been made in the duties and responsibilities assigned to that employee, but such changes would not justify a reclassification or Acting Pay. When such an adjustment is temporary, the employee’s pay may exceed the salary range of their position;¹ however, prior approval of the Personnel Board must be obtained in order for an individual employee’s base-salary to exceed the maximum of the range by more than 10%.

6. Salary Inequities

At any time during the fiscal year, the Town Manager may increase an individual employee’s base salary when an internal or market salary inequity exists.

7. Other Miscellaneous Adjustments

The Town Manager may grant other temporary or permanent salary adjustments when deemed appropriate due to circumstances not contemplated in this policy. With prior approval of the Personnel Board, the employee’s pay may exceed the salary range of their position when such an adjustment is temporary.²

¹ Adopted in accordance with Section 10 of PPP #43.

² Adopted in accordance with Section 10 of PPP #43.

TOWN OF CONCORD
Personnel Policy and Procedure #10.2

Pay Philosophy and Salary Administration

*Adopted by the Town Manager & Personnel Board
Last Revision Effective: August 14, 2024*

Purpose and Scope

The purpose of this document is to establish salary administration policies and procedures based on the Town's adopted Pay Philosophy and regarding salary increases within the salary ranges specified in the Compensation Plan.

Town of Concord Pay Philosophy

The Town of Concord strives to retain qualified, experienced employees, thereby maximizing the investment it has made in developing the skills, institutional and community knowledge acquired during their tenure and further strives to consistently recruit the most capable employees and to develop those employees to their fullest potential in service to Concord residents

The Town acknowledges its Pay Philosophy plays a key role in these efforts and reflects its aim to compensate all employees at a competitive rate for their level and experience at the time of hire and to account for potential variations in the level of contribution, skill and experience where necessary. The Town strives to foster a culture of trust and mutual respect for all employees, including transparent compensation plans that include predictable advancement as well as the opportunity to earn additional pay, as we work together to serve our residents.

One of the key building blocks of Pay Philosophy is a Classification and Compensation Plan that is based on establishing internal equity among employees across Departments in the Town as well as external equity or competitiveness by comparing the compensation of Concord employees against market data for comparable Towns. As part of the FY24 Classification and Compensation Study the Town established that the minimum pay rates for each position would be set at the 85th percentile of those surveyed, in recognition of the Town's expectation of exceptional service delivery. Additionally, the midpoint pay rates for each position are set at full market rates, allowing employees who make a long-term commitment to the Town to earn a base pay of over market rates.

In order to remain competitive, the Town commits to a periodic review of market conditions in comparable communities, and to make adjustments as needed, subject to availability of funding.

Further, it is anticipated that employees will start at the minimum pay rate for their classification, except for these situations:

- A candidate who possesses an exceptional background and qualifications.
- In a labor market where it is not possible to attract qualified candidates at the minimum rate
- As a result of a promotion where the employee's current compensation is higher than the minimum of the new range.

Salary advancement between the hiring rate and the maximum of the pay range occurs throughout the employee's tenure with the organization, through:

- Annual advancement through the steps assigned to their pay range
- Merit pay through a criteria-based evaluation system, with larger increases for those with exceptional performance.

Salary increases received through step progression are added to base salary. Any salary adjustments for employees who have reached the maximum of their pay grade will be awarded as a one-time payment not included in base pay.

Merit pay increases will be awarded as a one-time payment not included in base pay.

Policy

The permanent base-salary for all employees holding a position in the Town's Classification and Compensation Plan must always be within the approved salary range for that position (note that base-salary does not include other special pays granted in accordance with Town Policy). Subject to available funds, an employee may be granted salary increases in the situations detailed below, up to the maximum of the approved salary range of the position:

1. Completion of In-Training Period

Upon successful completion of an employee's in-training period and when an employee's salary is below Step 5 of the pay range assigned to their position, the Town Manager may increase that individual's base-salary by one step based on performance, available funds, or any other relevant factors.

2. Step Increase

Where available, a Step Pay Plan provides for predictable annual advancement through the pay grade. The Town Manager and Personnel Board will issue a plan at the beginning of each Fiscal Year that specifies the amounts of these increases, how they are obtained, and when they will be granted.

3. Merit Pay

Merit pay is based on an employee's achievement using a criteria-based evaluation system specific to the employee's role, division and/or department. Merit pay provides a one-time payment, not included in base pay for exceptional performance. The Town Manager and Personnel Board will issue a plan at the beginning of each Fiscal Year that specifies the amounts of these increases, how they are obtained, and when they will be granted.

4. Structure Movement

There are two types of Structure Movement increases that may occur:

- 1) Town Meeting approves an across-the-board increase to the salary ranges contained in the Classification and Compensation Plan.
- 2) Town Meeting approves the adoption of a new or modified Classification and Compensation Plan.

When the salary range for one or more positions changes due to the circumstances listed above, the Town Manager and Personnel Board may issue a plan to provide employees with salary increases that recognize that "Structure Movement." Such increases are contingent upon the employee achieving satisfactory performance, except that no employee's salary shall go below the minimum of the range for the position. The plan for providing Structure Movement increases will be issued as one or more attachments to this policy and may be combined with the plan for Step increases.

5. Additional Duties

At any time during the fiscal year, the Town Manager may increase an individual employee's base salary (permanently or temporarily) when a significant change has been made in the duties and responsibilities assigned to that employee, but such changes would not justify a reclassification or Acting Pay. When such an adjustment is temporary, the employee's pay may exceed the salary range of their position;¹ however, prior approval of the Personnel Board must be obtained in order for an individual employee's base-salary to exceed the maximum of the range by more than 10%.

6. Salary Inequities

At any time during the fiscal year, the Town Manager may increase an individual employee's base salary when an internal or market salary inequity exists.

7. Other Miscellaneous Adjustments

The Town Manager may grant other temporary or permanent salary adjustments when deemed appropriate due to circumstances not contemplated in this policy. With prior approval of the Personnel Board, the employee's pay may exceed the salary range of their position when such an adjustment is temporary.²

¹ Adopted in accordance with Section 10 of PPP #43.

² Adopted in accordance with Section 10 of PPP #43.



Assistant Council on Aging Director

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

Salary Grade: 11
FLSA Status: Exempt
Date: August 2024

GENERAL SUMMARY:

Under the supervision of the Council on Aging Director, performs professional, technical and administrative work in assisting the Council on Aging Director with the development and implementation of services and programs that meet the needs of and enhance the quality of life of the Town's senior population. Assists in overseeing the management and facility operations within the Harvey Wheeler Community Center (HWCC). Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of division operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of 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.

- ◆ Identifies and responds to the needs of the Concord's senior citizen population. Develops, plans and assists in directing the programs and services of the Senior Services Division subject to the Director. Provides oversight of the Senior Center in the Director's absence.
- ◆ Develops, plans, organizes, promotes, and implements divisional offerings, nursing, social services and special events designed to meet the social, emotional, economic and health needs of Concord's senior population.
- ◆ Coordinates and oversees social services and the nursing team's programs for the department. Organizes and leads weekly support groups as determined by program or participant needs. Acts as a mandated reporter of elder abuse, neglect and financial exploitation by making verbal and written reports as required. Provides direct oversight for all cases requiring a Protective Services Report.
- ◆ Evaluates and documents program and division successes and monitors offerings for future enhancement and grant opportunities.
- ◆ Assists the Director in the creation of the Division and Building budgets for Town Meeting adoption; contributes to the creation and presentation of warrant articles related to Senior Services in Town.
- ◆ Assists with grant writing and the allocation of budgeted formula grant funding and other financial offerings which work to offset the costs of the division's operations. Assists with monitoring and reporting of grants, revolving funds and other budget items to ensure compliance with grant requirements, appropriate spending patterns and sound accounting practices.
- ◆ Assists with procurement process as needed.
- ◆ Provides content and editorial oversight for monthly newsletter pertaining to Health and Wellness and Outreach.

Assistant Council on Aging Director

- ◆ Provides input and assistance with professional development initiatives for staff.
- ◆ Networks with other town departments and represents the COA with organizations, and agencies providing services to seniors to ensure the provision of coordinated services. Shares emergency management tasks as needed.
- ◆ Serves as additional liaison with Concord's Friends of the Aging/Concord After 60 Group regarding initiatives and events that support their mission and that of the COA.
- ◆ 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 Outreach 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 concerning employee hiring, rewards or discipline.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Bachelor's degree in social work or related human service field. Master's Degree strongly preferred plus four or more years of progressively responsible professional experience in geriatrics and human services. Previous municipal experience preferred.
- ◆ Valid motor vehicle operator's license, with a safe driving record.
- ◆ Works evenings and weekends as required and assigned.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Possesses considerable knowledge of seniors and applicable social service agencies who support seniors. Is familiar with demographics, research, trends, legislation and governmental policy and regulation issues impacting seniors.
- ◆ Ability to create a warm, safe, caring, and nurturing environment in the Senior Center that encourages independence among attending seniors.
- ◆ Knowledge of grant-writing procedures and intergenerational programming efforts including regionalization and intermunicipal agreements.
- ◆ Working knowledge of Board of Health regulations as they relate to meal service.
- ◆ Excellent interpersonal and listening skills; ability to communicate effectively both verbally and in writing; excellent public relations skills to effectively deal with all members of the public in a courteous and tactful manner; ability to establish and maintain good working relationships with coworkers and to supervise the work of subordinates. Ability to form connections with other relevant agencies.
- ◆ Ability to exercise independent good judgement in decision making, analyzing problems and formulating recommendations in both positive and adverse situations
- ◆ Must be able to represent the COA effectively and to advocate for seniors in a variety of situations requiring knowledge, negotiation skills, diplomacy and tact. Ability to identify and analyze complex issues and to develop appropriate recommendations.
- ◆ Ability to analyze human service and geriatric program issues and to develop relevant and realistic plans, programs and recommendations to the Director. Extensive ingenuity is required to develop new or adapt existing methods and approaches for accomplishing objectives. Ability to develop innovative cost-effective programs to meet community

needs.

- ◆ Ability to train and supervise employees and volunteers effectively. Ability to interact with seniors in an empathetic and sensitive manner. Professional working knowledge and proficiency in social media, website management, Microsoft office.

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.

The position requires attendance at occasional evening meetings and events as well as occasional weekend activities. May be called upon for emergencies outside of normal working hours.

Operates a 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.

May occasionally be required to assist with the set-up of rooms, which requires the lifting of tables and chairs. Should be able to lift and carry items up to 25-pounds; may be required to climb ladders to access ceiling and/or rooftop areas of the building to inspect equipment or building conditions.

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.



Emergency Communications Center Manager

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

Salary Grade: 12
FLSA Status: Exempt
Date: May 2024

GENERAL SUMMARY:emt

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.

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



Office Coordinator - Library

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

Salary Grade: 5
FLSA Status: Non-Exempt
Date: August 2024

GENERAL SUMMARY:

Under the administrative direction of the Library Director, 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 minutes, letters, memos, inquiries, reports, etc. complying with all applicable laws and policies, including the Open Meeting Law and Massachusetts General Laws., as well as Library policies and procedures.
- ◆ Attends Library Committee 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.
- ◆ Tracks schedules of meetings of Library Boards and Committees, 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. Shares responsibility for managing Library meeting room use, processing reservations for other Town Departments, Boards and Committees, and outside organizations.
- ◆ Maintains a record of all cash and checks received, reconciles payment kiosks and sends turnovers to Finance Department. Creates bill schedules and purchase orders through the Town's financial software.
- ◆ Maintains accounts receivable and accounts payables including soliciting bids, obligating purchase orders, processing warrant schedule, reconciling bank statements, and collaborating with auditor annually to complete audit.
- ◆ Manages all invoice payments and grant funding payments and reimbursement requests. Reconciles monthly revenue/expenditure reports; supports the preparation of other financial and personnel reports.
- ◆ 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

Office Coordinator – Library

requiring careful recording, classification and compilation of information.

- ◆ Maintains department and personnel files with accuracy and timeliness of filing. Maintains employee leave records and tracks employee anniversary dates and performance review dates.
- ◆ Shares responsibility for greeting and assisting staff and visitors entering the office and answering incoming phone calls. Gathers information, answers general questions regarding Library related issues and directs more complicated questions to professional staff.
- ◆ Shares responsibility for creating, maintaining and updating web pages for Library boards and committees.
- ◆ Opens and distributes mail, reports, memos, and necessary information to appropriate persons.
- ◆ 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 four or more years of progressively responsible administrative experience; or any equivalent combination of education and experience; municipal experience preferred.
- ◆ Strong background in money management and finance useful.

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.
- ◆ Knowledge of basic financial/accounting practices and procedures.
- ◆ 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, odors, etc. The majority of work is performed in a moderately noisy work environment, with constant interruptions. Frequently subjected to the demands of other individuals and the volume and/or rapidity with which tasks must be accomplished.

Operates computer, monitor, printer, calculator, telephone, copier, facsimile machine, and all other standard office

Office Coordinator – Library

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.



Senior Administrative Specialist – Senior Services

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

Salary Grade: 4
FLSA Status: Non-Exempt
Date: August 2024

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, 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. 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. May assist Outreach staff with reference checks for potential providers.
- ◆ 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.
- ◆ Coordinates and assists with the execution of the weekly luncheon.
- ◆ 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. Prepares W-9 for vendors and submits to appropriate Finance staff. 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.
- ◆ Point of contact for rental payments and key distribution for HWCC. Prepares reports for all incidents and accidents on the HWCC property. Maintains inventory of and orders office and lunch supplies.

Senior Administrative Specialist – Senior Services

- ◆ 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.
- ◆ Acts as a backup for transportation coordination for seniors. May create van driver schedule, contact van drivers to cover routes as necessary, communicate with van drivers via radio, makes arrangements for service to the van, and schedule rides for seniors as requested.
- ◆ 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 website; prepares, edits, and distributes newsletters. Maintains informational resources and community event bulletin boards.
- ◆ 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.

Senior Administrative Specialist – Senior Services

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.



Senior Administrative Specialist – Senior Services (Transportation)

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

Salary Grade: 4
FLSA Status: Non-Exempt
Date: August 2024

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, 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. 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.
- ◆ Coordinates the senior van service. Prepares the daily van schedule including scheduling of drivers. Acts as van dispatcher. Communicates assignments to passengers. Updates van sign-up sheets as necessary. Monitors the maintenance schedule and notifies COA Director of van-related concerns as conveyed by drivers. Coordinates driver training class assignments.
- ◆ Coordinates the monthly newsletter, writing content, defining layout and design and proofreading. Once approved,

Senior Administrative Specialist – Senior Services (Transportation)

- posts newsletter on website, ensures newsletter distribution within the Town and through email distribution.
- ◆ 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.
- ◆ 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:

May provide functional oversight to volunteers.

EDUCATION & EXPERIENCE:

- ◆ 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.
- ◆ Ability to maintain and respect confidentiality.
- ◆ 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.
- ◆ Working knowledge of office procedures, practices, and terminology.
- ◆ 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.

Senior Administrative Specialist – Senior Services (Transportation)

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.



Program Analyst – Public Works

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

Salary Grade: 7
FLSA Status: Non-Exempt
Date: August 2024

GENERAL SUMMARY:

Under the general supervision of the Director of Public Works, administers the Water/Sewer utility billing program, and performs a wide variety of complex and routine administrative tasks that 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.

- ◆ Acts as a point of contact for unusual customer inquiries, requests and complaints regarding water and sewer use and meter Rules Regulations, policies, and practices.
- ◆ Serves as primary point-of-contact with the Concord Municipal Utilities Customer Service Group (CSG).
- ◆ Manages customer service activity including but not limited to analysis of unusual customer billing activity and reconciliation of associated errors and adjustments.
- ◆ Identifies needs and generates work orders for meter service group to ensure meters are operating reliably and in accordance with established policies and procedures.
- ◆ 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, as assigned. Regularly attends after hour 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.
- ◆ Takes a lead role in writing and editing various Concord Public Works communications for publication, including the

Program Analyst – Public Works

Annual Report, Six Month Report, and weekly updates to the Concord Journal.

- ◆ Maintains the Public Works website and coordinates input from all divisions, including posting of emergency notifications, as needed. 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.
- ◆ Coordinates the flow of information and materials within the department among five divisions; maintains department files, rosters, and personnel records, and formats and edits division reports.
- ◆ Coordinates the processing of accounts payable, payroll, and administrative personnel functions for the department. Provides back-up support, as needed. Assists with the preparation of accounting reports.
- ◆ Coordinates and leads regular meetings of the CPW's administrative staff 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:

May provide functional oversight to support staff.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Bachelor's degree in related field plus four or more years of increasingly responsible experience in a related administrative capacity, including customer service, 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 account information, 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.
- ◆ Knowledge of Water/Sewer programs and customer billing.
- ◆ 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

Program Analyst – Public Works

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.



Management Analyst - Payroll

Department: Finance – Accounting
Reports To: Town Accountant
Appointed By: Town Manager

Salary Grade: 8
FLSA Status: Exempt
Date: August 2024

GENERAL SUMMARY:

Under the supervision of the Town Accountant, performs professional, technical and administrative tasks in the preparation and processing of bi-weekly and special payrolls, interacting with Town employees to answer questions, maintain payroll records, process payroll adjustments and coordinate the Town's internal payroll processing systems. 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.

- ◆ Audit payroll documentation received from all Town departments to ensure compliance with contractual requirements. This includes reviewing salary, step, longevity, and other changes, including military pay adjustments, accumulated leave and all other special pays.
- ◆ Enter data to process bi-weekly payrolls. Enter and verify deductions, tax and rate changes. Apply union contract provisions. Process and verify checks and reports.
- ◆ Maintain employee accruals, time and attendance.
- ◆ Create and maintain reference tables.
- ◆ Create files to transmit payroll information to the appropriate financial institutions including direct deposit, credit union, Mission Square, Voya, Equitable Advisors, PTG and state and federal governmental agencies.
- ◆ Assist in the preparation of the payroll budget for the Chief Financial Officer.
- ◆ Assists with process documentation and training for decentralized department personnel who submit payroll; plays a key role in the Town's expected move to MUNIS payroll with system setup, security, documentation and training.
- ◆ Prepare and generate special forms and documentation, including monthly, quarterly and year-end reports, Forms 941 and M941, state required tapes, audit reports, departmental records, payroll processing forms, credit union reports, and other payroll-related MUNIS reports requested by management. Process year-end closing to generate W-2's and balance files to process W-2's.
- ◆ Complete forms, including verification of employment, unemployment, workers' compensation offset, social security, and wage garnishments.

Management Analyst – Payroll

- ◆ Analyze, calculate, verify and process contractual changes including retroactive pay, terminal leave, goal-based payments, sick leave, vacation sell-back, and salary and other cost projections requested by management for the purpose of collective bargaining.
- ◆ Advise management of the financial impact of collective bargaining proposals. Review newly negotiated contracts and meet with Town Manager, Department Head and or appropriate union official to clarify intent and establish procedures for administration.
- ◆ Explain deferred compensation deductions and other payroll deductions to employees and coordinate with Treasurer to ensure regulatory compliance on deferred compensation deduction amounts.
- ◆ Provide payroll guidance and assistance to administrative personnel preparing payroll reports.
- ◆ Upon request, attend union grievance hearings to explain calculation of payroll, vacation, sick and personal time and other related issues.
- ◆ Create and maintain files for the monthly Bureau of Labor Statistics filings and the Multiple Worksite Report.
- ◆ Create quarterly chargebacks for insurance and Medicare withholdings to the enterprise and gifts funds.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

May provide functional oversight to payroll preparers and accounting personnel who assist with the processing and input of payroll data, including employee accruals and time and attendance records.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ May provide functional oversight to payroll preparers and accounting personnel who assist with the processing and input of payroll data, including employee accruals and time and attendance records.

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.
- ◆ Substantial knowledge of the town, state, and federal policies, regulations, laws and procedures regarding payroll processing for a multi-location centralized payroll system.
- ◆ Ability to understand, learn, interpret and explain payroll policies and procedures and related collectively bargained contractual provisions, and to apply such guidelines appropriately to different situations.
- ◆ Ability to effectively manage and utilize detailed data; ability to prioritize multiple tasks and deal effectively with interruptions; ability to identify and analyze complex issues and to develop appropriate recommendations.
- ◆ Experience with and ability to operate computer systems, including MUNIS and Microsoft Office.

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

Management Analyst – Payroll

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 a 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.



Management Analyst - Recreation

Department:	Human Services - Recreation	Salary Grade:	8
Reports To:	Recreation Director	FLSA Status:	Exempt
Appointed By:	Town Manager	Date:	August 2024

GENERAL SUMMARY:

Under the general supervision of the Recreation Director, performs complex administrative and technical work ensuring the efficient fiscal operations including budgeting, receivables, accounts payable, financial reporting and the analysis and procurement of goods and services. 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 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 revenue collection. Processes and records the receipt of funds for division services; reconciles cash, check and credit card transactions to prepare for daily deposits for all Recreation programs. Works with Recreation staff and the Treasurer/Collector to resolve outstanding fees.
- ◆ Assists in the preparation of annual Division operating budget and proformas, tracks all expenses monthly, and provides coding corrections to Town Accountant. Maintains working knowledge of the operating budgets and various program accounts across the Recreation Division and ensures the preparation of standard financial reports.
- ◆ Performs billing services for school year childcare, including creating and mailing invoices, following up with customers on any unpaid invoices, and processing the receipt of funds.
- ◆ Analyzes the costs of particular services, programs or operations and recommends changes in fees for various programs.
- ◆ Recommends and participates in development of division policies and procedures relating to fiscal operations.
- ◆ Prepares accounts payable bill schedules for the Revolving and Enterprise funds and procurement card purchases and maintains all associated records. Communicates with vendors as necessary to resolve any accounts payable errors or discrepancies.
- ◆ Oversees the preparation of bi-weekly payroll for the division; maintenance of personnel records related to sick leave, overtime, retirement, holiday leave and vacations; calculation of special payments and allowances; preparation of payroll detail worksheets and payroll summary authorizations; entry of information onto payroll company forms; and preparation of change of status forms.
- ◆ Prepares and assists Department personnel with service and equipment procurement in accordance with applicable Town and State guidance and policies. Represents the Division in various purchasing consortiums.

Management Analyst – Recreation

- ◆ Provides assistance and guidance concerning computer software selection, implementation and other related issues impacting the Division.
- ◆ Responds to escalated items, consulting with program supervisors as necessary. Monitors reports for unusual activity or exceptions.
- ◆ 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 Front Desk staff at the Hunt Recreation Center. May provide functional oversight to other support staff involved in fiscal operations.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Bachelor's degree in business administration, public administration, or related field; and five or more years of progressively responsible experience in financial management, customer service, or a related field; or any equivalent combination of education and experience.

KNOWLEDGE, SKILLS & ABILITIES:

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

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

Normal office environment, not subject to extreme variations of temperature, odors, etc. The majority of work is performed in a moderately noisy work environment, with constant interruptions. Frequently

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

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

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

Management Analyst – Recreation

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.

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

