

**TOWN OF CONCORD PERSONNEL BOARD
AGENDA**

Wednesday, October 9, 2024

5:30 p.m.

55 Church Street & Zoom Video Conference

Join Zoom Meeting

<https://us02web.zoom.us/j/84087602772?pwd=liL8eFHRYLto5cSLqagHLeypatjaGq.1>

Meeting ID: 840 8760 2772

Passcode: 417200

- 1. Call to Order**
- 2. Approval of Minutes**
 - June 12, 2024
 - September 11, 2024
- 3. Assistant Town Manager/ Interim Human Resources Director's Report**
- 4. Review and vote PPP40 Town Vehicle and Licensing Policy (Loss of Driver's License)**
- 5. Classification Actions**
 - Review and vote proposed new job description and classification
 - Chief Information Officer
 - Emergency Communications Manager
 - Community Engagement Manager
 - Program Director – Childcare Services
- 6. Discussion of Personnel Board Charge and Timeline**
- 7. Adjournment**

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

- Minutes of June 12, 2024
- Minutes of September 11, 2024

Town of Concord Personnel Board

Meeting Minutes

September 11, 2024

55 Church Street/Zoom

Present or participated remotely: Liz Cobbs, Bill Mrachek, Kate Ryan, Josh Fay, Mark Howell, Erin McMorrow (Assistant HR Director), Kimberly Crum

1. Call to Order

- 5:35 pm Ms. Cobbs called the meeting to order; Mr. Mrachek will be the Clerk; Mr. Mrachek, Ms. Cobbs, Ms. Ryan, and Mr. Fay confirmed as a quorum

2. Approval of Minutes

- July 10, 2024
- August 14, 2024

Minutes approved by Ms. Ryan, Mr. Fay, Ms. Cobbs, and Mr. Mrachek

3. Assistant HR Director Report (Ms. Erin McMorrow)

- Introduction of Ms. McMorrow as the new addition to the Concord HR team as the Assistant HR Director
- Update on the following openings: Concord Municipal Light Director, Emergency Communications Director, and Payroll Manager
- Discussion on how candidates reflect the Town's DEI initiatives
- Discussion on the use and results of Internet job postings
- Update on MUNIS implementation

4. Review and re-vote of PPP 10-2 (Pay and Philosophy and Salary Administration)

- After the last meeting, the suggested modification of PPP 10-2 was presented for review and approval
- Unanimous vote to approve updated PPP 10-2

5. Classification Actions

- Program Coordinator—new position
- Senior GIS Analyst—typo in initial classification job description; position should have been noted as exempt and not non-exempt
- Program Analyst—typo in initial classification job description; position should have been noted as exempt and not non-exempt
- Unanimous vote to approve above classification actions and edits

- Clarification discussion—only new positions need approval by the Personnel Board (PB); any positions having minor changes which do not affect the salary grade do not require PB review/approval

6. Personnel Board Charge

- As an introduction for Ms. McMorrow, Ms. Cobbs reviewed the history of how the PB is now at this stage of drafting an undated charge (the last one was prepared in 1985); the review included mention of the work and recommendations of the Personnel Task Force, and the drafting of a new Personnel Bylaw approved at the April 2024 Town Meeting
- Ms. Ryan presented the most recent version of the Personnel Board Charge; discussion followed; Mr. Howell presented a timeline of future actions with the Select Board (SB); Ms. Ryan expressed concern that the PB goals and objectives need to be aligned with the Select Board's and Town Manager's goals and objectives
- Mr. Howell will begin to coordinate with the SB that the PB be included on a future SB agenda for presentation of a new charge and a review of the PB's goals and objectives for FY25 and beyond
- Next PB meeting will include an agenda item to approve the draft of the final charge for presentation at a SB meeting

7. Adjournment

- Meeting adjourned at 6:37 PM by unanimous vote

Respectfully submitted,

William J. Mrachek

Town of Concord
Regular Status Hires and Terminations
YTD 2024 (September 30, 2024)

Department	9-30-2024 Headcount		YTD 2024 Hires		YTD 2024 Terminations			
	RFT	RPT	RFT	RPT	RFT		RPT	
					Resignations	Retirements	Resignations	Retirements
Finance	19		3					
Fire	51		2					
Human Resources	5		1		1			
Human Services	24	3	7	1	4	1		
Information Technology	9	1	2		1			
Library	19	6	2		4			
Light Plant	38		1		4	1		
Planning & Land Management	20	1	6		3			
Police	44		5		1	2		
Public Works	59		12		8	1		
Town Manager's Office	10		2					
Grand Totals	299	10	43	1	27	5		

TOWN OF CONCORD
Personnel Policy and Procedure #40

Loss of Driver's License Town Vehicle

and Licensing

Date Issued: March 24, 1994
Revised: ~~September 30~~ October 9, 2024

Purpose and Scope

The purpose of this policy is to ensure that all employees who operate Town-owned vehicles maintain valid licenses and meet all legal requirements, including the possession of a valid driver's license or, if necessary, a Commercial Driver's License (CDL), and to set forth the procedures for the verification, monitoring, and enforcement of licensing requirements, contributing to the Town's commitment to public safety and regulatory compliance.

This policy applies to all Town employees whose essential duties require driving while on duty, whether operating Town-owned vehicles or receiving a car allowance for using their personal vehicle. This applies regardless of whether such requirements are explicitly stated in their job description. It includes, but is not limited to, public safety personnel, laborers who typically operate motor vehicles, light or heavy equipment operators, electric utility workers, as well as supervisors and inspectors.

This policy covers both the initial verification of license credentials for new hires and the ongoing monitoring for existing employees. This policy outlines the expectations for maintaining a valid license, the requirement to report any suspensions or revocations, and the disciplinary actions that may be taken in cases of non-compliance.

~~The purpose of this policy is to provide a clear procedure to respond fairly and consistently to employees who are required by their job duties to possess a valid Massachusetts driver's license and who have lost such driver's license, either permanently or temporarily. This applies to other licenses which are required to be maintained (example: commercial drivers license) as well. The Town has a reasonable expectation that employees hired, in part, to operate motor vehicles and equipment, will maintain all necessary licenses and permits. The possible inability to assign employees to appropriate tasks due to loss of a driver's license unduly hinders the Town in carrying out its obligations to its citizens.~~

~~This policy shall apply to all employees whose job responsibilities require an operator's license, whether such requirement is explicitly in the employee's job description or not. This includes, but is not limited to, laborers who normally operate a motor vehicle, light equipment, or heavy equipment; electric utility personnel, public works personnel, and supervisors and inspectors. Pre-existing arrangements in the police and fire departments will remain in effect.~~

Reporting Procedure

Any employee whose job duties involve or require the operation of a Town-owned vehicle or whose essential functions require driving while on duty, with such operation requiring a valid driver's license, must immediately notify their supervisor if their license is suspended or revoked by the Massachusetts Registry of Motor Vehicles or any other licensing authority. Failure to report such loss of license shall

constitute grounds for disciplinary action, up to and including termination.

Employees who are CDL holders must immediately report any changes to their CDL status to their supervisor, including suspensions, revocations, or any traffic violations that could affect their eligibility to drive.

Employees whose normal duties do not require the operation of a motor vehicle shall not be required to report a suspension or revocation of a driver's license, unless an impact on job attendance or performance is likely.

~~Any employee whose job duties require a valid driver's license and who has had said license suspended or revoked by the Massachusetts Registry of Motor Vehicles or any other issuing agency, shall report such suspension or revocation immediately to his or her supervisor. Failure to report such loss of license shall constitute grounds for disciplinary action.~~

~~Employees whose normal duties do not require the operation of a motor vehicle shall not be required to report a suspension or revocation of a driver's license, unless an impact on job attendance or performance is likely.~~

Requirements for Operating Town Vehicle and DVS Authorization

Employees are strictly prohibited from driving Town vehicles or conducting Town business using a personal vehicle if their license has been suspended or revoked, or has expired. Any violation will result in disciplinary action, up to and including termination.

As a condition of employment, employees driving Town vehicles or conducting Town business using a personal vehicle must authorize the Town of Concord to obtain and monitor their driving record through the Massachusetts RMV's eServices Portal Driver Verification System (DVS). This authorization applies throughout the duration of employment. If it is found that employee's license is suspended, revoked, or expired they will not be permitted to operate any Town vehicles or conduct Town business using a personal vehicle.

CDL holders in Massachusetts must comply with state-specific regulations, including maintaining updated medical certifications and adhering to state motor vehicle laws.

General Policy

Provisions for Job Retention:

An employee whose driver's license has been suspended, upon reporting such occurrence to their direct supervisor, may request temporary assignment to other duties which do not require operation of a motor vehicle or equipment. Such temporary assignment may be made at the discretion of the Department Head with a recommendation to the Town Manager, for a period of not more than ninety (90) calendar days from the date of said suspension.

The Town will make a reasonable effort to assign the employee to temporary duties within their department at an equal or lower grade. In the event a temporary assignment is provided for the employee, he or she shall be paid at the starting rate of pay appropriate to the temporary duties.

However, if no position exists for the employee to fill on a temporary basis, the employee may be granted

a leave of absence for ninety (90) days without pay. In such case, the employee shall be permitted to return to work, provided the required driver's license has been restored by the Registry of Motor Vehicles or other issuing agency.

Provisions for Job Retention:

First and Second Suspension of License:

In the event the employee's license remains suspended or revoked after ninety (90) days, disciplinary action up to and including termination will be considered.

Should an employee successfully appeal the revocation or suspension of their driver's license and is re-issued a license, the employee may be eligible for re-hire.

In the event an employee whose job responsibilities require a valid driver's license has such driver's license suspended or revoked by the Registry of Motor Vehicles a second time, disciplinary action will be considered, including and up to possible termination.

~~An employee whose operator's license has been suspended, upon reporting such occurrence to his or her direct supervisor, may request temporary assignment to other duties which do not require operation of a motor vehicle or equipment. Such temporary assignment may be made, at the recommendation of the department head to the Town Manager, for a period of not more than ninety (90) calendar days from the date of said suspension. A reasonable effort will be made to find temporary assignments for the employee within his/her department, at an equal or lower grade. In the event a temporary assignment is provided for the employee, he or she shall be paid at the starting rate of pay appropriate to the temporary duties.~~

~~However, if no position exists for the employee to fill on a temporary basis, the employee may be granted a leave of absence for ninety (90) days without pay. In such case, the employee shall be permitted to return to work after the ninety days have elapsed, provided the required driver's license has been restored by the Registry of Motor Vehicles.~~

~~Requirements for Operating Town Vehicle:~~

~~If an employee is found to have operated a Town vehicle or a private vehicle while conducting Town business, without a valid driver's license due to revocation, such action will result in disciplinary action, up to and including termination.~~

~~First and Second Suspension of License:~~

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Appeal Procedure

An appeal of any decision made pursuant to this policy may be submitted under the provisions of PPP#25, Employee Appeal Procedure.

Effective Date

This revised policy shall take effect on ~~April 1, 1994~~October 10, 2024 and shall remain in effect until further notice.



TOWN OF CONCORD
Human Resources Department
55 Church Street
CONCORD, MASSACHUSETTS 01742

TEL: 978-318-3025
FAX: 978-318-3393
hr@concordma.gov

AUTHORIZATION TO OBTAIN DRIVING RECORD AND
MONITOR MASSACHUSETTS LICENSE STATUS

I, _____ (Employee Name), understand that as part of my official job duties, I am required to operate a Town-owned vehicle or use my personal vehicle for which I receive a car allowance. As a condition of my employment with the Town of Concord, I acknowledge that I must maintain a valid driver's license (Class D or Commercial Driver's License (CDL)).

I, _____ (Employee Name) hereby authorize the Town of Concord to subscribe me to the Massachusetts RMV's eServices Portal Driver Verification System (DVS) program and to obtain a copy of my driving record and/or verify the status of my license at the time of hire. I further authorize the Town of Concord to access the DVS program in order to monitor my driving record and the status of my license during the tenure of my employment and to receive notification from the RMV of any changes to my record or to the status of my license.

This authorization shall apply to the use of the DVS program by the Town, as well as to the Town's use of any other means of access to my driving record that is provided by the RMV. I acknowledge that this authorization will expire upon the separation of my employment with the Town.

Signature of Employee

Date

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Personnel Policy and Procedure #40

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*Date Issued: March 24, 1994
Revised: October 9, 2024*

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Signature of Employee

Date



Chief ~~Technology Information~~ Officer

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

Salary Grade: ~~1817~~
FLSA Status: Exempt
Date: ~~July 2023~~October 2024

GENERAL SUMMARY:

Under the direction of the Town Manager, and as a member of the Town's Senior Management Team, provides strategic leadership and vision to plan, organize, and administer the activities of the Town's Information Technology (IT) Department, ~~Concord Broadband~~, and the Minuteman Media Network. Works collaboratively and proactively with numerous Town departments and stakeholders, each of whom have common as well as unique/diverse business and application needs. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Provides strong, collaborative, forward-thinking and responsive leadership in the planning, development, implementation, maintenance, and management of the Town's technology programs and services in accordance with the directives of the Town Manager. Develops, recommends, and implements an effective IT Governance framework, technology strategy and standards. Reviews, evaluates, and monitors service delivery methods and systems.
- ◆ Assists with the management of outsourced service providers and other vendors in order to leverage technology that will maximize efficiencies to all Town employees and will enhance the delivery of government services to residents and the general public. Keeps the Town Manager informed of department activities and operations.
- ◆ Participates as a member of the Town's Senior Management Team to serve as a technical consultant and to assist the Town Manager in developing and disseminating Town-wide management plans, strategies, initiatives, values, and standards of behavior. Implements, reviews, and enforces information technology policies, standards, procedures, and systems as necessary to ensure the security and efficiency of the Town's technology, and support the Town's business goals.
- ◆ Collaborates with department heads to design IT systems that meet department needs, align with the mission and strategic priorities of the Town, and incorporate IT and security best practices. Regularly meets with management staff and employee committees to provide input, coordinate services, and receive guidance.

Provides advice and suggested actions based on analyses of costs, value and risk.

- ◆ Develops and supports systems and policies required by law or regulation, including electronic transmittal, encryption, retention, and archiving of historical, public, and confidential records. In coordination with appropriate third-party experts and internal stakeholders, develops and implements appropriate controls for cybersecurity risk, ensuring the confidentiality, integrity, and availability of Town data and systems.
- ◆ Develops and implements appropriate Business Continuity Planning, including IT Disaster Recovery plans, high availability systems, and backup of the Town network, systems, and records.
- ◆ Oversees the development, implementation, and maintenance of the multi-year Municipal Technology Plan, and formulates and coordinates the IT Department's work plans. Actively supports and manages the Town's efforts to consolidate, integrate, and expand all IT services.
- ◆ Effectively communicates the status of projects and initiatives, incorporating the needs of the Town and departments into the design and prioritization of projects. Effectively manages a mix of IT staff, department stakeholders, and external vendors to quickly and cost-effectively implement these initiatives.
- ◆ Assists all Town departments in the evaluation of all software and technology purchases, including consolidation and integration of new technologies, research and evaluation of hardware and software for compatibility, serviceability, design, and performance. Directs the implementation of these projects, ensuring that effective project management techniques are utilized.
- ◆ Oversees the development and implementation of Town-wide technology training and learning management systems, including general technology and cybersecurity training for Town employees, application-specific training, as well as specialized role-appropriate training for IT Staff. Works with HR and Town departments to develop effective change management initiatives and training for Town employees.
- ◆ Develops and recommends the Town's technology budget to the Town Manager; administers approved funds effectively in accordance with town policies and procedures and within the adopted budget. May advise on IT-related budget needs of individual departments.
- ◆ Directly supervises internal IT staff as well as outsourced service providers and other vendors in order to leverage technology that will maximize efficiencies to all Town employees and will enhance the delivery of government services to residents and the general public. Keeps the Town Manager informed of department activities and operations.

◆ **Concord Broadband**

- ◆ ~~Provides strong, collaborative, forward-thinking and responsive leadership in the planning, development, implementation, maintenance, and management of Concord Broadband's network and offered services in accordance with the directives of the Town Manager and in conjunction with the Director of the Light Plant. Develops, recommends, and implements operational frameworks and standard practices. Reviews, evaluates, and monitors service delivery methods and systems.~~
- ◆ ~~Assists with the management of outside service providers and other vendors in order to leverage technology that will enhance the delivery of services to customers and staff. Keeps the Town Manager and Director of the Light Plant informed of department activities and operations.~~
- ◆ ~~Makes reports and updates of operations available to the Town Manager, Select Board, and Light Board. Appears when invited to offer updates on long-term strategic goals, key performance indicators, or upgrades/outages.~~
- ◆ ~~Ensures that the goals and priorities of Concord Broadband align with the direction from the Town Manager, who may solicit input from Town Boards and Committees, customers, and residents.~~
- ◆ ~~Makes plans for capital investments to extend the availability of broadband in accordance with and under the direction of the Town Manager.~~
- ◆ ~~Works with the Director of the Light Plant and finance/budgeting personnel to compile the annual operating budget~~

and prepare the Annual Town Report.

- ◆ ~~Maintains a high level of customer service for all who utilize Concord Broadband services.~~
- ◆ ~~Oversees the marketing of Broadband services to customers to ensure subscriber growth is maximized and communicates these methods and success rates to the Town Manager. Advises and coordinates with the Town Manager and Director of the Light Plant on the services offered and fees charged for services.~~
- ◆ ~~Coordinates with other Town Departments, including those in Public Safety, Public Works, and IT, to ensure that Concord Broadband maintains expected service delivery levels for the operation of networks that support data, radio services, and SCADA. Works closely with the Light Plant on the maintenance of communication that supports the Smart Grid and Advanced Metering Systems.~~
- ◆ ~~Participates in the review and design of future plans by Town entities that may utilize the current or expanded Concord Broadband network.~~
- ◆ ~~Complies with all legally mandated federal subscriber reporting to the Federal Communications Commission and other agencies as required.~~

Minuteman Media Network (MMN)

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

Additional Functions – All IT Divisions & Departments

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

SUPERVISORY RESPONSIBILITY:

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

EDUCATION & EXPERIENCE:

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

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Superior skills as a project manager, strategic thinker, and visionary strategic planner. Highly organized with proven ability to effectively execute and complete multiple projects simultaneously. Excellent leadership skills and ability to develop productive relationships with diverse groups of stakeholders. Ability to understand business needs, plan and articulate a vision and strategy, and cooperatively lead others in accomplishing these goals.
- ◆ Excellent computer skills and well-versed in a wide spectrum of information technologies, including insight into current IT trends, best practices, advancements, and their effective use in municipal environments. Strong background and knowledge of business software systems, including municipal applications. Working knowledge of application software, programming, and operating systems. Demonstrated knowledge and experience in infrastructure design, development, and administration.
- ◆ Productive and competent supervisor with ability to effectively direct staff and promote professional growth.
- ◆ Excellent verbal and written communication skills with ability to clearly articulate and deliver messages in verbal and written form to Town government, business leaders, and the general community.
- ◆ Ability to work well under pressure, to reject the stop-gap fix, and approach problems with lasting, cost-effective strategies.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

Normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Majority of work is performed in a moderately noisy work environment, with frequent interruptions. Occasional periods requiring sustained uncomfortable positions such as bending and kneeling. Employee may infrequently lift and/or move objects weighing up to 50 pounds such as monitors, printers, scanners, etc. Frequently subjected to the demands of other individuals and the volume and/or rapidity with which tasks must be accomplished. Limited off-site travel required to attend meetings and seminars.

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

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

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

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: **4213**
FLSA Status: Exempt
Date: May 2024

GENERAL SUMMARY:

Under the direction of the Public Safety Communications Committee comprised of the Town Manager or designee, Police Chief and Fire Chief, oversees the operations and activities of Public Safety Dispatchers within the Emergency Communications Center. Duties require development of policies and procedures for the Center, ensuring compliance with the policies of the public safety departments, supervision of Dispatchers, availability for 24/7/365 operations and availability for emergency response. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Responsible for the oversight and administration of the maintenance and repair of the Public Safety communications infrastructure. 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.
- ◆ Oversees the maintenance and repair of public safety communications infrastructure, ensuring equipment is kept at optimal readiness in collaboration with vendors. Works closely with the IT Department and Fire and Police personnel responsible for communication equipment. Develops redundancy and emergency backup plans in the event of critical failure. The infrastructure includes but is not limited to communications equipment located at: Walden Street Public Safety Building, Annursnac Hill Tower, Newbury Court, Forest Ridge Road, Concord-Carlisle Regional High School.

Emergency Communications Center Manager

- ◆ 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.~~
- ◆ 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:

Emergency Communications Center Manager

- ◆ 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).
- ◆ Ability to manage projects involving infrastructure repair, maintenance, and upgrades.
- ◆ Experience working in an ICS/NIMS structure.
- ◆ 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.

Emergency Communications Center Manager

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.



Community Engagement Manager

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

Salary Grade: 6
FLSA Status: Exempt
Date: October 2024

GENERAL SUMMARY:

Under the general supervision of the Recreation Director, the Community Engagement Manager is responsible for collaborating with internal staff and a wide range of external partners to engage the community with the organization's mission, vision, and projects/events. This position is responsible for supporting civic and community engagement and marketing strategy. This position requires an experienced professional with a high attention to detail, excellent communication skills, the ability to multi-task effectively, and a strong commitment to the mission, staff team, and the Town of Concord.

The position involves engaging with a diverse range of stakeholders throughout the region, including technical advisors, elected and appointed community leaders, residents, staff, and program users. This position requires strong skills in connecting with individuals at all levels and adapting to meet people where they are. Under the guidance of the Recreation Director, this position will lead marketing planning, design, and implementation efforts. Additionally, this position will support the Recreation Commission by scheduling meetings, taking notes, conducting surveys, and facilitating focus groups and community projects as needed to support work for the recreation community.

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.

- ◆ Schedules the department's annual calendar. Develops and executes department marketing plan for community engagement and marketing efforts, including print, digital, and social media campaigns in collaboration with the Recreation Director.
- ◆ Oversees the design and production of marketing materials, including brochures, social media content, and other promotional materials and assists with strategy and planning for community engagement efforts.
- ◆ Leads the creation, design, and implementation of community outreach strategies that engage a broad spectrum of residents, stakeholders, and local organizations.
- ◆ Coordinates with staff and partners to plan, execute, and manage engagement activities, including stakeholder meetings, events, surveys, and both online and offline engagement, following organizational standards and industry best practices.
- ◆ Coordinates and executes a variety of engagement activities, such as community meetings, events, surveys, and focus groups, ensuring broad community participation and input. May attend some of the events to serve as the lead for community engagement.

Community Engagement Manager

- ◆ Assists with planning and executing Recreation Commission monthly meetings and special projects, including agenda preparation, posting materials, and note-taking.
- ◆ Maintains project management systems to track engagement activities, monitor progress, and ensure timely completion of tasks.
- ◆ Responds to public inquiries regarding department services and programs via phone, email, written correspondence, or in-person site visits and tours.
- ◆ Coordinates equipment, apparel orders, and supply needs for events and promotions, while handling administrative tasks as needed.
- ◆ May be asked to support Summer Camp and other programs, as needed.
- ◆ Regularly attends and participates in community events, including some evenings and weekends, 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:

Provides functional oversight of department marketing initiatives, supports the Recreation Commission, and maintains relationships with department partners.

EDUCATION & EXPERIENCE:

- ◆ Bachelor's Degree in a related field; plus four or more years of progressively responsible experience in community engagement, outreach, planning, or development; at least three years of marketing experience; preferred experience in municipal, government, or nonprofit sectors, with knowledge of Concord, MA, and local organizations.
- ◆ Experience with developing partnerships, coordinating community outreach, planning, and community development.
- ◆ Valid driver's license with a safe driving record and ability to provide personal vehicle for transportation during work hours.
- ◆ Within six months of hire, must have and maintain: CPR, AED, and First Aid certification; Clearance to obtain Criminal Offender Records Information (CORI).

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Self-motivated with sound judgment, thriving in dynamic, fast-paced environments while demonstrating a strong understanding of diversity, equity, inclusion practices, engagement strategies, and cultural competence.
- ◆ Strong interpersonal, written, and verbal communication skills; able to build relationships with diverse teams, handle challenging conversations, and perform effectively under pressure while maintaining patience, tact, and discretion.
- ◆ Ability to represent organizational values, drive strategic community engagement, and excel in outreach, active listening, and conflict resolution.
- ◆ Experienced in managing project goals, marketing budgets, timelines, and deliverables, with the flexibility to adapt tasks and priorities based on changing circumstances. Demonstrated success collaborating with internal teams, external partners, vendors, and stakeholders.

Community Engagement Manager

- ◆ Competent in synthesizing and presenting technical information to diverse audiences, with advanced proficiency in PC operations and the ability to quickly learn new software, such as MyRec and other automated registration systems.
- ◆ Highly organized, capable of working with attention to detail, and prioritizing multiple tasks while effectively engaging with community members, stakeholders, and colleagues.
- ◆ Ability to work evenings and weekends as needed for program coordination and supervision.

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.

This position occasionally requires lifting, climbing, kneeling, crouching, and bending during events or promotions, which may involve exposure to unpleasant conditions such as heat, cold, odors, or dust. Regular duties involve frequent walking, sitting, standing, and maintaining visual concentration.

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

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

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

CLASSIFICATION AND COMPENSATION PLAN

Revision Date: ~~August 14~~ October 9, 2024

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

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

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

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

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

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

(End of new Classification & Compensation Plan)

Program Director - Childcare Services

Department:	Human Services- Recreation	Salary Grade:	MISC 2
Reports To:	Childcare Services Manager	FLSA Status:	Non-Exempt
Appointed By:	Town Manager	Date:	October 2024

GENERAL SUMMARY:

Under the general supervision of the Childcare Services Manager, the Program Director will assist with administrative and managerial duties in overseeing the operations of the childcare services division within the Recreation Department which includes: Before School, After School, and Carousel. The incumbent will serve as administrative support in all programs and may serve as a group leader/site coordinator in the After School Program (as needed).

Responsibilities include supporting the supervision of programs, recruiting both children and staff, managing registrations, developing curricula, and maintaining children's records. The incumbent will assist in managing childcare programs and their staff across all Town locations, contributing to program oversight, recruitment, registration processes, curriculum development, and record-keeping. The incumbent will also be responsible for assisting with maintenance of licensing requirements by the Department of Early Education and Care (EEC). May provide direct supervision of employees to ensure quality classroom management and curriculum development ensuring that a high standard of care is provided for all program participants.

Hours of this position are Monday-Friday, 2:00pm-6:00pm and is a 10-month school year position following the Concord Public School calendar from late August until early June.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Provides administrative support in all childcare programs and may step in as a substitute group leader/site coordinator in the After School Program. Responsible to provide programs that ensures inclusive, developmentally and culturally appropriate learning experiences, and age-appropriate education activities.
- ◆ Facilitates an environment that is physically and emotionally safe for children and staff while fostering an atmosphere of positive communication and partnership with parents/guardians.
- ◆ Assists in the maintenance of all required records for all programs, including children's files, health records and required forms and reports for EEC.
- ◆ Participate in staff meetings and professional development training, as required by EEC and the Manager for Child Care Services.
- ◆ Assists with recruiting and scheduling staff and assigning staff to maintain ratios at each site. Fills in as necessary for absent staff.
- ◆ Plan and purchase food, materials, and supplies for the Concord Carousel and After School Programs, in partnership with the Child Care Coordinator.
- ◆ Research and schedule (with staff input) program-wide field trips, in-school performances, cultural enrichment, service learning and school events.

- ◆ Arrange transportation to the After School sites and for all program field trips.
- ◆ Performs special projects and related responsibilities as initiated and requested; performs other related duties.
- ◆ Must attend staff orientation and required meetings as requested or assigned.
- ◆ Comply with personnel policies of the Town of Concord, Concord Recreation and EEC/Childcare Programs.

SUPERVISORY RESPONSIBILITY:

Supports the overall supervision of programs in alignment with goals, philosophy, and curriculum, ensuring adherence to current child development and learning standards. Coordinates staff schedules and assigns classrooms/age groups according to program needs, as directed by the Childcare Services Manager.

EDUCATION & EXPERIENCE:

- ◆ Must be at least 20 years old (per EEC Minimum Requirements for the hiring of Site Coordinators).
- ◆ High school diploma or equivalent is required. Bachelor's degree in Early Childhood Education (ECE), Child Development, or a related field strongly preferred.
- ◆ A minimum of 5 years of experience in an early childhood education or childcare setting, including at least 2 years in a leadership or supervisory role.
- ◆ Must meet the EEC education and work experience requirements for a Site Coordinator, which typically includes a combination of education and direct supervisory experience.
- ◆ Must be certified in pediatric CPR, First Aid, and AED prior to employment, as per EEC regulations.
- ◆ EEC Site Coordinator qualifications required; Director II for Department of Early Childhood Education preferred.
- ◆ Completion of EEC Essentials Training is required prior to the start of employment.
- ◆ Must comply with EEC Background Record Check (BRC) regulations, including CORI, SORI, DCF, and fingerprinting, and meet all Professional Qualification Registry requirements.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Ability to assist with maintenance of records for program licensing; possess strong working knowledge of health care policies and guidelines including all applicable laws regarding childcare. Knowledge of Massachusetts accreditations or program licensing is essential.
- ◆ Ability to create and maintain a dynamic, team-building approach to job performance bringing a constructive, problem-solving orientation to all tasks. Strong ability to develop, articulate, and interpret program philosophies and policies.
- ◆ Assist with preparation of reports required by EEC and Massachusetts Department of Public Health.
- ◆ Serve on related committees and attend required meetings as requested or assigned.
- ◆ Assist with the operation and supervision of childcare programs at multiple locations and follow all regulations and requirements put forth by EEC regulations.

- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; effectively deal with all members of the public in a courteous and tactful manner; supervise subordinates and establish and maintain good working relationships with coworkers and with the Concord Public School Transportation Department.
- ◆ Knowledge of standard office procedures, practices, forms and equipment.
- ◆ Ability to work with a high level of detail, to prioritize multiple tasks and to deal effectively with interruptions; ability to identify and analyze complex issues and to develop appropriate recommendations.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

Moderate physical effort is generally required which involves frequent lifting of up to 60 pounds. While performing the functions of this job, the employee is required to stand, walk, talk, sit and hear for extended periods. Regularly required to use hands to finger, handle, and feel objects or equipment. Reaches with hands and arms, crawls and climbs. May operate equipment which causes loud noises and high levels of vibrations.

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

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

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

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

TOWN OF CONCORD
Personnel Policy and Procedure #7-2

**Miscellaneous Compensation Schedule –
Human Services**

Date Effective: ~~3/13/2024~~ October 9, 2024

Recreation

POSITION TITLE

➤ **Recreation Associate**

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

<u>JOB TITLE BY DEPARTMENT</u>	<u>MINIMUM</u>	<u>MAXIMUM</u>
Swim & Fitness General		
Waterfront Director	\$21.00	\$35.00
Aquatics Generalist	\$15.00	\$25.00
Head Lifeguard	\$21.00	\$30.00
Lifeguard	\$15.75	\$20.00
Water Safety Instructor	\$17.00	\$25.00
Water Fitness Instructor	\$36.00	\$50.25
Head Swim Coach	\$20.00	\$31.00
Assistant Swim Coach	\$15.50	\$19.50
Swim Aide	\$15.00	---
Fitness Trainer	\$16.00	\$27.00
Private Personal Fitness Trainer	\$35.00	\$50.00
Group Exercise Instructor	\$46.00	\$75.00*

*Max is \$63.04 for S/F Specialist

SUMMER PROGRAMS

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

CHILDCARE PROGRAMS

Assistant Group Leader	\$15.00	\$17.75
Group Leader	\$17.75	\$25.00
Assistant Teacher	\$17.75	\$21.50
Teacher	\$20.75	\$25.00
Lead Teacher	\$24.50	\$30.00
Site Coordinator	\$25.00	\$30.00
<u>Program Director</u>	<u>\$25.00</u>	<u>\$30.00</u>

GENERAL RECREATION

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

Council on Aging**POSITION TITLE****> Human Services Specialist**

Temporary and Limited-Status employees in Council on Aging shall hold the position of "Human Services Specialist." The approved function titles and pay ranges are contained in this schedule.

JOB TITLE BY DEPARTMENT**MINIMUM****MAXIMUM****HUMAN SERVICES- GENERAL**

Group Exercise Instructors	\$46.00	\$75.00
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DRAFT

Personnel Board Charge

Background

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

Commented [WM1]: is 1921 correct?

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

Board Responsibilities

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

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

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

Commented [EC4R3]: Questions answered!

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

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

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

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

Governing Documents

- [1921 Town Bylaw](#)
- May 1952 Concord Town Charter
- April 29, 2024 Personnel Bylaw
- 2024 Personnel Board Charge

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

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

- 2024 Employee Handbook

Personnel Board Goals and Initiative – FY 25 and beyond:

- ~~Strategy and Implementation~~ Strategize and advise on the implementation of the ~~p~~Performance and ~~a~~Appraisal ~~s~~System
- ~~Monitoring of~~ Overall ~~C~~lass and ~~c~~ompensation ~~s~~ystem ~~e~~quity and plan ~~i~~mplementation
- ~~Review and assess~~ tracking of ~~and~~ ~~Track~~ Employee morale over time
- ~~Assess and support~~ strategic ~~r~~ecruitment and ~~r~~etention

Commented [EC8]: Comments from Bill and Liz:
We like these objectives, but the PB does not have the responsibility to implement or track—we can advise on what should be implemented, what should be tracked.

(09 Sept 2024)