

**TOWN OF CONCORD PERSONNEL BOARD
AGENDA**

**Wednesday, August 13, 2025
5:30 p.m.
55 Church Street & Zoom Video Conference
Join Zoom Meeting**

<https://us02web.zoom.us/j/82166526305?pwd=jQkb8A4coLMTMkM9tmxT2QyzcnWwEb.1>

Meeting ID: 821 6652 6305

Passcode: 814215

- 1. Call to Order**
- 2. Approval of Minutes**
 - December 10, 2024
 - May 14, 2025
 - June 18, 2025
 - July 9, 2025
- 3. Assistant Town Manager/ Director of Human Resources Report**
 - MUNIS Payroll Update
 - FY2025 Merit Pay
 - Handbook Update
 - Personnel Reporting
- 4. Tracking Employee Satisfaction Discussion**
- 5. Classification Actions**
 - Review of updated job descriptions
 - Building Commissioner
 - Business Manager - PW
 - Management Analyst – PW
 - Review and vote new job description
 - HR Generalist (Employee Development & Engagement Specialist)
- 6. Personnel Board Membership**
- 7. Adjournment**

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

- Minutes of December 10, 2024
- Minutes of May 14, 2025
- Minutes of June 18, 2025
- Minutes of July 9, 2025

TOWN OF CONCORD PERSONNEL BOARD

Meeting Minutes

May 14, 2025

55 Church Street / Zoom

Present: Bill Mrachek, Josh Fay, Katherine Ryan
Also Attended: Erin McMorrow, Assistant Human Resources Director
Amalia McCaffrey, Chief Information Officer
Kimberly Crum

1. Call to Order

- At 5:34 PM, pursuant to Chapter 2 of the Acts of 2023, Chair B. Mrachek called the meeting of the Personnel Board to order when a quorum was present.

2. Approval of Minutes

- Minutes for 3/12/25 - E. McMorrow noted under classification actions, that it says Human Resources Generalist, but the Board discussed the Human Services Generalist instead.
- J. Fay moved to approve the meeting minutes of 3/12/25, as amended with the change suggested by E. McMorrow. K. Ryan seconded. Roll call vote was unanimous to approve the minutes.

3. Assistant Human Resources Director Report

- E. McMorrow noted the usual chart of hires & changes in the packet.
- E. McMorrow reported that HR is working on collecting performance evaluations for non-union employees, which are due by 5/30/25.
- E. McMorrow reported that they are still working towards going live with the MUNIS software on 7/1/25. They are currently gathering absence record cards from all employees to load into MUNIS. The record cards are due by 6/4/25, which will provide time for HR to audit and reconcile the data in MUNIS.
- E. McMorrow reported that open enrollment closed last week for Fiscal Year 2026.

4. Employee Goal Tracker Presentation with Amalia McCaffrey (CIO)

- E. McMorrow introduced the Chief Information Officer Amalia McCaffrey to present information on the Town's new employee goal tracker.
- B. Mrachek asked if any thought was given on a process for feedback from the Senior Management Team (SMT) or a focus group, since this is the first time the Town is using this performance evaluation process.
- E. McMorrow noted that feedback is a good idea but a process for feedback hadn't been formalized yet.

- A. McCaffrey introduced herself and reported that she promoted to the CIO in February of last year after working as the Information Technology (IT) Operations Manager for about 8 months.
- A. McCaffrey reported that prior to Concord, she was in the Airforce for 20 years and worked in communications with the Air National Guard for the past 12 years.
- B. Mrachek asked what the specifications were from the Town for the employee goal tracker. A. McCaffrey reported that IT was brought into the process to assist HR who was collecting data which was being provided differently across Town departments. She reported that the Town Manager asked for a tool that allowed everyone to track goals in the same format and to ensure it was consistent.
- A. McCaffrey reported that the tool was designed only for top line Directors and Managers and they utilized technology that was currently available in IT. She went on to note that IT used PowerBI, which allows users to extract many different reports on goals.
- A. McCaffrey presented a test version of the tool for the Personnel Board to review. She noted that the tool allows managers to set goals and completion dates for employees, and it connects those goals with larger Town goals. The manager then enters the % of completion for each goal which currently are 0, 25%, 50%, 75% or 100% complete. The tool also allows for a note section that allows managers to include free-form notes if needed.
- J. Fay asked if employees were able to interface with the tool directly. A. McCafferty reported that only managers have access.
- A. McCaffrey reported that all of the Managers/Directors were provided one-on-one training to ensure they were comfortable using the tool. IT also did a quality check on the tool to ensure data entered was accurate. She also reported that Managers/Directors were asked to provide two updates in the end of April and end of May and a final update mid-July to close out the evaluation period.
- J. Fay asked if the updates were captured separately so that these updates could be reported on separately? A. McCaffrey reported that HR worked with all of the Managers/Directors reviewed and signed-off on all the goals before they were entered in the tool. She also noted that HR recommended that the Manager/Director meet with each employee to develop goals and to determine the % complete.
- J. Fay asked if the Managers/Directors are prompted to complete the updates? A. McCaffrey reported that the CIO sends reminders to all of the managers, but noted that as the tool is refined and becomes more sophisticated the tool could potentially send emails reminders.
- B. Mrachek asked if the employees goals and final reporting on completion is in a hardcopy and placed in an employee personnel file, or is it electronic? A. McCaffrey reported that at the end of the evaluation period, the employee, Department Head, Manager sign the final evaluation on completion of goals and then it is sent to HR. She recommended an electronic process instead of paper,

as data is backed-up and can be recovered if needed. She also reported they are still in discussions on how to get the final form to HR for storage.

- B. Mrachek asked if the evaluation/goal tracking process has been documented and if there is a process to appeal if there is a disagreement about the final evaluation? K. Crum reported that there is no written procedure in addition to the appeal process that exists in the current PPPs, but she noted there will be an opportunity for employees who have a disagreement on their goals.
- K. Crum reported that the tool attaches each employee goal to a Town Manager and/or Select Board goal. She went on to note that a report can be pulled that shows how many employees have a goal that is attached to a specific TM or SB goal and it can show the percentage of how many of those are complete.
- A. McCafferty reported that this tool could see where the majority of the work is being focused on any given goal, and it can also show some goals that may not have been completed may need additional support.
- K. Ryan asked who maps the goals to the Town Manager or Select Board goals, and how is that done if there are goals that could be linked to multiple TM or SB goals? K. Crum reported that the SMT decided how those goals connect, and if there isn't a perfect connection, HR would work with them to determine where the goal should connect. She also noted challenges with connecting goals for entry level positions, such as those who do field work, or more operational tasks, so there is more work to do on refining that in future.

5. Tracking Employee Satisfaction Discussion

- E. McMorrow reviewed the prior discussion regarding employee satisfaction. She noted they suggested the Personnel Board work with the Select Board. She also reported that she had reached out to MMHR for ideas on tracking employee satisfaction.
- E. McMorrow reported that she did not receive any responses through MMHR, but it does appear that most track this through a survey.
- B. Mrachek noted that the Board needs to be clear about what the objective
- J. Fay reported that the goal of this discussion was to capture level of employee satisfaction, linking back to the Personnel Study Task Force.
- B. Mrachek noted that the Select Board charged the Personnel Board to provide some feedback on the satisfaction of the workforce, we needed to begin discussing the tool that would allow us to do that.
- J. Fay reported that notes from the prior meeting show Mark Howell noted that the Select Board on how to assess the Town Manager's goals with respect to personnel management, and they were looking for feedback in May or June of 2026.
- B. Mrachek suggested that he meet with Erin McMorrow and Jessica Porter to frame what we are trying to accomplish and focus on how we will send our time and energy.

6. Discussion of Employee Handbook Progress

- K. Crum reported she has completed the inaugural draft of the employee handbook and it sent it to legal for review, with a 3 week turn around from the attorney. She noted this will hopefully be done by the next Board meeting.
- K. Crum noted that she created a 'crosswalk' of APPs, PPS and everything else related to employment. She also noted that the crosswalk also includes new policies as well and this process provides an opportunity to review and make changes to existing policies as well.
- J. Fay asked if the handbook would incorporate all of the policies the Board has discussed, including bereavement, etc. K. Crum reported that all of the new policies will be incorporated and the goal is to develop a 'one-stop-shop' for employees, rather than reviewing PPPs and APPs. She noted this will be provided to employees electronically, will include links to pertinent information and it will be searchable.

B. Mrachek reported that the next meeting of the Personnel Board will be held on the 3rd Wednesday in June.

7. Adjournment

- J. Fay moved to adjourn at 6:28 pm. K. Ryan seconded. Roll call vote was unanimous.

Town of Concord Personnel Board

Meeting Minutes

July 9, 2025

55 Church Street/Zoom

Present or participated remotely: Bill Mrachek, Kate Ryan, Joshua Fay, Jessica Porter, Erin McMorrow

1. Call to Order

- The meeting was called to order at 5:34 p.m. at 55 Church Street. Mr. Mrachek called the meeting to order with a quorum present.

2. Approval of Minutes

- No minutes of previous meetings were ready for approval.

3. Assistant Town Manager/ Director of Human Resources Report

- Ms. Porter reported that the payroll preparers within each department and the town accountant had recently completed the first MUNIS payrolls, with added assistance from HR. Employees have received their first itemized paychecks from the MUNIS system.
- The next payroll check will reflect implementation of July 1 Step increases. Employees received letters notifying them of their step movement for this year.
- Supervisors have been directed to meet with their direct reports to review performance and to begin calculating merit pay. The process for setting FY 2026 performance goals will begin in September.
- Mr. Mrachek asked whether the legacy payroll system will transfer all data to MUNIS so that a single W-2 will be issued for 2025 or if 2 W-2s will be issued to employees. Ms. Porter stated that employees will receive a single W-2 for 2025, but that payroll will have to combine the data from both systems.
- Mr. Mrachek asked how many employees did not receive a step increase. Ms. Porter stated that there are six employees at the maximum step 18, who received a 2% cash payment in lieu of a step increase. She stated further that 18 employees are currently within their six-month in-training period, who will receive a step increase once that period is completed. She stated that two employees received no step increase based on their performance.
- Ms. Porter reported that the merit pay should be included in the payroll check of August 28. It has not yet been calculated and processed. Employees can expect payment of 1% for meeting their “consistent goal” and ½% for each “stretch goal” completed.

4. Classification Actions

- The Board reviewed changes to the job description for the position of Office Coordinator – Public Health.
- There were minor changes to the duties of the position, which Ms. Porter explained reflects the current responsibilities of the role. The update to the experience required

for the position - four or more years of progressively responsible administrative experience or equivalent – is intended to be in line with other coordinator roles in the town that are graded at Salary Grade 5. Ms. Porter noted that the incumbent in the position has resigned and so the position will be opening.

- Ms. Ryan moved to approve the updated job description; Mr. Fay seconded. The Board voted unanimously in favor of approving the changes.
- Mr. Mracheck asked about the accuracy of the status and hires report included in the meeting materials. Ms. Porter stated that the report is the last to be generated through ADP and is not entirely accurate, though the headcount numbers are correct. The numbers for retirements and resignations may not be exactly correct. The report shows eight people in the Town Manager’s Office, but that’s been reconfigured. Some jobs have been re-categorized and are accurate in the MUNIS system, from which future reports will be generated.
- Mr. Mrachek noted that the July 1 beginning of the new fiscal year is a good opportunity to start tracking the turnover rate for Town employees.

5. Tracking Employee Satisfaction Discussion

- Included in the meeting materials were questions from an employee survey by the Personnel Study Task Force from 2022-2023 as well as some information from other municipalities that have conducted employee satisfaction surveys. Mr. Mrachek noted that those efforts were not aimed at assessing the Town Manager’s performance, though this information is a helpful reference.
- Mr. Mrachek suggested considering what kinds of questions could be asked in a survey of Town employees that could be used to assess the Town Manager’s performance.
- Mr. Fay noted that it might be helpful to get the Town Manager’s input on which of her specific goals relate to employee satisfaction or review her goals as approved by the Select Board for this purpose.
- Ms. Porter expressed that she would like employee feedback on the merit and step plans implemented within the past year.
- Mr. Mrachek suggested employee turnover is a quantitative measure of performance, though perhaps it does not measure employee “satisfaction” specifically. He stated that in his private sector role employee turnover was an important data point, and that high turnover undermines an organization’s ability to serve its clients and accomplish its goals.
- Ms. Ryan stated that she had not realized the Board was considering using an employee satisfaction survey as a tool for evaluating the Town Manager’s performance. She stated that while she thinks such surveys can be a good idea, generally, she is not confident that it is the best way to measure the performance of the Town Manager. Ms. Ryan expressed reservations over whether the Board should be engaging in assessing the Town Manager’s performance at all.
- Mr. Mrachek stated he thought it would be useful to probe this point with Mark Howell at the next meeting. He believes it is important to get his input on this, as well as input from the Town Manager.

- Ms. Porter stated that this topic can be the focus of the next meeting as the legal review of the employee handbook has been delayed and will likely not be on the agenda until the September meeting.

6. Adjournment

- Ms. Ryan moved to adjourn the meeting at 6:17 p.m. Mr. Fay seconded the motion. The Board voted unanimously to adjourn.



July Personnel Updates

Welcome to Concord!

Please join us in welcoming our newest team members! We're excited to have them on board and look forward to their contributions. Be sure to say hello and introduce yourself as they get settled into their new roles. Welcome to the team!



Matthew Boiteau

Executive Assistant to the
Town Manager
Town Manager's Office



Julie Casello

Administrative Specialist
Concord Public Works



Ryan Santos

Water & Sewer Laborer
CPW - Water & Sewer



James Durkin

Equipment Operator
CPW - Highway & Grounds



Paul Mahoney

Traffic Officer
Police

Retirements!

As we welcome new employees this month, we also extend our appreciation and best wishes to those retiring from the Town.

Thomas Judge

After 42 years of dedicated service, Chief Thomas Judge has made the decision to retire 8/7. We deeply appreciate his commitment to safeguarding our community and wish him a happy and healthy retirement.



Marcus Jackson

After 34 years of dedicated service, Firefighter Jackson retired from the Concord Fire Department. We thank him for his service and wish him the very best in retirement.

July 2025 New Hires

Row Labels	Count of Last Name
BEEDE SWIM & FITNESS CENTER	2
Limited Status	1
Temporary	1
CONCORD POLICE DEPARTMENT	1
Limited Status	1
HIGHWAY & GROUNDS DIVISION	2
Regular FT	2
RECREATION DEPARTMENT	2
Temporary	2
TOWN MANAGER'S OFFICE	1
Regular FT	1
WATER & SEWER	1
Temporary	1
Grand Total	9

July 2025 Turnover

Type of Separation	DPLM Building	DPLM Health	Fire	Library	Grand Total
Resignation	1	1		1	3
Retirement			1		1
Grand Total	1	1	1	1	4

Jessica Porter

From: Jessica Porter
Sent: Wednesday, August 6, 2025 12:27 PM
To: Paul
Cc: Mark Howell; Kerry Lafleur; Jessica Porter; celeste@theconcordbridge.org; Kaari Tari; Miguele [REDACTED]; William Mrachek; Nathaniel Smith; Erin McMorrow
Subject: FW: RE PRR20250680
Attachments: TermsandRetiresADP 1-1-2024 to 6-30-2025.xlsx

Good afternoon, Paul.

I wanted to follow up on your questions below. I also received your email sent to our general inbox, so I'm including the Chair of the Personnel Board, Bill Mrachek, on this thread per your request.

As an FYI, the Personnel Board is scheduled to meet on **August 13th at 5:30 PM**. One of the items already included on the draft agenda is "Reporting," which will again address the ongoing challenges we've experienced with reporting under ADP, as well as look ahead to improvements and changes now that we are live on MUNIS.

Regarding the specific report you requested: it is actually an **ADP** report, not a **MUNIS** report, because the timeframe for your information request predates our MUNIS go-live date of **July 1, 2025**. Reports run for information post July 1, 2025 will look different and be pulled from MUNIS.

I reviewed the employees you mentioned — Jackson, Johnson, and Sencion — and I was puzzled at first, as Jackson and Johnson are indeed actively employed. I initially assumed it was a sorting or filtering issue, so I reran the report. It turns out that some employees have multiple profiles in ADP, including records showing terminations that didn't actually occur. I wasn't aware of that quirk at the time, and had I known, I would have reviewed the data more carefully before sharing. That's on me, and I apologize.

As for Kimberly Crum — she does appear in the report, but under the **Limited Status** tab.

This situation really underscores the challenges we've faced navigating between systems and the risks involved in manually building reports. I'm happy to share the full data pull I ran, which includes actives and terms, so you can review and sort through the information as needed.

Please let me know if you'd like me to send that your way.

Jess

Jessica Porter, M.P.A.
Assistant Town Manager/HR Director
Town of Concord
55 Church Street
West Concord, MA 01742
T: 978-318-3028
F: 978-318-3393
E: jporter@concordma.gov

From: Paul <[REDACTED]>
Sent: Monday, August 4, 2025 9:21 AM
To: Nathaniel Smith <nsmith@concordma.gov>
Cc: Mark Howell <markhowell@concordma.gov>; Kerry Lafleur <klafleur@concordma.gov>; Jessica Porter <jporter@concordma.gov>; celeste@theconcordbridge.org; Kaari Tari <ktari@concordma.gov>; Miguel@concordma.gov <[REDACTED]>
Subject: Re: RE PRR20250680

Good morning Nate,

Thanks for your reply and the subsequent Excel sheet from HR that I'm guessing now replaces the data (inaccurate) submitted to the Personnel Board from HR. (Excel sheet attached) I have only taken a cursory look at the data, but four things stand out:

1. *Leigh Jackson* List shows she was hired, started and terminated on the same date of 02/05/2024. The Town Recreation Website lists her as the current Director of the department.
2. *Kim Johnson* List shows she was hired, started and terminated on the same date of 04/01/2024
3. *Victor Sencion* List shows he was hired on 04/05/2021, Position Start Date of 04/16/2024 (promoted?) and terminated on the same date of 04/16/2024
4. The list indicates 39 of 60 had less than 3 years with the Town. I just want to be sure this is correct? Is there any reason Kimberly Crum isn't on this list?

Thanks,

Paul Macone

On 07/31/2025 10:58 AM EDT Nathaniel Smith <nsmith@concordma.gov> wrote:

Good morning Paul,

During the January 8th (Personnel Board January 8, 2025) and February 12th (Personnel Board February 12) meetings, Ms. Porter and the Personnel Board discussed the monthly reports generated from the Town's payroll software (ADP), and it was noted that there are limitations to these reports as they only reflect payroll data. As an example, vacant positions are included as an FTE in the Town's Budget software (MUNIS) and documentation but would not be counted in payroll data. Further, data from ADP includes all staff, regardless of budget unit, so positions funded via funds other than the General Fund are included. The result is that comparisons between the ADP reports and the General Fund budget will not match as they are serving different purposes.

HR is pleased to report that MUNIS payroll went live on July 1. Moving forward, positions, vacancies, payroll, budget, etc. are all in one common system, and HR is in the beginning stages of learning how to run various reports that will be helpful to their (and the Personnel Board's) work. Ms. Porter referring to this data as inaccurate was unfortunately misleading; the data is accurate to the purpose it was designed to serve. Ms. Porter will correct any confusion at the next Personnel Board meeting.

Thanks,

Nathanial Smith, CA, CRM (he/him/his)

Municipal Archivist/Records Manager

Phone: 978-318-3064

[Public Records Requests](#)

[Town of Concord Archives](#)

From: Paul <[REDACTED]>
Sent: Wednesday, July 30, 2025 12:52
To: Nathanial Smith <nsmith@concordma.gov>; Kaari Tari <ktari@concordma.gov>
Cc: Mark Howell <markhowell@concordma.gov>; Kerry Lafleur <klafleur@concordma.gov>; Jessica Porter <jporter@concordma.gov>; celeste@theconcordbridge.org <celeste@theconcordbridge.org>
Subject: RE PRR20250680

Nate,

With regard to our exchange on my record request (PRR20250680) that I would have to personally pay for certain records, I made this statement in one of the exchanges:

"I know I don't need to explain why I am making a record request, but I will in this case. After monitoring resignations, retirements and FTE's etc. for many months from the monthly submissions from HR to the Personnel Board, I happened to watch a Personnel Board Meeting a couple of weeks ago and the following occurred: The PB Chair asked Ms. Porter if the monthly sheets documenting the comings and goings of employees HR sends them were accurate? Ms. Porter said they were not accurate! Ms. Porter stated the number of employees was accurate and the rest of the information was not. I encourage you to watch this exchange."

During the last Select Board election cycle and FY26 Budget discussions there were questions posed and much discussion about employee comparisons between Concord and other like communities. FTE's have apparently now been juggled around making historical comparisons with past years virtually impossible. I wonder why making the FTE's hyper complicated was necessary or even intentional?

The Human Resources Department has supplied the Personnel Board (I'm told at their request) monthly data with the numbers of employees coming and going from the respective departments for (around) a couple of years. There have been several taxpayers and SB candidates that were monitoring these data sheets along with the Personnel Board as they had requested the information. Now that it has been learned some or even a great deal of the HR supplied data is incorrect, where is the correct data and when will it be available? Does this situation make historical comparisons and analysis already completed a waste of time? Ms. Porter stated at the recent Personnel Board meeting that the number of employees is correct but the rest isn't.

I find it incomprehensible that the Human Resources Department was issuing requested data to the Personnel Board that is now admittedly incorrect. I have attached all the HR produced "data sheets" that were included in the monthly meeting documents for the Personnel Board. I would think this data is extremely important in seeing important trends etc.

To be able to accurately track this data the information needs to be accurate! My question is, when will this historical and current information be corrected? My other question is how long was the Human Resources Department going to keep supplying inaccurate information to the Personnel Board? (without them knowing it was inaccurate) The reason this came up at the last Personnel Board meeting was the Chair of the Board simply asked whether the data was correct and he was told it wasn't. Thank goodness the Chair asked the question..

Paul Macone



Building Commissioner

Department: Planning & Land Management, Building Inspections Division Salary Grade: 15
Reports To: Town Manager for State Building Code Enforcement; FLSA Status: Exempt
~~Deputy Town Manager for Administrative Matters~~
Community Development Director
Appointed By: Town Manager Date: ~~July 2023~~August 2025

GENERAL SUMMARY:

Responsible to the Town Manager, and under the administrative direction of the of the ~~Deputy Town Manager~~Community Development Director, performs administrative, supervisory, and inspection work related to the enforcement and interpretation of the State Building Code as well as Section 13A of Chapter 22 and the rules and regulations made under the authority thereof governing building, electrical, plumbing, and gas standards; Architectural Access Board (AAB) regulations; Concord Zoning and Sign bylaws, Board of Appeals, and Planning Board and Historic Districts Commission decisions. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of detail, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Works strategically and collaboratively in coordinating activities with other departments and divisions to either support the Building Division's mission or provide support for another division's mission.
- ◆ Functions as the local Code official, interpreting and enforcing the MA State Building Code, 780 CMR. Examines or provides for the examination of all applications for permits and amendments. Issues and/or rejects permits based on code. Coordinates building code reviews and issuance with the Concord Fire Department as required by statute.
- ◆ Functions as the Zoning Enforcement Officer per MGL Ch. 40A. Reviews, grants, or denies building permit applications for compliance with the Concord Zoning Bylaw.
- ◆ Administers the new Fossil Fuel-Free Building Demonstration Program bylaw.
- ◆ Reviews, grants, or denies sign permit applications based on compliance with the Concord Sign Bylaw.
- ◆ Enforces the Architectural Access Board (AAB) regulation. Reviews plans for compliance with the AAB regulations. Ensures the provision and enforcement of handicap accessibility and parking at public buildings in the Town.
- ◆ Functions as the local Floodplain Administrator to coordinate floodplain management. May attend trainings as needed to serve in this role.
- ◆ Administers the management of the weights and measures inspections annually through a contract service.
- ◆ Reviews, makes recommendations, and enforces all Board of Appeals Special permits, variances and appeals decisions and all Planning Board special permit and site plan approvals.

Building Commissioner

- ◆ Enforces the workers' compensation requirements of state law by managing all such requirements in the issuance of all plumbing, gas, electrical, and building permits.
- ◆ Reviews applications for building new structures or adding to existing structures within airport approaches.
- ◆ Seeks a review and manages the application process for all construction located on lots within the designated White Pond area.
- ◆ Monitors and enforces the Municipal Outdoor Lighting Policy and Guidelines and all aspects of the Demolition Review Bylaw.
- ◆ Enforces the posting of identification numbers of dwellings, apartment buildings, condominiums and business establishments and assigns street addresses for new or renovated structures.
- ◆ Manages the annual liquor establishment inspections process with the Concord Fire Department. Submits a report to the Select Board prior to their issuance of liquor licenses.
- ◆ Reviews all "common victualer" Class I and Class II motor vehicle, automatic amusement device, inn-holder and lodging house, livery/taxicab license renewal applications for compliance with local zoning bylaws.
- ◆ Prepares and recommends the Division's budget to the Deputy Director and administers approved funds in accordance with town policies and procedures and within the adopted budget.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance at the workplace is required.

SUPERVISORY RESPONSIBILITY:

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

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

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

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Expert knowledge of statutes, bylaws, regulations, codes, policies and procedures relevant to the division's operations. Superior knowledge of the equipment and materials essential for the safety, comfort, and convenience of the occupants of a building or structure. Ability to enforce regulations firmly, tactfully and impartially. Ability to read and interpret blueprints, drawings, and building plans and specifications.
- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; excellent public relations skills to effectively deal with all members of the public in a courteous and tactful manner; ability to establish and maintain good working relationships with coworkers. Ability to work cooperatively with citizen boards.
- ◆ Ability to work with a high level of detail; ability to prioritize multiple tasks and deal effectively with interruptions; ability to identify and analyze complex issues and to develop appropriate recommendations.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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

Majority of work is performed in a normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Work is performed in a quiet work environment, with constant interruptions. Frequently subjected to the demands of other individuals and the volume and /or rapidity with which tasks must be accomplished. Often required to work outside of normal business hours and attend regular evening meetings or respond to Fire Dept. emergencies when there is a question of building safety to be determined.

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

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

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

Building Commissioner

- ◆ Enforces the workers' compensation requirements of state law by managing all such requirements in the issuance of all plumbing, gas, electrical, and building permits.
- ◆ Reviews applications for building new structures or adding to existing structures within airport approaches.
- ◆ Seeks a review and manages the application process for all construction located on lots within the designated White Pond area.
- ◆ Monitors and enforces the Municipal Outdoor Lighting Policy and Guidelines and all aspects of the Demolition Review Bylaw.
- ◆ Enforces the posting of identification numbers of dwellings, apartment buildings, condominiums and business establishments and assigns street addresses for new or renovated structures.
- ◆ Manages the annual liquor establishment inspections process with the Concord Fire Department. Submits a report to the Select Board prior to their issuance of liquor licenses.
- ◆ Reviews all "common victualer" Class I and Class II motor vehicle, automatic amusement device, inn-holder and lodging house, livery/taxicab license renewal applications for compliance with local zoning bylaws.
- ◆ Prepares and recommends the Division's budget to the Deputy Director and administers approved funds in accordance with town policies and procedures and within the adopted budget.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance at the workplace is required.

SUPERVISORY RESPONSIBILITY:

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

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

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

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Expert knowledge of statutes, bylaws, regulations, codes, policies and procedures relevant to the division's operations. Superior knowledge of the equipment and materials essential for the safety, comfort, and convenience of the occupants of a building or structure. Ability to enforce regulations firmly, tactfully and impartially. Ability to read and interpret blueprints, drawings, and building plans and specifications.
- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; excellent public relations skills to effectively deal with all members of the public in a courteous and tactful manner; ability to establish and maintain good working relationships with coworkers. Ability to work cooperatively with citizen boards.
- ◆ Ability to work with a high level of detail; ability to prioritize multiple tasks and deal effectively with interruptions; ability to identify and analyze complex issues and to develop appropriate recommendations.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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

Majority of work is performed in a normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Work is performed in a quiet work environment, with constant interruptions. Frequently subjected to the demands of other individuals and the volume and /or rapidity with which tasks must be accomplished. Often required to work outside of normal business hours and attend regular evening meetings or respond to Fire Dept. emergencies when there is a question of building safety to be determined.

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

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.



Business Manager

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

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

GENERAL SUMMARY:

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

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Oversees preparation of yearly operating and capital budgets and planning for all divisions in the department. Conducts budget review and analysis for both General and Enterprise Fund budgets. Maintains long-range financial planning tools for Enterprise Funds.
- ◆ Monitors budgets; prepares a variety of reports reflecting the financial status of the various divisions within the department and reviews results with management staff.
- ◆ Designs, Develops and maintains reporting systems to monitor financial and operational performance across divisions and implements improved systems for management and control of CPW. Designs and develops computer and operating systems to improve financial planning and control processes, and develops, implements, and coordinates applications.
- ◆ Coordinates the year-end closing process for all divisions, including the recording of all receipts/ revenues and disbursements/expenditures.
- ◆ Acts as liaison with Finance and other departments for ~~the~~ procurement, payroll, revenue tracking and expense functions of the department, addresses funding issues and resolves problems.
- ◆ Serves as the primary liaison between Concord Public Works and the Concord Municipal Light Plant (CMLP) to ensure alignment of administrative procedures, joint customer service practices, and shared operational processes. Provides oversight of internal CPW workflows that intersect with CMLP systems, delegating technical implementation to appropriate staff.

- ◆ Sets up billing software to implement changes in billing structure and rates for ~~Water and Sewerwater, sewer, stormwater and solid waste; m-~~ Monitors ~~water and sewer~~ billing for compliance and provides reporting that informs discussions on rate changes.
- ◆ Oversight of grant reimbursements and service contracts.
- ◆ Coordinates all cross-departmental transactions, including purchase orders, transfers, invoices, payroll etc. Assists and consults with GIS staff, MIS staff, Finance, town billing and collection staff, and vendors as necessary.
- ◆ May respond to any departmental or broader municipally declared emergency which requires interdepartmental or intercommunity coordination.
- ~~◆ Performs special projects and related responsibilities as initiated, requested and directed, including work for all Public Works Divisions.~~
- ◆ ~~Performs other related duties as required, directed or as the situation dictates, including support for all Public Works Divisions.~~
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

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

EDUCATION & EXPERIENCE:

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

KNOWLEDGE, SKILLS & ABILITIES:

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

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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

Employee is regularly required to walk, stand, sit, talk and hear. Uses hands to finger, handles, feels or operates objects, tools or controls and reaches with hands and arms as in picking up paper, files and other common offices objects. Employee may infrequently lift and/or move objects weighing up to 10 pounds such as tools, equipment, supplies, etc.

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

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

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

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.



Business Manager

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

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

GENERAL SUMMARY:

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

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Oversees preparation of yearly operating and capital budgets and planning for all divisions in the department. Conducts budget review and analysis for both General and Enterprise Fund budgets. Maintains long-range financial planning tools for Enterprise Funds.
- ◆ Monitors budgets; prepares a variety of reports reflecting the financial status of the various divisions within the department and reviews results with management staff.
- ◆ Designs and maintains reporting systems to monitor financial and operational performance across divisions and implements improved systems for management and control of CPW. Designs and develops computer and operating systems to improve financial planning and control processes, and develops, implements, and coordinates applications.
- ◆ Coordinates the year-end closing process for all divisions, including the recording of all receipts/ revenues and disbursements/expenditures.
- ◆ Acts as liaison with Finance and other departments for procurement, payroll, revenue tracking and expense functions of the department, addresses funding issues and resolves problems.
- ◆ Serves as the primary liaison between Concord Public Works and the Concord Municipal Light Plant (CMLP) to ensure alignment of administrative procedures, joint customer service practices, and shared operational processes. Provides oversight of internal CPW workflows that intersect with CMLP systems, delegating technical implementation to appropriate staff.
- ◆ Sets up billing software to implement changes in billing structure and rates for water, sewer, stormwater and solid waste; monitors billing for compliance and provides reporting that informs discussions on rate changes.
- ◆ Oversight of grant reimbursements and service contracts,

Business Manager

- ◆ Coordinates all cross-departmental transactions, including purchase orders, transfers, invoices, payroll etc. Assists and consults with GIS staff, MIS staff, Finance, town billing and collection staff, and vendors as necessary.
- ◆ May respond to any departmental or broader municipally declared emergency which requires interdepartmental or intercommunity coordination.
- ◆ Performs other related duties as required, directed or as the situation dictates, including support for all Public Works Divisions
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

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

EDUCATION & EXPERIENCE:

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

KNOWLEDGE, SKILLS & ABILITIES:

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

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

Employee is regularly required to walk, stand, sit, talk and hear. Uses hands to finger, handles, feels or operates objects, tools or controls and reaches with hands and arms as in picking up paper, files and other common offices objects. Employee may infrequently lift and/or move objects weighing up to 10 pounds such as tools, equipment, supplies, etc.

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

Business Manager

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

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

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Management Analyst

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

Salary Grade: 8
FLSA Status: Exempt
Date: August 2025

GENERAL SUMMARY:

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

ESSENTIAL JOB FUNCTIONS:

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

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

~~◆ Performs special projects and related responsibilities as initiated, requested and directed, including work for all Public Works Divisions.~~

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

SUPERVISORY RESPONSIBILITY:

None

EDUCATION & EXPERIENCE:

- ◆ Bachelor's degree in business administration, public administration, or related field; and five or more years of progressively responsible experience in financial analysis, customer service, ~~or administrative operations, 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.
- ◆ ~~Strong analytical skills and the ability to develop a interpret financial and operational data. strategy for Department operations, to develop a budget, and to manage allocated resources.~~
- ◆ Ability to interpret and apply the principles and practices of regulations and laws relating to the general management and operations of a municipal Public Works Department.
- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with all members of the public, other employees, departments, officials and agencies in a courteous and tactful manner. Ability to maintain confidential information.
- ◆ Ability to work effectively under time constraints to meet deadlines.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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

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

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

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Management Analyst

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

Salary Grade: 8
FLSA Status: Exempt
Date: August 2025

GENERAL SUMMARY:

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

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Prepares monthly budget tracking reports and monitors division expenses against approved budgets and provides coding corrections to Town Accountant. Conducts monthly review of large customer bills. Works with the Treasurer/Collector and the Customer Service Group to support revenue collection and resolve outstanding fees.
- ◆ Assists with the preparation of operating budgets and financial forecasting under the direction of the Business Manager for all Public Works Divisions.
- ◆ Prepares and assists Department personnel with service and equipment procurement in accordance with applicable Town and State guidance and policies. Represents the Department in various purchasing consortiums.
- ◆ Identifies, designs, develops and implements new programs based on policies and procedures of the Public Works Commission.
- ◆ Analyzes the costs of particular services or operations and recommends changes in fees to Business Manager, as necessary.
- ◆ Provides assistance and guidance concerning computer software issues impacting the Division.
- ◆ Responds to customer inquiries regarding billing or utility service and coordinates with Customer Service and field staff.
- ◆ Monitors exception reports and unusual billing activities, initiating response actions as needed. Serves as a point-of-contact with the Concord Municipal Utilities Customer Service Group.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.

Management Analyst- Public Works

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

SUPERVISORY RESPONSIBILITY:

None

EDUCATION & EXPERIENCE:

- ◆ Bachelor's degree in business administration, public administration, or related field; and five or more years of progressively responsible experience in financial analysis, customer service, administrative operations, 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.
- ◆ Strong analytical skills and the ability to interpret financial and operational data.
- ◆ Ability to interpret and apply the principles and practices of regulations and laws relating to the general management and operations of a municipal Public Works Department.
- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with all members of the public, other employees, departments, officials and agencies in a courteous and tactful manner. Ability to maintain confidential information.
- ◆ Ability to work effectively under time constraints to meet deadlines.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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

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

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

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Employee Development & Engagement Specialist

Department: Human Resources
Reports To: Human Resources Director
Appointed by: Town Manager

Salary Grade: 6
FLSA Status: Non-Exempt
Date: August 2025

GENERAL SUMMARY:

Under the supervision of the Human Resources Director, this position supports the Town's workforce by assisting with employee development, performance management, engagement, and organizational growth initiatives. Responsibilities include coordinating training programs, supporting performance and goal-tracking tools, assisting with succession planning, and contributing to initiatives that enhance the employee experience. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs responsible and varied duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Acts as a liaison between Town departments, the general public, and external agencies, providing information, addressing inquiries, and managing sensitive situations with professionalism and discretion. Communicates policies and procedures clearly and effectively. Collaborates with HR staff to support department operations and coordinate special projects. Works with and has access to highly confidential Town-wide information, including employee performance and medical records, disciplinary actions, collective bargaining matters, legal investigations, and policy considerations, while maintaining strict confidentiality and professional protocols.
- ◆ Performs complex administrative and HR support tasks, including document preparation, correspondence, and HR record maintenance. Supports HR system administration by ensuring compliance with policies and collective bargaining agreements. Maintains accurate records, assists with data entry, troubleshooting, and system updates, and coordinates with staff to address inconsistencies as needed. Compiles and analyzes complex data for reports, audits, and reconciliations of department records and databases.
- ◆ Supports the Human Resources Department in maintaining and improving the employee performance evaluation process.
- ◆ Supports and manages the Employee Goal Tracker tool, collaborating with Department and Division Heads to ensure goals are accurately tracked and regularly updated throughout the year.
- ◆ Prepares reports for the Human Resources Department and Personnel Board related to training, performance metrics, and employee development initiatives.
- ◆ Plans and facilitates annual compliance trainings, including sexual harassment prevention, employee handbook

Human Resources Generalist

reviews, and other specialized training programs as required. Assist the Director in identifying employee leadership development and training opportunities.

- ◆ Develops and maintains internal resources (print and digital) that support employee development and career pathing.
- ◆ Produces a monthly newsletter highlighting employee training opportunities, achievements, and development resources.
- ◆ Helps guide departments through organizational changes, resource reallocation, and other workforce initiatives as directed.
- ◆ Advocates for employees looking to chart meaningful paths within the organization - creating unique opportunities for employees to be their best.
- ◆ Collaborates with other human resources staff on employee wellness initiatives, employee benefits, and administrative simplification.
- ◆ May assist with recruitment-related activities such as posting job openings, processing applications, scheduling interviews, and coordinating reference checks as needed.
- ◆ May support workers' compensation and injured-on-duty programs by assisting with documentation, tracking, and communication with employees, departments, and third-party administrators.
- ◆ Organizes and coordinates HR events, training sessions, and employee recognition activities.
- ◆ Maintains confidentiality and ensures compliance with state and federal employment laws, regulations, and policies while managing accurate and compliant HR documentation.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

None

EDUCATION & EXPERIENCE:

- ◆ Bachelor's degree in Human Resources, Organizational Development, Public Administration, or a related field; plus at least five years of progressively responsible HR or talent development experience, preferably in a municipal or public-sector setting; or any equivalent combination of education and experience.
- ◆ Experience coordinating employee training programs, performance management processes, or employee engagement initiatives preferred.
- ◆ Experience with HRIS systems, data reporting, and workforce analytics desirable.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Strong understanding of Human Resources principles with a focus on employee development, performance management, and engagement.
- ◆ Strong administrative and office support skills. Thorough knowledge of office procedures, practices, equipment and terminology. Complete knowledge of business arithmetic, American business English and spelling.

Human Resources Generalist

- ◆ Thorough knowledge of office practices and procedures and general knowledge of the laws and regulations affecting human resources. Knowledge of the municipal administration process and of the functions of municipal government, basic working knowledge of business administration, and applicable local, state, and federal laws.
- ◆ Excellent verbal and written communication skills with the ability to interact professionally and tactfully with employees, departments, and the public. Ability to establish and maintain effective working relationships, provide clear instructions, and handle sensitive information with discretion and confidentiality.
- ◆ Proficiency using Microsoft Office Suite and other human resources related software applications.
- ◆ Strong analytical and problem-solving skills with the ability to identify and address complex issues, develop effective solutions, and exercise sound judgment. Ability to work independently with attention to detail, manage multiple priorities, and adapt to changing systems and procedures.
- ◆ Strong writing and proofreading skills with the ability to draft correspondence, prepare reports, and maintain accurate records, statistics, and confidential documentation.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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

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

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

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.