

**TOWN OF CONCORD PERSONNEL BOARD
AGENDA**

Tuesday, December 10, 2024

5:30 p.m.

55 Church Street & Zoom Video Conference

Join Zoom Meeting

<https://us02web.zoom.us/j/88620203540?pwd=dhFy3MQbcgmocgENShR927csnlbwrC.1>

Meeting ID: 886 2020 3540

Passcode: 811158

- 1. Call to Order**
- 2. Approval of Minutes**
 - October 9, 2024
 - November 13, 2024
- 3. Assistant Town Manager/ Interim Human Resources Director's Report**
- 4. Classification Actions**
 - Review and vote proposed new job description and classification
 - Assistant Chief Financial Officer
 - Election & Census Manager
 - Recreation Operations Manager
 - Lead Swim Coach
 - Review of updated job descriptions
 - Assistant Town Clerk
 - Aquatics Supervisor
 - Senior Administrative Specialist – Finance-Town Clerk
- 5. Possible vote to approve Personnel Board charge for presentation to the Select Board**
- 6. Adjournment**

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

- Minutes of October 9, 2024
- Minutes of November 13, 2024

TOWN OF CONCORD PERSONNEL BOARD

Meeting Minutes

October 9, 2024

55 Church Street / Zoom

Present: Bill Mrachek, Josh Fay, Katherine Ryan, Elizabeth Cobbs, Joe Emerick
Also Attended: Jessica Porter, Assistant Town Manager/Interim HR Director;
Erin McMorrow, Assistant Human Resources Director
Kimberly Crum (remote)
Jeff Murawski, Water & Sewer Superintendent
Joel Stevens, Water & Sewer Department

1. Call to Order

- At 5:31 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

- K. Ryan moved to approve the minutes from September 11, 2024. J. Emerick seconded. Roll call vote was unanimous to approve the minutes.
- Minutes from June 12, 2024 were not yet available so no action was taken.

3. Report of the Chair

- B. Mrachek reported he and E. Cobbs met with the Town Manager to review the Personnel Board's charge and that the Board's goals are consistent with the Town's goals. He reported that the Town Manager was supportive of the goals and of the Board's membership and contributions.

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

- J. Porter reported that she was still acting as the Interim HR Director. She also reported that Erin McMorrow, as the Assistant Human Resources Director, will focus on recruiting, collective bargaining negotiations and day-to-day operations.
- K. Crum reported she will continue to work on human resources (HR) projects, including assisting in the creation of goals for every position under the regular classification structure. She reported that the goal is to have everyone's goals place by December 1st.
- K. Crum also reported she will be working on a global training initiative for all Town employees and create a plan for monthly training opportunities for employees and on a rebranding and recruitment initiative.
- J. Porter reported that K. Crumb is working on goals that will lead into new evaluation tool that K. Crum will also be working on and will involve the Personnel Board input. J. Porter also reported that Select Board goals will cascade down to the Town Manager's goals, and then the Senior Management Team (SMT).
- J. Porter reported the following update on the HR team:

- Agreements in place with two Library unions
- Still working with the Police and Public Works union
- Several recruitments are in process, including the Communications Manager where a candidate has been identified, there is a new Interim Chief Information Officer.
- Preparing for open enrollment for Medicare retirees, since HR took on retirement and benefits.
- B. Mrachek asked how many employees are in the Medicare group? J. Porter reported that zero employees in this group, because even if your 65 or older, if you are actively working you keep your current employer plan until you retire. She reported there are approximately 150-170 Medicare eligible retirees.
- B. Mrachek noted the age group of Town employees with many retirements in the future and the need to replace those employees.
- E. Cobbs noted there were 27 resignations and ask if that number was normal or if it was high? J. Porter reported that the number of resignations is coming down now that there is a solid SMT and the number will continue to come down. The largest was in Public works with 8 resignations.
- E. Cobbs asked if the Town has relationships with universities for recruitment? J. Porter reported they use Handshake and some of the technical schools for trade position. J. Porter reported that changes on the state level for obtaining a CDL has made it more difficult to recruit in some of the trades positions.
- B. Mrachek suggested to look at resignations to understand why an employee reassigned, such as compensation, commute, lack of advancement, etc. J. Porter that E. McMorrow is creating a new electronic form for exit interviews so they can extract more information. J. Porter reported the goal is for everyone who leaves Concord to have an exit interview.

5. Review and Vote Personnel Policies & Procedures (PPP) 40 - Town Vehicle and Licensing Policy (Loss of Driver's License)

- J. Porter presented the proposed update to PPP40 for a new procedure to be implemented Town wide. She reported this policy impacts employees who drive Town owned vehicles as a requirement for their position. The state's Driver Verification System (DVS) allows an employer to enter the license number, birthdate and name into their system, which will provide real-time updates and flag any employees whose license is revocation, suspended or expired, etc. This will ensure that all employees using a Town vehicle has a valid license. J. Porter also reported the employee will need to sign an authorization for the Town to enter them into the DVS.
- J. Porter noted DVS will not be used to check an employees' driving history, but will only be used to ensure employees have a valid license. She went on to note that if an employee were to have a suspended, expired, revoked license, the Town would work with the employee on the issue, but they would not be able to drive a Town vehicle until their license is reinstated. She went on to note that there are positions such as

Police, Fire, Water, Sewer and Public Works that require a valid driver's license as a condition of employment.

- J. Fay asked if the policy draft included language that it's the obligation of the employee to maintain a valid license and to timely renew the license. J. Porter noted the policy requires the employee to notify the Town if they lose their license.
- K. Ryan asked if this would apply to employees who drive their own vehicle on Town business. J. Porter stated that this policy would also apply to those employees and there are some employees that drive for official business, or receive an allowance such as senior leadership.
- E. Cobbs asked how has this been maintained prior to implementing this new system? J. Porter noted that the Town has not been checking and it has been the honor system for reporting a suspended/expired license, but there hasn't been a mechanism to check licenses.
- J. Fay asked what was the percentage of employees use their own vehicle for Town business? J. Porter reported that about 10 to 12 employees receive a car allowance, and there is another group that drive for official business, but do not receive an allowance, however, they can receive a mileage reimbursement.
- J. Porter noted that when someone separates from employment we will include this as part of off-boarding to remove them from the system.
- K. Ryan asked if the Town checks driving records for new hires and if it's included as part of the offer letter contingent upon passage of a background check? J. Porter reported that it is part of their new hire paperwork/process and the background check includes a driving record check as well. J. Porter noted that the Town does a full background check through ClearStar, which includes driving, criminal history and credit check depending up on the type of position. B. Mrachek asked if that included a Criminal Record Offender Information (CORI) check as well. J. Porter stated that Recreation Dept. does CORIs, but it is included in the ClearStar background which is more comprehensive that CORI.
- B. Mrachek suggested to add language that this policy is not intended to track traffic violations or history, but rather to ensure employees have a valid license. J. Porter stated that this could be added and pointed out that the form references driver history. E. Cobbs agreed that adding clarifying language since the system can check driving record.
- Joel Murkawski made public comment, noting under Requirements for Operating Town Vehicle and DVS Authorization, the third paragraph states that Commercial Driver's License (CDL) holders must comply with state specific requirements, including medical certifications. He noted the challenge for CDL drivers is they have to pay a fee for medical certification and submit for reimbursement. He also noted they have to take personal or vacation time to do this. He requested that Town have certified DOT doctors to do exams on site so CDL holders don't have to use their own time and pay out of pocket.
- J. Porter noted that E. McMorrow is working on finding a new occupational health provider. J. Porter recommended reviewing this from an equity standpoint because if

you are in the Public Works union, the Town reimburses up to \$100 every two years for that DOT medical certificate, but other DOT drivers don't receive this.

- E. Cobbs noted that there are two pieces regarding this policy. The first is an addendum to make it clear the intention behind the policy that would need some added language. The second is the comments on reasonableness about the DOT medical certificate is a separate issue that may not need to be added to this document. B. Mrachek asked whether it should be included in the policy. K. Ryan felt it was a separate issue from license renewal/expiration. E. Cobbs agreed especially since this is handled differently across different departments. J. Emerick recommended that before the Town pays for certifications or medical evaluations that the Town review other departments that we are already doing this for, such as maintenance, electrical, etc. He went on to recommend the Town look at this holistically. J. Emerick noted there are three separate issues, 1) licensure; 2) medical certification for the license, and 3) time-off needed to obtain these.
- J. Murawski noted that CDLs are more complicated than Class D licenses as certain vehicles, such as a vactor truck, requires a special endorsement. He noted that licensure requirements could change based on the vehicle and encouraged flexibility in the policy to allow employees to obtain the new licensure if requirements change.
- K. Crum recommended a more comprehensive review is needed to understand which positions in the Town require ongoing recertification on licensure. She recommended a holistic approach based on data. K. Crum noted this may or may not need a new PPP, which would depend on the outcome of what was found from this a holistic review.

Motion: E. Cobbs moved to accept the updates to PPP40 change with one revision to make the language clearer that system won't be used to investigate driving records, just status of license and compliance. K. Ryan seconded the motion. Roll call vote was unanimous to approve changes to PP40.

- B. Mrachek noted that the minutes should reflect that employees understand what they can expect from the Town and when. J. Porter stated that they do a comprehensive review and pull together all license requirements/endorsements information, which will include collective bargaining requirements, and will discuss with SMT members that may be impacted. B. Mrachek recommended we have an update on this issue in January 2025.

6. Classification Actions

Chief Information Officer

- J. Porter presented changes to the Chief Information Officer (CIO) position. This position was formerly held by Jason Bulger who is now with the Light Plant and the broadband portion was transitioned to the light plant where it made more sense. J. Porter noted

that as a result references to broadband were removed from CIO in Information Technology (IT) and the position was brought down one grade from an 18 to 17.

Motion: J. Fay moved to approve changes to the CIO job description. J. Emerick seconded the motion. Roll call vote was unanimous approval.

Emergency Communications Manager

- J. Porter presented changes to the Emergency Communications Manager position. She noted that as they interviewed candidates and needs of the department, it became clear there were key pieces to the position that needed to be added, specifically the oversight, administration, maintenance and repair of all public safety communication infrastructure. These additions resulted in a one grade increase from a Grade 12 to a 13.
- J. Emerick noted that manager of the communications team and the technical knowledge to maintain equipment are different skill sets, and asked if they were able to recruit candidates with both. J. Porter noted they have identified a candidate who is moving through the background process, has all of those skill sets.
- E. Cobbs inquired about the Bachelor Degree in criminal justice, which doesn't seem to align with the needs of the role. J. Porter noted there is overlap with joint communications and the degrees listed in the job description, and that having criminal justice of fire science is helpful for this role. She also noted that many Police Officers and public safety employees have similar criminal justice degrees.
- K. Ryan inquired about whether the job description was modified for the candidate or whether the Town identified the need for the modification. J. Porter noted that it was probably a combination of the two, and it is also modified for planning in future for potential new public safety facility which would require new equipment.
- J. Emerick inquired about the non-smoker requirement? J. Porter noted that a state law change in the past requires Police & Fire personnel are non-smokers, and because this position is part of public safety it falls under that requirement.
- E. Cobbs inquired about the language requiring a clean driving record, is this how you would track it for a new hire? J. Porter yes that is part of the background check.
- E. Cobbs noted this position is timely for 250th celebration and asked if that was part of the discussion for the position. J. Porter noted that the 250th is touching Town-wide and specifically with Public Safety.

Motion: E. Cobbs made a motion to approve changes to the Emergency Communications Manager position. J. Fay seconded the motion. Roll call vote was unanimous approval.

Community Engagement Manager

- E. McMorrow presented the new Community Engagement Manager position in the Recreation Department. She reported this new position will work to grow their brand, community engagement, online community presence, and manage Recreation Commission meetings. She reported the factor analysis placed this as a Grade 6.

- J. Fay asked where do these responsibilities fall previously and now? J. Porter noted that these responsibilities are being done by many in the department, but Recreation is constantly growing the demand for programs with new spaces. She reported that Recreation is operated as a revolving fund, which means funds received for programs are used to fund the department operations. She noted this position will provide dedicated focus on marketing/branding and getting the word out to the public and will tie into the Town-wide branding efforts.
- E. Cobbs noted that the Hunt Recreation center is very well used and asked if Recreation is looking to expand programs with this role? J. Porter affirmed the goal of expanding program non-athletic programming that are more accessible, such as nature walks at Gerow Park, pickleball, etc. She reported this position is fully supported by revolving fund.

Motion: J. Emerick moved to approve new Community Engagement Manager position. E. Cobbs second the motion. Roll call vote was unanimous approval.

Program Director for Childcare Services

- J. Porter presented the part-time position that will assist with both Carousel and after school programs. She also reported that the program has expanded as they took on after school program responsibilities and this position will assist the Director to fill in gaps with programs and administrative/clerical duties.
- B. Mrachek noted the use of the title of Program Director, specifically a Director, which reports to a Manager.
- J. Porter noted the Manager position was created back when it was just the Carousel program, this position may never have had a title change and may need to be changed to Childcare Services Director, and Program Manager.
- E. Cobbs inquired if the salary grade was changed in last review when the position expanded?
- J. Emerick suggested alternate titles of Associate, Specialist or Lead for a position like this.
- K. Crum reported she did not know whether this position was upgraded. She noted that GovHR may not have reviewed the miscellaneous schedule of position, which this position falls under. She also noted that there may be another similar position with the Director in the title, but also agreed that a Director reporting to a Manager was not ideal. J. Porter reported it was a limited status position working 19 hour per week position that works 10 months a year.

Motion: J. Emerick moved to approve the Program Director as written with a recommendation to the Town to remove Director form title and replace with more appropriate title give the position's non-exempt status. J. Fay seconded the motion. Roll call vote was unanimous approval.

7. Personnel Board Charge & Timeline

- B. Mrachek reported that he and E. Cobbs have been communicated with Mark Howell on the Select Board who has been working with the Select Board Chair to have the Personnel Board Charge presented at the first December Select Board meeting.
- B. Mrachek noted that the Personnel Board has not yet approved the Charge for presentation to the Select Board.
- E. Cobbs noted that at the last meeting agreed to meet with the Town Manager which we have done and she agreed with the objectives.
- J. Fay noted we agreed to circulate clean copy for review before voting.
- E. Cobbs noted that the comments in current copy show the governing documents and we had discussion on whether we need to go back to 1921.
- K. Ryan noted we only have to reference current bylaw passed at the most recent Town Meeting as the other documents are historical documents.
- B. Mrachek suggested that we may want to include it so it's clear the past documents support.
- E. Cobb notes that the first sentences states the Personnel Board was established in 1921.
- J. Fay recommended keeping the historical references, but reverse the order newest to oldest.
- E. Cobbs will create clean copy and send to B. Mrachek and Mark Howell for a possible Personnel Board vote in November.

K. Ryan made a motion to adjourn the meeting of the Personnel Board at approximately 7:07 PM. J. Fay seconded the motion. Roll call vote was unanimous approval.

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

Department	11-30-2024 Headcount		YTD 2024 Hires		YTD 2024 Terminations			
	RFT	RPT	RFT	RPT	RFT		RPT	
					Resignations	Retirements	Resignations	Retirements
Finance	18		4		2			
Fire	50		2			1		
Human Resources	5		1		1			
Human Services	24	3	6	1	4	1		
Information Technology	9	1	2		1			
Library	20	6	2		4		1	
Light Plant	39		2		4	1		
Planning & Land Management	20	1	5		3		1	
Police	42		7		4	2		
Public Works	61		11		9	2		
Town Manager's Office	11		3					
Grand Totals	299	11	45	1	32	7	2	



Assistant Chief Financial Officer

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

Salary Grade: 15
FLSA Status: Exempt
Date: December 2024

GENERAL SUMMARY:

Under the general direction of the Chief Financial Officer, the Assistant Chief Financial Officer plays a critical role in supporting the Town's financial operations, including budgeting, accounting, financial reporting, and auditing. The Assistant Chief Financial Officer assists in planning, directing, and managing financial activities and serves as a key resource for financial analysis, compliance, and strategic planning. This role also acts as a backup for key financial functions, such as payroll processing, accounts payable, and cash management. The Assistant Chief Financial Officer is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. 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.

- ◆ Assist the Chief Financial Officer in planning and managing the Town's financial operations, including budget preparation, financial reporting, auditing, debt management, and payroll administration. Ensure compliance with federal and state tax reporting requirements.
- ◆ Assists in reviewing financial and economic data to identify trends and the impact of changes in federal, state, and local regulations on the Town. Prepares supporting financial data, reports, and presentations for Town meetings, including Select Board and Finance Committee sessions.
- ◆ Assists in planning and coordinating the annual budget development process. Helps draft guidelines, procedures, and forms for town-wide financial processes. Provides assistance to department staff on compliance with financial policies and regulations and helps interpret relevant laws as needed. Participates in Budget Review Team meetings to assist the Chief Financial Officer and Town Manager.
- ◆ Supports the Chief Financial Officer in implementing approved budgets; assists with data entry into the accounting system; facilitates the integration of budgeting and accounting systems; helps interpret and align information between systems; regularly reviews budgetary reports for accuracy and consistency; assists in identifying potential budgetary issues.
- ◆ Informs the coordination, enhancement and maintenance of the Town's Enterprise Resource System (ERP) and other applications. Coordinates all areas of Tyler (Munis) software including but not limited to ReadyForms setup and modification, Roles (functional and data access), User Attributes, and Workflow. Acts as a liaison between Tyler support and Town staff on impactful issues faced in the ERP system.

Assistant Chief Financial Officer

- ◆ Oversee the Procurement Manager to ensure purchasing, procurement, and contracting activities comply with Town policies and state regulations. Provide oversight on complex procurement tasks, and support department heads in resolving procurement-related issues.
- ◆ Monitor general ledger accounts and ensure accurate transaction processing; support payroll and accounts payable functions as needed.
- ◆ Assist in debt management, including preparing documentation for bond issuance and maintaining debt schedules.
- ◆ May assume certain responsibilities of the Chief Financial Officer in their absence.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

Provides direct supervision of budget operations, including oversight of the department's Financial Analyst(s), as well as direct supervision of procurement activities and staff. Provides functional oversight over the divisions of Accounting and Treasury. May provide functional oversight to vendors and contractors as needed. Carries out supervisory responsibilities in accordance with policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance and professional standards; rewarding and disciplining employees; addressing complaints and resolving problems.

EDUCATION & EXPERIENCE:

- ◆ Bachelor's degree in Finance, Accounting, or related field, plus ten or more years of progressively responsible experience in municipal government finances and municipal operations, or any equivalent combination of education and experience.
- ◆ Certification as a Governmental Accountant preferred.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Thorough knowledge of municipal finance management and all related laws, bylaw, rules, and regulations. Complete working knowledge of and skill in using computer applications for accounting and financial management. Ability to establish and maintain complex financial record keeping systems. Ability to analyze and interpret financial data and to present findings clearly in multiple forums.
- ◆ Ability to recognize town-wide priorities and work cooperatively to support their accomplishment. Ability to analyze complex issues and to develop relevant and realistic plans, programs and recommendations. Excellent organizational, planning, decision-making, and supervisory skills; ability to conceptualize and put into operation goals and objectives for the department.
- ◆ Ability to work with a high level of detail; ability to prioritize multiple tasks and deal effectively with interruptions, often under considerable time pressure; 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.

Assistant Chief Financial Officer

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

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.



Election & Census Manager

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

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

GENERAL SUMMARY:

Under the general supervision of the Town Clerk, performs professional administrative and supervisory duties to assist in the administration, management, planning, coordination, and oversight of key responsibilities of the Town Clerk's Office. These responsibilities include conducting elections, managing the Town Census, processing and issuing various licenses and official documents, maintaining vital records, and providing information to the general public and Town departments. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations, understanding of municipal government and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of detail, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Performs administrative functions required to equip and staff polling places. Assists the Town Clerk in the training and supervision of election workers in preparation for all elections and Town Meetings. Prepares election worker payroll.
- ◆ Responsible for scheduling, coordinating, and testing tabulators before every election.
- ◆ Prepares election calendar, coordinates polling location scheduling and preparation for upcoming elections; responsible for ensuring that all polling locations meet Federal ADA standards. Manages election materials, ballots, supplies and equipment for all sites; Assists with the preparation of election results and records in Town records.
- ◆ Coordinates distribution of all election or census-related information pursuant to the State Public Records Law and provides information on local, state, and federal government to the public. Responds to election and census-related questions from citizens, public officials, department heads and staff on both local bylaws and state laws; receives and responds to complaints and makes referrals as appropriate. Updates Election information on the Town's website.
- ◆ Manages voter registration and certification, including inactivation, deleting, and maintaining voter lists on State VRIS system; Issues and receives nomination papers; certifies petition signatures and voter registrations; answers inquiries by members of the public using State Voter Registration Information System; assists with the Town Caucus.
- ◆ Oversees early and absentee voting mailings, including recruitment and scheduling of Election Workers, training, and managing packaging and delivery of ballots to voters. Responsible for processing overseas absentee ballot requests.
- ◆ Maintains census database; manages annual Town Census including mailing, processing and production of the Street List. Coordinates with Town Clerk on budgetary needs.
- ◆ Supervises the development, updating, and maintenance of the resident voter list and submits required information to the Commonwealth using the Central Voter Registry computer system.

Election & Census Manager

- ◆ Manages and maintains campaign finance reports for elected officials. Maintains ethics and open meeting law filings for boards and committees.
- ◆ Attends Town Meetings and oversees voter check-in area.
- ◆ Oversees the issuance and renewal of Business Certificates.
- ◆ Serves as Notary Public and Commissioner to Qualify.
- ◆ Interprets local, state, and federal statutes, bylaws, regulations, policies and procedures that relate to elections and the annual town census.
- ◆ Issues a variety of state and town licenses, permits and certifications.
- ◆ Posts agendas and minutes in the absence of the Assistant Town Clerk.
- ◆ 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:

Supervises Election Workers in pre-election, election day, and Town Meeting-related activities. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include interviewing, and recommending candidates for hire; planning, assigning and directing work; demonstrating and enforcing equitability and inclusivity; training, evaluating performance and recommending pay increases; addressing complaints and resolving problems. May assume additional supervisory duties as directed by the Town Clerk.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

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

KNOWLEDGE, SKILLS & ABILITIES:

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

Election & Census Manager

- ◆ Familiarity with Open Meeting, Conflict of Interest, and Public Records Laws.
- ◆ Familiarity with Municipal Records Retention Schedule and Records Management bylaw as it relates to elections.
- ◆ Familiarity with Elections Laws.
- ◆ Familiarity with laws governing municipal operations, including Town Meeting process, the registration and issuance of vital records, annual street listing requirements and restrictions, dog licensing, raffle permits, flammable storage registration.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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

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

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

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.



Recreation Operations Manager

Department: Human Services, Recreation Division
Reports To: Recreation Director
Appointed By: Town Manager

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

GENERAL SUMMARY:

Under the direction of the Recreation Director, responsible for administering the maintenance and improvement of operations within Concord Recreation's facilities. Major areas of responsibility include oversight of the Beede Swim and Fitness Center building, Emerson, Rideout, White Pond Beach, and Gerow Recreation Area. The position is responsible for ensuring compliance with all town policies, procurement policies, architectural access boards, state pool codes, building codes, and OSHA standards. In collaboration with the Concord Facilities team, the Recreation Operations Manager is responsible for monitoring and assuring clean, safe, and attractive facilities, with equipment, accessories, and grounds that are well maintained and in good working condition. 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. The Incumbent is called upon to handle a significant amount of technical and mechanical details, each varying from the other in substance and content, requiring the incumbent to approach the workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Assists the Director of Recreation in developing, procuring, and managing all Capital Projects and maintenance contracts and processing for the Recreation Department.
- ◆ Assists the Recreation Department and in close coordination with Concord Public Works and Buildings Department in developing, improving, and maintaining systems, public process, procedures, and equipment at all our asset locations: Hunt Facility, Emerson, Rideout, White Pond, Emerson Pool, and Gerow Recreation Area
- ◆ Assists the Beede Center General Manager in developing, improving, and maintaining systems and procedures to ensure and improve upon the operational effectiveness of the Beede Center.
- ◆ Maintains a functional and organized Beede and Emerson pump room environment. Service and repair pool equipment such as filters, pumps, chlorinators, tubing, and water systems. Procures and coordinates help from contractors to fix large issues or systems when necessary. Executes proper pool cleaning and natatorium maintenance methods.
- ◆ Makes informed decisions and recommendations based on logic, data, and facility management best practices and principles.
- ◆ Conduct risk assessments; reports identified risks to management; provides recommendations for mitigation of risk. Provides written maintenance reports, upcoming projects, and contract renewals to the General Manager and Recreation Director.

Recreation Operations Manager

- ◆ Develops preventative maintenance schedules, system monitoring programs, and mechanical system efficiency tracking. Schedules inspections of high-performance equipment and assures equipment is working properly.
- ◆ Assures pools and surrounding natatorium run in accordance with all state and local bathing code provisions. Arranges for immediate corrections of any violations or hazards detected.
- ◆ Develops, analyzes, and maintains budgets related to facility operations, maintenance and upkeep. Prepares and implements project budgets based on estimates. Monitors project progress, notifies management of any issues, drafting and distributing periodic progress reports for leadership and stakeholders. May attend and present at Recreation Commission meetings as needed.
- ◆ Creates and closely monitors Recreation department's depreciation schedules, maintenance, and deferred maintenance needs. Monitors, tracks, and projects utility usage. Oversees all contracted maintenance agreements including custodial services.
- ◆ Participates in Recreation Division Department-wide events and operations including nights and/or weekends, as necessary.
- ◆ Assists Recreation Director and others in the development, advertisement, and review of project bids and/or outside maintenance contracts. Interviews and recommends potential contractors and/or firms for hire and termination.
- ◆ Provides written maintenance reports inclusive of risk management concerns, upcoming projects, contract renewals, and a summary of facilities to the Recreation Director on a minimum of a quarterly basis. Updates the work-order system relative to improvements and project completions.
- ◆ 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 flexibility related to the work schedule are required.

SUPERVISORY RESPONSIBILITY:

Directly supervises one full-time Facilities Custodian. Provides functional oversight to cleaning vendors and staff working for the Recreation Department. May assist the Concord Facilities Manager with coordination and oversight of independent contractors and vendors.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Five or more years of experience working in commercial aquatics environments and/or public facilities management; or any equivalent combination of education and experience.
- ◆ CPR/AED and First Aid Certification, preferred.
- ◆ Aquatics Facility Operator (AFO) within one year of hire.
- ◆ Certified Pool Operator, preferred. Required within 3 months.
- ◆ MCPPO (Massachusetts Certified Public Purchasing Official) certification preferred. Required within one year of hire.
- ◆ Possession of a valid driver's license, with the right to operate vehicles in Massachusetts.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Mastery of state procurement laws and processes.

Recreation Operations Manager

- ◆ Proven leadership experience in contract supervision, budget, and project management.
- ◆ Knowledge of carpentry, plumbing, painting, and equipment repairs is preferred.
- ◆ Excellent verbal and written communication skills.
- ◆ Ability to work independently and handle multiple priorities and deadlines simultaneously. Strong analytical and problem-solving skills as well as a strong customer focus.
- ◆ Excellent interpersonal and customer service skills. Excellent organizational skills and attention to detail.
- ◆ Excellent time management skills with a proven ability to meet deadlines. Strong analytical and problem-solving skills. Ability to prioritize tasks and delegate when appropriate.
- ◆ Ability to listen and express self effectively and in a manner that engages, inspires, and builds commitment to the Facilities and Recreation Division's missions and is consistent with the Town of Concord's standards of conduct.
- ◆ Knowledge of Commonwealth of Massachusetts Department of Public Health Minimum Standards for Swimming Pools (State Sanitary Code: Chapter V) or ability to learn.

WORKING CONDITIONS & PHYSICAL DEMANDS:

Work is performed indoors and out of doors. Pool work is performed in an aquatics facility and under pool facility conditions. Some work is performed outdoors in a park or open space, outdoor pool environment; work includes exposure to various weather conditions and pool chemicals.

Noise may be moderate to loud at times.

Regularly required to stand, lift, walk, crouch, stoop, and sit; may spend a large portion of shift standing and/or walking. Must be able to manipulate objects, tools, controls, and common office, and park and pool supplies. Frequently lifts and/or moves objects weighing up to 30 pounds such as equipment, supplies, and chemicals. Vision and hearing at or correctable to normal ranges.

Normal office environment, subject to some variations of temperature, noise, odors, etc. Frequently subjected to the demands of other individuals and the volume and /or rapidity with which tasks must be accomplished.

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

CLASSIFICATION AND COMPENSATION PLAN

Revision Date: ~~October 9~~ December 10, 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
	Deputy Town Manager	Hourly	\$66.43	\$79.72	\$93.00
17	Assistant Town Manager	Annual	\$129,126	\$154,950	\$180,773
	Chief Information Officer	Hourly	\$62.08	\$74.50	\$86.91
	Director of Public Works				
	Fire Chief				
	Police Chief				
16	Director of Community Development	Annual	\$120,682	\$144,820	\$168,958
	Director of Human Resources	Hourly	\$58.02	\$69.63	\$81.23
	Director of Library Services				
15	<u>Assistant Chief Financial Officer</u>	Annual	\$112,778	\$135,335	\$157,893
	Assistant Fire Chief	Hourly	\$54.22	\$65.07	\$75.91
	Building Commissioner				
	Facilities Manager				
	Highway & Grounds Superintendent				
	Recreation Director				
	Police Captain				
	Town Engineer				
	Water/Sewer Superintendent				
14	Public Health Director	Annual	\$102,045	\$122,450	\$142,854
	Special Projects Manager/Systems Manager	Hourly	\$49.06	\$58.87	\$68.68
	Town Accountant				
	Town Assessor				
13	Assistant Town Engineer	Annual	\$97,178	\$116,615	\$136,053
	Assistant Water/Sewer Superintendent	Hourly	\$46.72	\$56.07	\$65.41
	Beede Center General Manager				
	Emergency Communications Center Manager				
	IT Operations Manager				
	Natural Resources Director				
	Police Lieutenant				
	Council on Aging Director				
Town Planner					

12	Assistant Director of Library Services	<i>Annual</i>	\$92,539	\$111,051	\$129,563
	Assistant Facilities Manager	<i>Hourly</i>	\$44.49	\$53.39	\$62.29
	Assistant Highway & Grounds Superintendent				
	Customer Service Manager				
	Financial Manager/ Accountant Town Clerk				
11	Assistant Council on Aging Director	<i>Annual</i>	\$88,150	\$105,778	\$123,406
	Assistant Human Resources Director	<i>Hourly</i>	\$42.38	\$50.86	\$59.33
	Assistant Recreation Director				
	Budget & Purchasing Director				
	Business Manager				
	Deputy Treasurer/ Collector				
	GIS Program Manager				
	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
	Media Manager				
	Municipal Archivist/Records Manager				
	Procurement Manager				
	Public Health Nurse				
	Public Works Supervisor				
	Senior Public Works Engineer				
9	Assistant Natural Resources Director	<i>Annual</i>	\$80,434	\$96,522	\$112,611
	Aquatics Manager	<i>Hourly</i>	\$38.67	\$46.41	\$54.14
	Communications Manager				
	Community Services Coordinator				
	Customer Service Supervisor				
	Economic Vitality Manager				
	Energy Efficiency & Electrification Coordinator				
	Environmental Health & Safety Manager				
	Local Inspector				
	Risk & Compliance Programs Manager				
	Senior Environmental & Regulatory Coordinator				
	Senior Public Health Inspector				
	Senior Treatment Systems Operator				
	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				
	<u>Election and Census Manager</u>				
	Electrical Inspector				
	HVAC Technician				
	Land Manager				
	Management Analyst				
	Master Electrician/ Crew Leader				
	Public Works Engineer				
	<u>Recreation Operations Manager</u>				
	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	Community Engagement Manager	<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)



Lead Swim Coach – Beede Swim and Fitness Center

Join The Town of Concord’s team of talented aquatics professionals as a coach for our USA Swim Team, the Otters. Be a part of bring up the next generation of competitive swimmers and continue to develop your skills as a coach and professional at the Beede Center.

Pay range: \$17.00-25.00/hour; starting pay based on qualifications. This is an hourly, part-time position, consisting of up to 20 hours per week.

Applications will continue to be accepted and may be considered until the positions are filled. All applicants will be notified of their standing in the process as soon as a decision has been made regarding their individual application. We value diversity and welcome candidates of all backgrounds to apply. Note: Along with the required application, candidates are asked to submit a cover letter describing their qualifications and interest in the position.

Appointment of the final candidate will be contingent upon the results of pre-placement conditions including CORI and SORI checks. Costs of these pre-placement requirements will be borne by the Town.

The Town of Concord, MA is an EEO Employer. We value diversity and welcome candidates of all backgrounds to apply.

Department:	Human Services- Recreation/ Beede Center	Salary Grade:	MISC 2
Reports To:	Aquatics Manager	FLSA Status:	Non-Exempt
Appointed By:	Town Manager	Date:	November 2024

GENERAL SUMMARY:

Under the general supervision of the Aquatics Manager and Aquatics Supervisor, performs varied tasks in instructing and administering Swim Team programs. Responsible for maintaining and improving upon the competitive swim program in all areas under their direction and control. 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 participants of various ages and abilities with workouts and advises on swimming technique.
- ◆ Actively engages with participants and takes lead on delivering practices and feedback to swimmers in the absence of a Head Coach.
- ◆ Remains aware of all fitness and pool related classes and programs run by the Recreation Division.
- ◆ Provides adequate notice if unable to work a scheduled shift; arranges for a substitute coach and obtains approval from Management.
- ◆ Arrives on time and is ready to work when each assigned practice begins.
- ◆ Attends mandatory in-service training sessions and staff meetings.



SUPERVISORY RESPONSIBILITY:

None.

EDUCATION & EXPERIENCE:

- ◆ Required certifications: CPR for the Professional Rescuer, AED. USA Swimming certification or equivalent.
- ◆ Preferred certifications: Lifeguard Training.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Specialized knowledge in Aquatics. Ability to teach and mentor swimmers in skill-development and to fairly and tactfully enforce facility rules and regulations.
- ◆ Excellent communication skills. Ability to communicate effectively with all members of the public, including children and young adults, in a courteous manner.
- ◆ Ability to maintain a variety of records and statistics.
- ◆ Ability to deal with multiple tasks at the same time.
- ◆ Regular attendance at the workplace is required.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

Regularly required to stand, walk, crouch, stoop, reach, crawl, climb, talk, sit and hear for extended periods. Regularly required to use hands to finger, handle, and feel objects or equipment. Noise is moderate to loud at times and some work may be performed outdoors under various weather conditions. Vision and hearing at or correctable to normal ranges.

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

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

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

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: ~~November 13~~ December 10,
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
<u>Lead Swim Coach</u>	<u>\$17.00</u>	<u>\$25.00</u>
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
Program Supervisor	\$25.00	\$30.00

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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Assistant Town Clerk

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

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

GENERAL SUMMARY:

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

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Supervises front office operations, including customer service, database management, and issuance of various licenses and permits, including but not limited to dog licenses, business certificates, raffle permits.
- ◆ Assists Town Clerk with the development and implementation of office procedures, statistical analysis of data to improve operational efficiency, and budget development and tracking.
- ◆ Provides support to Town Clerk in elections; issues and receives nomination papers; certifies petition signatures and voter registrations; answers inquiries by members of the public using State Voter Registration Information System; processes absentee ballots; performs administrative functions required to equip and staff polling places; assists with Town Caucus. board and committee administration; maintains board and committee database to ensure accuracy and compliance with legal requirements; follows up with members for missing compliance documents; updates the Committee Handbook; coordinates with Town Manager's Office on new committee appointments; organizes and participates in training programs; serves as a resource to Town staff and board and committee members on Open Meeting Law matters.
- ◆ Posts meeting agendas and minutes

- ◆ Serves as Notary Public and Commissioner to Qualify; administers Oath of Office to Town Officials and committee/board members.
- ◆ ~~Oversees the work of subordinate staff as it relates to vital records registration and issuance, and dog licensing.~~
- ◆ Oversees vital records administration. Prepares and records affidavits of correction for all marriage and death records. Accepts Marriage Intentions and serves as Burial Agent.
- ◆ Assists with or records actions taken at Annual or Special Town Meetings; serves as Clerk for the Assistant Moderator; ~~schedules all Election Officers,~~ distributes certified copies of all Town Meeting actions to departments, boards and committees as needed.
- ◆ Trains office staff in providing services and in responding to customer requests for information; supervises staff and operations in the absence of the Town Clerk.
- ◆ Interprets local, state, and federal statutes, bylaws, regulations, policies and procedures that relate to town operations; maintains accurate records of all Town bylaws, rules and regulations.
- ◆ Issues a variety of state and town licenses, permits and certifications,~~including flammable storage registrations.~~
- ◆ Responds to questions from citizens, public officials, department heads and staff on both local bylaws and state laws; receives and responds to complaints and makes referrals as appropriate.
- ◆ Functions as Records Access Officer in the absence of Municipal Archivist/Records Manager and Town Clerk; assists with responses to public records requests as needed; assists Municipal Archivist/Records Manager and Town Clerk in advising town departments, boards and committees on records management practices.
- ◆ ~~Maintains census database; manages annual Town Census including mailing, processing and production of the Street List;~~ verifies and certifies residency for domestic and foreign governments.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

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

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Bachelor's degree and four or more years of progressively responsible experience in municipal operations; or any equivalent combination of education and experience.
- ◆ Incumbent is expected to attend conferences and view webinars to receive and maintain current knowledge in areas of responsibility.

- ◆ Certified Municipal Clerk certification
- ◆ Position requires some work outside of normal business hours, during events such as Town Meetings and election days, as well as high-volume periods (voter registration deadlines, election preparation, etc.)

KNOWLEDGE, SKILLS & ABILITIES:

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



WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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

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

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

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



Assistant Town Clerk

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

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

GENERAL SUMMARY:

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

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Supervises front office operations, including customer service, database management, and issuance of various licenses and permits, including but not limited to dog licenses, business certificates, raffle permits.
- ◆ Assists Town Clerk with the development and implementation of office procedures, statistical analysis of data to improve operational efficiency, and budget development and tracking.
- ◆ Provides support to Town Clerk in board and committee administration; maintains board and committee database to ensure accuracy and compliance with legal requirements; follows up with members for missing compliance documents; updates the Committee Handbook; coordinates with Town Manager's Office on new committee appointments; organizes and participates in training programs; serves as a resource to Town staff and board and committee members on Open Meeting Law matters.
- ◆ Posts meeting agendas and minutes.
- ◆ Serves as Notary Public and Commissioner to Qualify; administers Oath of Office to Town Officials and committee/board members.

Assistant Town Clerk

- ◆ Oversees vital records administration, Prepares and records affidavits of correction for all marriage and death records. Accepts Marriage Intentions and serves as Burial Agent.
- ◆ Assists with or records actions taken at Annual or Special Town Meetings; serves as Clerk for the Assistant Moderator; distributes certified copies of all Town Meeting actions to departments, boards and committees as needed.
- ◆ Trains office staff in providing services and in responding to customer requests for information; supervises staff and operations in the absence of the Town Clerk.
- ◆ Interprets local, state, and federal statutes, bylaws, regulations, policies and procedures that relate to town operations; maintains accurate records of all Town bylaws, rules and regulations.
- ◆ Issues a variety of state and town licenses, permits and certifications.
- ◆ Responds to questions from citizens, public officials, department heads and staff on both local bylaws and state laws; receives and responds to complaints and makes referrals as appropriate.
- ◆ Functions as Records Access Officer in the absence of Municipal Archivist/Records Manager and Town Clerk; assists with responses to public records requests as needed; assists Municipal Archivist/Records Manager and Town Clerk in advising town departments, boards and committees on records management practices.
- ◆ Verifies and certifies residency for domestic and foreign governments.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

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

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

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

KNOWLEDGE, SKILLS & ABILITIES:

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

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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

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

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

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.



Aquatics Supervisor Aquatics Supervisor Programming

Department: ~~Human Services/Recreation~~
Division: ~~Division~~

Reports To: ~~Beede Center General Manager~~
Appointed By: ~~Town Manager~~

Salary Grade: ~~7~~

FLSA Status: ~~Exempt~~
Date: ~~July 2023~~

Department: Human Services/Recreation Division
Reports To: Aquatics Manager
Appointed By: Town Manager

Salary Grade: 7
FLSA Status: Exempt
Date: December 2024

GENERAL SUMMARY:

~~Under the general supervision of the Beede Swim & Fitness Center's Aquatics Manager, this Aquatics Supervisor assists in both the organization and development and management of year-round aquatic programs. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under their direction and control. Performs varied and safety services. This position oversees swim programs, aquatic fitness, and safety operations at multiple sites, including Beede Swim & Fitness Center, Emerson Pool, and White Pond Beach, ensuring efficient program operations and adherence to safety standards. This position is responsible for duties requiring a thorough knowledge of overseeing swim programs, aquatic fitness, and safety operations across various sites, including Beede Swim & Fitness Center, Emerson Pool, and White Pond Beach. Performs varied and responsible duties requiring a thorough knowledge of aquatic 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 the incumbent to approach the workload with flexibility.~~

~~The Supervisor ensures the efficient and effective operation of all aquatic programs while maintaining safety standards. This role requires leadership, collaboration, and the exercise of judgment and initiative in completing tasks, particularly in ability to handle varied responsibilities in dynamic and often high-pressure situations not clearly defined by precedent or established procedures. The Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring the incumbent to approach the workload with flexibility.~~

ESSENTIAL JOB FUNCTIONS:

External and internal applicants, as well as position incumbents who 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.

- ~~Plan, Oversees, plans, oversee, and manages~~ Plan, Oversees, plans, oversee, and manages all types of swim programs at the Beede Swim and Fitness Center as well as Emerson Pool and White Pond Beach, including but not limited to swim lessons, ~~aquatics~~ fitness, ~~aquatics~~ therapy, adaptive aquatics, ~~diving, master's swim classes, parent/child~~

swim programs, family swim programs, and and special events.

- ~~• Works collaboratively with other Aquatic Supervisor to organize, facilitate and strengthen aquatics operations. Inventories equipment and requests supplies as needed.~~

- ~~• Recruits, trains, supervises and schedules all aquatic program staff. Process CORI and SORIs for all aquatics program staff and volunteers. Manages work permit tracking. Performs evaluations, annually.~~

- ◆ Ensures that all work is performed in, ensuring compliance with established policies and procedures and applicable safety state regulations, MA State health codes, local and state building codes, and regulations for public bathing beaches in Massachusetts and safety protocols.

- ~~• Assists with the development and monitoring of the Beede Center aquatic operating budget to maintain fiscal accountability. Prepares monthly reports for Recreation Commission meetings.~~

- ◆ Supervise and coordinate lifeguard staff and ensure proper lifeguard practices are followed across all sites, including facilitating regular in-service training and emergency drills in line with American Red Cross guidelines.

- ◆ Manage the daily operations of the aquatic facilities, including pool maintenance, water quality testing, and ensuring compliance with safety equipment standards (e.g., life jackets, rescue equipment, AEDs).
 - ~~• Works evenings and weekends as necessary to effectively coordinate, supervise, and monitor programs and staff. Works closely with the Aquatics Manager and General Manager to review pool rentals and prepare for special events.~~

- ◆ Creates, updates, Work collaboratively with other Aquatic Supervisors to strengthen operations, ensuring the safety and maintains current programmatic needs of all pools and accurate aquatic locations are met.
 - ~~• Recruit, train, schedule, and evaluate program staff, lifeguards, and volunteers, ensuring compliance with state and local regulations, including CORI and SORI checks. Recruit, train, schedule, and evaluate program staff, lifeguards, and volunteers, ensuring compliance with state and local regulations, including CORI and SORI checks.~~

- ◆ Assist in creating and managing budgets for aquatics programs and safety services, providing monthly reports to the Recreation Commission.

- ◆ Develop, maintain, and update content for the Beede Center website, program guide, and registration software. Assists with ongoing marketing including press releases program guides, websites, and social media. Responds to promote services and inform the public. Respond to public inquiries, resolve complaints, and provide excellent customer service to all patrons.
 - ~~• Monitor and maintain safety equipment, such as first aid kits, emergency call boxes, and safety signage, ensuring they are stocked, operational, and accessible. Conduct routine inspections of aquatic facilities and equipment to ensure compliance with safety and health standards, including pool chemical levels and emergency systems, and implement necessary improvements or risk mitigation strategies. Monitor and~~

manage safety equipment, including first aid kits, emergency call boxes, and safety signage, ensuring all are properly stocked and operational.

◆

◆ Provide leadership to the aquatics team, fostering teamwork, collaboration, and a commitment to delivering excellent customer service.

- Perform regular safety inspections and implement any necessary improvements or risk mitigation strategies.
- Respond to public inquiries regarding aquatic services and programs, resolve complaints, and provide excellent customer service to all patrons.

Attend to special projects, seasonal openings/closings, and other related duties as assigned.

◆ Leads the aquatics team in a spirit of cooperation and teamwork ensuring that Concord Recreation's goals, philosophies, and objectives are met.

◆◆ Works evenings and weekends as necessary to effectively coordinate, supervise, and monitor programs and staff.

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

SUPERVISORY RESPONSIBILITY:

Provides

Provide functional oversight to aquatic program and safety service staff and volunteers. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities may include interviewing, training, and recommending the hire of employees; planning, assigning, and directing work; assisting with performance management; helping to address complaints and resolve problems.

EDUCATION, & EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆◆ Bachelor's Degree in Recreation & Leisure Studies or a related field; with a minimum of at least three years of increasingly progressively responsible experience in the aquatic management and program development development, or any equivalent combination of education and experience. and implementation of recreation and aquatics programs and activities, or any equivalent combination of education and experience.
- ◆ ~~American Red Cross Water Safety Instructor; certification required.~~
- ◆ American Red Cross Water Safety; Instructor Trainer; certification preferred. Required (must obtain within 6 months). ~~American Red Cross Water Safety Instructor Trainer, preferred. Required within 6 months.~~
- ◆ American Red Cross Lifeguard certification is required. American Red Cross Lifeguard Instructor, preferred. Required within 6 months.
- ◆ ~~American Red Cross Lifeguard certification required; Lifeguard Instructor certification preferred (must obtain within 6 months).~~
- ◆ Certified Pool Operator, preferred. Required within 3 months.
- ◆ ~~Certified Pool Operator, preferred. Required certification required within 3 months of hire.~~
- ◆ Possession of a valid driver's license, with the right to operate vehicles in Massachusetts.
- ◆ ~~Possession of a valid Valid driver's license, with the right and ability to operate vehicles in Massachusetts.~~

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ ~~Knowledge of Commonwealth of Massachusetts Department of Public Health Minimum Standards for Swimming Pools (State Sanitary Code: Chapter V).~~
- ◆ Working
- ◆ Knowledge of Commonwealth of Massachusetts Department of Public Health Minimum Standards for Swimming Pools (State Sanitary Code: Chapter V).

Aquatics Supervisor Programming

- ◆ Comprehensive knowledge of the principles and practices of recreation and aquatic management; considerable knowledge of all activities that comprise aquatic programming and aquatic safety services. Ability to delegate work and multitask in a fast-paced environment.
- ◆ Strong leadership, collaboration, and the ability to handle varied responsibilities in dynamic and often high-pressure situations.
- ◆ Comprehensive knowledge of the principles and aquatic safety practices of, recreation and aquatic management; considerable knowledge of all activities that comprise aquatic programming-, and the regulations governing public swimming facilities.
- ◆ Excellent customer service skills and the ability to communicate effectively and tactfully with patrons of all ages, co-workers, departments, officials, and other agencies, while enforcing facility rules and organizing people and programs efficiently. Ability to delegate work and effectively, multitask in, and manage a fast high-paced environment.
- ◆ Strong communication skills to interact with staff, the public, and external stakeholders effectively and professionally.
- ◆ Excellent customer service skills to communicate effectively with all patrons, including children and young adults, in a courteous and tactful manner, and to enforce facility rules and regulations.
 - ◆ Ability to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials and other agencies. Ability to organize people and programs.
- ◆ Competency using computer systems and ability to learn automated registration systems.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

Work is performed in an aquatics facility and under pool facility office conditions. Some work is performed outdoors in camp/outdoor pool environment; work includes exposure to various weather conditions and pool chemicals. Noise may be moderate to loud at times.

Regularly required to stand, walk, swim, crouch, stoop and sit; may spend a large portion of shift standing and/or walking. Must be able to manipulate objects, tools or controls and common office/pool objects. Frequently lifts and/or moves objects weighing up to 30 pounds such as equipment, supplies and chemicals. Vision and hearing at or correctable to normal ranges.

Operates computer, printer, video display terminal, 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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~~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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Aquatics Supervisor

Department: Human Services/Recreation Division
Reports To: Aquatics Manager
Appointed By: Town Manager

Salary Grade: 7
FLSA Status: Exempt
Date: December 2024

GENERAL SUMMARY:

Under the general supervision of the Beede Swim & Fitness Center's Aquatics Manager, the Aquatics Supervisor plays a critical role in both the development and management of aquatic programs and safety services. This position oversees swim programs, aquatic fitness, and safety operations at multiple sites, including Beede Swim & Fitness Center, Emerson Pool, and White Pond Beach, ensuring efficient program operations and adherence to safety standards. Performs varied and responsible duties requiring a thorough knowledge of aquatic 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 the incumbent to approach the workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

External and internal applicants, as well as position incumbents who 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;

- ◆ Plan, oversee, and manage all swim programs, including but not limited to swim lessons, fitness, therapy, adaptive aquatics, and special events, ensuring compliance with state regulations and safety protocols.
- ◆ Supervise and coordinate lifeguard staff and ensure proper lifeguard practices are followed across all sites, including facilitating regular in-service training and emergency drills in line with American Red Cross guidelines.
- ◆ Manage the daily operations of the aquatic facilities, including pool maintenance, water quality testing, and ensuring compliance with safety equipment standards (e.g., life jackets, rescue equipment, AEDs).
- ◆ Work collaboratively with other Aquatic Supervisors to strengthen operations, ensuring the safety and programmatic needs of all pools and aquatic locations are met.
- ◆ Recruit, train, schedule, and evaluate program staff, lifeguards, and volunteers, ensuring compliance with state and local regulations, including CORI and SORI checks.
- ◆ Assist in creating and managing budgets for aquatics programs and safety services, providing monthly reports to the Recreation Commission.
- ◆ Develop, maintain, and update content for program guides, websites, and social media to promote services and inform the public. Respond to public inquiries, resolve complaints, and provide excellent customer service to all patrons.
- ◆ Monitor and maintain safety equipment, such as first aid kits, emergency call boxes, and safety signage, ensuring they are stocked, operational, and accessible. Conduct routine inspections of aquatic facilities and

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equipment to ensure compliance with safety and health standards, including pool chemical levels and emergency systems, and implement necessary improvements or risk mitigation strategies.

- ◆ Provide leadership to the aquatics team, fostering teamwork, collaboration, and a commitment to delivering excellent customer service.
- ◆ Leads the aquatics team in a spirit of cooperation and teamwork ensuring that Concord Recreation's goals, philosophies, and objectives are met.
- ◆ Works evenings and weekends as necessary to effectively coordinate, supervise, and monitor programs and staff.
- ◆ 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:

Provide functional oversight to aquatic program and safety service staff and volunteers. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities may include interviewing, training, and recommending the hire of employees; planning, assigning, and directing work; assisting with performance management; helping to address complaints and resolve problems.

EDUCATION & EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Bachelor's Degree in Recreation & Leisure Studies or a related field with at least three years of progressively responsible experience in aquatic management and program development, or any equivalent combination of education and experience.
- ◆ American Red Cross Water Safety Instructor certification required. American Red Cross Water Safety Instructor Trainer, preferred. Required within 6 months.
- ◆ American Red Cross Lifeguard certification is required. American Red Cross Lifeguard Instructor, preferred. Required within 6 months.
- ◆ Certified Pool Operator, preferred. Required within 3 months.
- ◆ Possession of a valid driver's license, with the right to operate vehicles in Massachusetts.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Knowledge of Commonwealth of Massachusetts Department of Public Health Minimum Standards for Swimming Pools (State Sanitary Code: Chapter V).
- ◆ Comprehensive knowledge of the principles and practices of recreation and aquatic management; considerable knowledge of all activities that comprise aquatic programming and aquatic safety services. Ability to delegate work and multitask in a fast-paced environment.
- ◆ Strong leadership, collaboration, and the ability to handle varied responsibilities in dynamic and often high-pressure situations.
- ◆ Comprehensive knowledge of aquatic safety practices, recreation management, and the regulations governing public swimming facilities.
- ◆ Excellent customer service skills and the ability to communicate effectively and tactfully with patrons of all ages, co-workers, departments, officials, and other agencies, while enforcing facility rules and organizing people and programs efficiently.

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- ◆ Competency using computer systems and ability to learn automated registration systems.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

Work is performed in an aquatics facility and under pool facility office conditions. Some work is performed outdoors in camp/outdoor pool environment; work includes exposure to various weather conditions and pool chemicals. Noise may be moderate to loud at times.

Regularly required to stand, walk, swim, crouch, stoop and sit; may spend a large portion of shift standing and/or walking. Must be able to manipulate objects, tools or controls and common office/pool objects. Frequently lifts and/or moves objects weighing up to 30 pounds such as equipment, supplies and chemicals. Vision and hearing at or correctable to normal ranges.

Operates computer, printer, video display terminal, 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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Senior Administrative Specialist

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

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

GENERAL SUMMARY:

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

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Administers vital records under the direction of the Assistant Town Clerk. Processes, reviews, verifies, and maintains records for the registration of births, deaths and marriages in the Town of Concord. Communicates with hospital registrar, funeral homes and families as needed to process registrations and affidavits. Prepares birth affidavits and verifies all documents before they are permanently recorded. Issues burial permits. Prepares letters, reports, ~~affidavits, adoption cards,~~ permits, certifications, and related materials.
- ◆ Issues a variety of state and town licenses, certificates, permits, and deeds, including but not limited to dog licenses, kennel licenses, business certificates, raffle permits, vital records, flammable storage registrations and cemetery deeds, in both paper and electronic format~~dog licenses, business certificates (DBAs), and White Pond parking permits, and raffle permits.~~
- ◆ Maintains various divisional records and databases of information, including ~~voter registration records, census, dog licensing,~~ Board of Appeals, Planning Board and Historic Districts Commission filings, ~~DBAs, and marriage intentions.~~
- ◆ Acts as a point of contact for public inquiries in person, by telephone and by email; provides information about municipal operations; answers questions about procedural requirements for various licenses, permits, and other official documents.
- ◆ Assists with voter and resident information management. ~~Certifies voter deletions in Central Voter Registry (CVR); mails voter registration acknowledgement and delete letters to voters; processes cancellation or delete requests received from other states; a~~Assists Assistant Town Clerk~~the Election and Census Manager~~ with updating annual census returns in CVR; assists the public with census and voter questions; files voter registration cards and census returns.
- ◆ Assists the public with voter registration and absentee voting; supports Assistant Town Clerk~~the Election and Census Manager~~ with absentee ballot mailing~~election-related~~ tasks.~~Compiles the voting check in/out binders. Prepares the supply bags and orders food for all five precincts. Assists with certification of signatures on nomination papers and initiative petitions. Assist the public with completing voter registration forms.~~

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

- ◆ Maintains voter hotline on election days from 7:00 a.m. until 8:00 p.m.
- ◆ Serves as Notary Public and Commissioner to Qualify. ~~Administers marriage oaths in the absence of Town Clerk and Assistant Town Clerk.~~
- ◆ Records any funds (e.g., cash, checks, or money orders) received from municipal operations via the cash register and performs cash-out at the end of each business day. Closes and secures records, equipment, and facilities upon departure.
- ◆ Assists the Town Clerk in applying Town Meeting procedures. Attends town meetings to ~~oversee the check-in area and provide functional oversight to workers~~ to support the Election and Census Manager in the voter check-in area.
- ◆ Performs clerical support tasks for the Division, including ordering office supplies and assisting Town Clerk in preparing statistics for Annual Town Report.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

May provide functional guidance to intermittent staff.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

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

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with all members of the public in a courteous and tactful manner; ability to establish and maintain good working relationships with coworkers.
- ◆ Ability to show a high level of discretion when working with confidential records, particularly restricted vital records.
- ◆ Proficient knowledge of office procedures, practices and terminology. Basic knowledge of bookkeeping techniques. General knowledge of municipal government and its operations as well as pertinent state and local laws.
- ◆ Ability to work with a high level of detail; ability to prioritize multiple tasks and deal effectively with interruptions; ability to identify and analyze complex issues and to develop appropriate recommendations. Ability to learn and accurately utilize State birth and death registration system (VIP).

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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

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

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

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

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

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



Senior Administrative Specialist

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

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

GENERAL SUMMARY:

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

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Administers vital records under the direction of the Assistant Town Clerk. Processes, reviews, verifies, and maintains records for the registration of births, deaths and marriages in the Town of Concord. Communicates with hospital registrar, funeral homes and families as needed to process registrations and affidavits. Prepares birth affidavits and verifies all documents before they are permanently recorded. Issues burial permits. Prepares letters, reports, permits, certifications, and related materials.
- ◆ Issues a variety of state and town licenses, certificates, permits, and deeds, including but not limited to dog licenses, kennel licenses, business certificates, raffle permits, vital records, flammable storage registrations and cemetery deeds, in both paper and electronic format, and White Pond parking permits.
- ◆ Maintains various divisional records and databases of information, including, Board of Appeals, Planning Board and Historic Districts Commission filings, ,
- ◆ Acts as a point of contact for public inquiries in person, by telephone and by email; provides information about municipal operations; answers questions about procedural requirements for various licenses, permits, and other official documents.
- ◆ Assists with voter and resident information management. Assists the Election and Census Manager with updating annual census returns in CVR; assists the public with census and voter questions; files voter registration cards and census returns.
- ◆ Assists the public with voter registration and absentee voting; supports the Election and Census Manager with election-related tasks..
- ◆ Maintains voter hotline on election days from 7:00 a.m. until 8:00 p.m.
- ◆ Serves as Notary Public and Commissioner to Qualify.
- ◆ Records any funds (e.g., cash, checks, or money orders) received from municipal operations via the cash register and performs cash-out at the end of each business day. Closes and secures records, equipment, and facilities upon departure.

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

- ◆ Assists the Town Clerk in applying Town Meeting procedures. Attends town meetings to support the Election and Census Manager in the voter check-in area.
- ◆ Performs clerical support tasks for the Division, including ordering office supplies and assisting Town Clerk in preparing statistics for Annual Town Report.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

May provide functional guidance to intermittent staff.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

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

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with all members of the public in a courteous and tactful manner; ability to establish and maintain good working relationships with coworkers.
- ◆ Ability to show a high level of discretion when working with confidential records, particularly restricted vital records.
- ◆ Proficient knowledge of office procedures, practices and terminology. Basic knowledge of bookkeeping techniques. General knowledge of municipal government and its operations as well as pertinent state and local laws.
- ◆ Ability to work with a high level of detail; ability to prioritize multiple tasks and deal effectively with interruptions; ability to identify and analyze complex issues and to develop appropriate recommendations. Ability to learn and accurately utilize State birth and death registration system (VIP).

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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

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

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

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

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 a~~Assess tracking of ~~and~~ ~~T~~rack ~~e~~mployee morale over time
- ~~Assess and s~~upport 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)

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.

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 as oversight responsibilities for the Employee Handbook.

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.

Governing Documents

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

Personnel Board Goals and Initiative – FY 25 and beyond:

- Strategize and advise on the implementation of the performance and appraisal system
- Monitor overall class and compensation system equity and plan implementation
- Review and assess tracking of employee morale over time
- Assess and support strategic recruitment and retention