

**TOWN OF CONCORD PERSONNEL BOARD  
AGENDA**

**Wednesday, March 12, 2025**

**5:30 p.m.**

**55 Church Street & Zoom Video Conference**

**Join Zoom Meeting**

<https://us02web.zoom.us/j/85679948542?pwd=6QlAwArElTVIGvCHNCegZrNMliBqng.1>

Meeting ID: 856 7994 8542

Passcode: 653606

- 1. Call to Order**
- 2. Approval of Minutes**
  - December 10, 2024
  - February 12, 2025
- 3. Assistant Town Manager/ Director of Human Resources Report**
- 4. Classification Actions**
  - Review and vote proposed new job description and classification
    - Human Services Generalist, Gr 6
  - Review of updated job description/s
    - Human Resources Generalist
    - Network Engineer
- 5. Discussion and vote of amendments to PPP 27 Prevention and Elimination of Sexual Harassment → New Title “Harassment/Sexual Harassment Policy”**
- 6. Review and discussion of Personnel Board presentation to Select Board 2/24/25, including feedback/comments on the Personnel Board charge**
- 7. Discussion of upcoming presentation on the status of the Personnel Study Task Force recommendations to Select Board on 3/17/2025**
- 8. Discussion of Employee Handbook Progress and Timeline**
- 9. Discussion of Non-Union Merit Pay Calculation for FY2026**
- 10. Reschedule of April Meeting**
- 11. Adjournment**

**Meeting materials will be available at: [www.concordma.gov/PersonnelBoard](http://www.concordma.gov/PersonnelBoard)**

- Minutes of December 10, 2024
- Minutes of February 12, 2025

**Town of Concord**  
**Regular Status Hires and Terminations**  
YTD 2025 (February 28, 2025)

Department	2-28-2025 Headcount		YTD 2025 Hires		YTD 2025 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	21	5	3		4		2	
Light Plant	37		2		5	1		
Planning & Land Management	21	1	5		4		1	
Police	41		8		6	2		
Public Works	62		13		11	2		
Town Manager's Office	10		2					
<b>Grand Totals</b>	<b>298</b>	<b>10</b>	<b>49</b>	<b>1</b>	<b>38</b>	<b>7</b>	<b>3</b>	



# February New Hires

*Welcome to Concord!*

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



**Donald DeMarco**

Building Custodian  
Public Works - Facilities



**Brendan Connell**

Traffic Officer  
Police



**Gary Noke**

Park & Tree Specialist  
Public Works - Highway & Grounds



**Brian Casey**

Traffic Officer  
Police



**Bethany Yates**

Public Health Inspector  
Community Development - Health



**Keegan Connell**

Traffic Officer  
Police



**George Bano**

HVAC Technician  
Public Works - Facilities



**Virgie Fitzgerald**

Management Specialist/Consultant  
Finance - Accounting



## Human Services Generalist

Department: Human Services  
Reports To: Assistant Town Manager  
Appointed by: Town Manager

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

### **GENERAL SUMMARY:**

Under the supervision of the Assistant Town Manager, performs complex administrative support tasks to assist the Human Services Divisions (Human Resources, Council on Aging, Recreation, Veteran's Services, and Community Services) in ensuring that the Town's policies and procedures are consistently and lawfully administered, seeking guidance when clarification, interpretation or exception to policy or law is needed. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs responsible and varied duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

### **ESSENTIAL JOB FUNCTIONS:**

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

- ◆ Acts as a liaison between Town departments, the general public, consultants, and external agencies, providing information, addressing inquiries, and managing sensitive situations with professionalism and discretion. Communicates policies and procedures clearly and effectively. Collaborates with Human Services Division staff to support operations and coordinate special projects. Handles highly confidential Town-wide information, including employee performance and medical records, disciplinary actions, collective bargaining matters, legal investigations, and policy considerations, ensuring strict adherence to confidentiality, sound judgment, and professional office protocols.
- ◆ Performs complex administrative and support tasks, including document preparation, correspondence, and record maintenance. Maintains and orders office supplies and updates division web pages. Supports HR system administration by processing personnel actions (salary adjustments, leave requests, employment status changes, etc.), ensuring compliance with policies and collective bargaining agreements. Maintains accurate records, assists with data entry, troubleshooting, and system updates, and coordinates with staff to address inconsistencies as needed. Compiles and analyzes complex data for reports, audits, and reconciliations of department records and databases.
- ◆ Supports recruitment and hiring efforts by managing job postings, processing applications, scheduling interviews, conducting reference checks, and other recruitment activities. Maintains timely communication with candidates and hiring managers throughout the hiring process. Coordinates new hire/re-hire onboarding, including generating and issuing employment offers, facilitating pre-employment requirements, collecting and verifying required documentation, and collaborating with departments to ensure seamless employee integration.
- ◆ Assists with workers' compensation and injured-on-duty programs by receiving, logging, and reviewing injury reports, ensuring timely and accurate documentation, and maintaining compliance with applicable regulations. Facilitates communication between employees, departments, and third-party administrators to coordinate claims, benefits, and return-to-work processes. Works in collaboration with the Assistant HR Director to manage claims efficiently, resolve complex cases, and ensure consistency in claims administration.

## *Human Services Generalist*

- ◆ Administers the Town's drug and alcohol testing program including maintaining database, scheduling appointments with testing agency and supervisors, and preparing related reports.
- ◆ Prepares reports and responds to internal and external requests for employment-related information, including verifications of employment, salary and benefits surveys, and government reports.
- ◆ Assists with preparation, distribution, and maintenance of Personnel Board agendas, packets, minutes, and materials, attending meetings as needed.
- ◆ May conduct new employee orientation to provide an overview of benefits and policies.
- ◆ Prepares Division payrolls; prepares and maintains all associated records.
- ◆ Plans, coordinates, and implements logistics for events such as orientations, trainings, receptions, and annual employee events.
- ◆ Manages the Senior Work program.
- ◆ Supports the DEI Commission, including attendance at all meetings. Supports promotion of their events and activities to town staff.
- ◆ Prepares and distributes monthly "Inclusion Chronicles" to town staff.
- ◆ Supports the Disability Commission, and attends meetings as needed.
- ◆ Processes all monthly Veteran's payments; provides other support to the Veteran's Agent as needed.
- ◆ Provides support to the Community Services Coordinator as needed
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

### **SUPERVISORY RESPONSIBILITY:**

None

### **EDUCATION & EXPERIENCE:**

Bachelor's degree with training in human services-related field, plus at least five years of responsible administrative experience in a human resources office, municipal experience preferred; or any equivalent combination of education and experience.

### **KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Strong administrative and office support skills. Thorough knowledge of office procedures, practices, equipment and terminology. Complete knowledge of business arithmetic, American business English and spelling.
- ◆ Thorough knowledge of office practices and procedures and general knowledge of the laws and regulations affecting human resources. Knowledge of the municipal administration process and of the functions of municipal government, basic working knowledge of business administration, and applicable local, state, and federal laws.
- ◆ Excellent verbal and written communication skills with the ability to interact professionally and tactfully with employees, departments, and the public. Ability to establish and maintain effective working relationships, provide clear instructions, and handle sensitive information with discretion and confidentiality.

## *Human Services Generalist*

- ◆ Proficiency using Microsoft Office Suite, human resources, payroll, accounts payable, and other related software applications. Strong technical capabilities with ability to serve as system administrator for software applications.
- ◆ Strong analytical and problem-solving skills with the ability to identify and address complex issues, develop effective solutions, and exercise sound judgment. Ability to work independently with attention to detail, manage multiple priorities, and adapt to changing systems and procedures.
- ◆ Strong writing and proofreading skills with the ability to draft correspondence, prepare reports, and maintain accurate records, statistics, and confidential documentation.
- ◆ Ability to obtain and maintain clearance for Criminal Offender Records Information (CORI) access and ensure compliance with applicable regulations.

### **WORKING CONDITIONS & PHYSICAL DEMANDS:**

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

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

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

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

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



## Human Resources Generalist

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

Salary Grade: 6  
FLSA Status: Non-Exempt  
Date: ~~July~~  
2023~~March,~~  
2025

### **GENERAL SUMMARY:**

Under the supervision of the Assistant Human Resources Director, performs complex administrative support tasks to assist the Human Resources Department in ensuring that the Town's policies and procedures are consistently and lawfully administered, seeking guidance when clarification, interpretation or exception to policy or law is needed. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs responsible and varied duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

### **ESSENTIAL JOB FUNCTIONS:**

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

- ◆ Acts as a liaison between Town departments, the general public, consultants, and external agencies, providing information, addressing inquiries, and managing sensitive situations with professionalism and discretion. Communicates policies and procedures clearly and effectively. Collaborates with HR staff to support department operations and coordinate special projects. Handles highly confidential Town-wide information, including employee performance and medical records, disciplinary actions, collective bargaining matters, legal investigations, and policy considerations, ensuring strict adherence to confidentiality, sound judgment, and professional office protocols.
- ◆ ~~Acts as liaison with other Town departments as well as the general public, consultants, and external agencies regarding department operations and special projects; provides information and instructions; resolves problems; researches questions; communicates official plans, policies, and procedures to staff and members of the public; handles unusual or difficult situations, which may involve assisting distraught, angry, or otherwise upset individuals. Works cooperatively with other Human Resources staff to coordinate work of the Department.~~
- ◆ Performs complex administrative and HR support tasks, including document preparation, correspondence, and HR record maintenance. Supports HR system administration by processing personnel actions (salary adjustments, leave requests, employment status changes, etc.), ensuring compliance with policies and collective bargaining agreements. Maintains accurate records, assists with data entry, troubleshooting, and system updates, and coordinates with staff to address inconsistencies as needed. Compiles and analyzes complex data for reports, audits, and reconciliations of department records and databases.
- ◆ Supports recruitment and hiring efforts by managing job postings, processing applications, scheduling interviews, conducting reference checks, and other recruitment activities. Maintains timely communication with candidates and hiring managers throughout the hiring process. Coordinates new hire/re-hire onboarding, including generating and issuing employment offers, facilitating pre-employment requirements, collecting and verifying required documentation, and collaborating with departments to ensure seamless employee integration. Conducts new employee orientation to provide an overview of benefits and policies.

- ◆ ~~Assists with workers' compensation and injured-on-duty programs by receiving, logging, and reviewing injury reports, ensuring timely and accurate documentation, and maintaining compliance with applicable regulations. Facilitates communication between employees, departments, and third-party administrators to coordinate claims, benefits, and return-to-work processes. Performs a wide variety of complex and routine administrative tasks in support of the Human Resources staff and operations; answers and routes phone calls; composes, prepares and distributes correspondence and reports; creates and edits forms, procedures, and documents; develops, coordinates, and takes responsibility for efficiently run office systems; opens, screens, and distributes incoming mail and electronic system messages; responds appropriately to matters not requiring the personal attention of management staff; updates Department's web page; maintains and orders office supplies; may assist with preparation, distribution, and maintenance of Personnel Board agendas, packets, minutes, and materials, attending meetings as needed.~~
- ◆ Ensures accurate coding and processing of related payments through payroll and wire transfers. Works in collaboration with the Assistant HR Director to manage claims efficiently, resolve complex cases, and ensure consistency in claims administration.
- ◆ Supports the administration of medical and other leaves of absence, ensuring compliance with the Family & Medical Leave Act, Americans with Disabilities Act, and other applicable laws, regulations, and Town policies. Assists employees and supervisors with leave-related inquiries, processes documentation, tracks leave usage, and ensures accurate recordkeeping. Coordinates with payroll and other departments to facilitate leave administration and escalates complex cases or policy concerns to the Assistant HR Director.

~~Provides support for human resources and time and attendance software applications; performs system administration including set-up of codes, tables, security privileges, and reports; develops and documents processes; trains and provides support to system users; collaborates with technical staff to resolve problems; assists with ongoing maintenance and upgrades to systems.~~

- ◆ ~~Maintains and organizes official employee records and office files; enters information into and updates human resources information systems, databases, spreadsheets, and other systems; tracks actions and follows up as needed. Compiles routine to complex data for reports. Audits and reconciles detailed and complex Department records and databases. Works with highly confidential and sensitive Town-wide information including performance and medical information, disciplinary actions, collective bargaining positions, legal investigations, and contemplated policy actions requiring the application of appropriate judgment, discretion, and professional office protocols.~~

◆ ~~Reviews, prepares, and processes salary changes, leave requests, and other personnel actions to ensure they are accurate and in compliance with Town Bylaw, policies, procedures, and collective bargaining agreements, bringing inconsistencies to management's attention; instructs, audits, and communicates errors to Town-wide staff to maintain accuracy.~~

◆ ~~Performs complex calculations following procedures with numerous variables. Tracks related forms and actions.~~

◆ ~~Provides assistance to all Town employees regarding benefits options and eligibility and acts as a point of contact for information requests. Conducts new employee orientations, describing benefits and policies. Assists with benefits enrollments, terminations, and annual elections involving completion and distribution of numerous forms and notices. Processes life and long-term disability benefit claims. Coordinates complex mailings and tracks and follows-up on responses required of employees.~~

◆

~~Processes workers' compensation and public safety injured-on-duty reports and documents; receives, logs, and reviews injury reports for completeness, communicates with department personnel to obtain information not provided, routes to Assistant Human Resources Director for approval, and maintains related files; prepares and forwards reports to the State. Communicates and coordinates with workers' compensation and injured-on-duty administrators, supervisors, and injured employees regarding work status, calculations, payments, and coordination of benefits. Calculates and codes complex workers' compensation and injured-on-duty payments for processing via payroll and wire transfers.~~

◆ ~~Maintains records related to Department budget and payroll; monitors expenditures and balances within account; processes purchase orders and invoices; codes expenses; prepares Department payroll; prepares and maintains all associated records; assists in budget development by collecting data from past expenditures to project future spending. Serves as back-up for payroll processing for Human Resources, Veteran's Services and Community Services.~~

◆

◆ ~~Assists in the administration of the Town's recruitment and hiring efforts, including creating, reviewing and posting job announcements, placing ads, processing applications, arranging and tracking background checks, medical exams, and other pre-employment requirements; and communicates with candidates; follows up with supervisors and keeps them updated.~~

◆

◆ ~~Assists with administration. Administers the Serves as back-up Town's drug and alcohol testing program including maintaining database, scheduling appointments with testing agency and supervisors, and preparing related reports.~~

◆ ~~Prepares reports and responds to internal and external requests for employment-related information, i~~

◆ ~~Responds to information requests from employees, agencies, towns, and outside organizations including verifications of employment, salary and benefits surveys, and government reports.~~

◆

◆ ~~Assist with preparation, distribution, and maintenance of Personnel Board agendas, packets, minutes, and materials, attending meetings as needed.~~

◆ ~~Organizes and coordinates HR events, training sessions, and employee recognition activities.~~

◆ ~~Serves as back-up for Benefits Manager with employee enrollment, benefits administration, responding to inquiries, and maintaining accurate records.~~

◆  
~~Plans, coordinates, and implements logistics for events such as orientations, trainings, receptions, and annual employee events.~~

◆ Serves as back-up for payroll processing for Human Resources, Veteran's Services and Community Services.

◆ Maintains confidentiality and ensures compliance with state and federal employment laws, regulations, and policies while managing accurate and compliant HR documentation.

◆

◆ Performs special projects and related responsibilities as initiated and requested.

◆ Performs other related duties as required, directed or as the situation dictates.

◆ Regular attendance and punctuality at the workplace is required.

**SUPERVISORY RESPONSIBILITY:**

None

**EDUCATION & EXPERIENCE:**

~~Two-year college certificate or Associate's~~**Bachelor's** degree with training in human resources-related field, plus at least ~~two~~**five** years of responsible administrative experience in a human resources office, municipal experience preferred; or any equivalent combination of education and experience.

## **KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Strong administrative and office support skills. Thorough knowledge of office procedures, practices, equipment and terminology. Complete knowledge of business arithmetic, American business English and spelling.
- ◆ ~~Thorough knowledge of office practices and procedures and general knowledge of the laws and regulations affecting human resources. Knowledge of the municipal administration process and of the functions of municipal government, basic working knowledge of business administration, and applicable local, state, and federal laws. Knowledge of rules, laws, procedures, regulations, etc. pertinent to human resources operations. Basic knowledge of bookkeeping techniques. General knowledge of local government and its operations helpful.~~
- ◆ ~~Excellent verbal and written communication skills with the ability to interact professionally and tactfully with employees, departments, and the public. Ability to establish and maintain effective working relationships, provide clear instructions, and handle sensitive information with discretion and confidentiality. Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with all members of the public in a courteous and tactful manner; ability to establish and maintain good working relationships with co-workers; ability to communicate detailed instructions to peers; ability to maintain confidentiality and sensitivity in conversations.~~
- ◆ ~~Proficiency using Microsoft Office Suite, human resources, payroll, accounts payable, and other related software applications. Strong technical capabilities with ability to serve as system administrator for software applications.~~
- ◆ ~~Strong analytical and problem-solving skills with the ability to identify and address complex issues, develop effective solutions, and exercise sound judgment. Ability to work independently with attention to detail, manage multiple priorities, and adapt to changing systems and procedures.~~
- ◆ ~~Ability to work independently and with a high level of detail, to prioritize multiple tasks, and to deal effectively with frequent interruptions; ability to identify and analyze complex issues, develop appropriate recommendations, and apply considerable judgment. Excellent problem-solving, quality control, and organization skills. Ability to adapt to changes in the work environment, systems, and procedures.~~
- ◆ ~~Strong writing and proofreading skills with the ability to draft correspondence, prepare reports, and maintain accurate records, statistics, and confidential documentation. Ability to compose correspondence and prepare, type, and proofread reports as to form and logic flow. Ability to maintain detailed statistics, records, and files and to maintain confidential information.~~
- ◆ ~~Ability to acquire and maintain clearance to obtain Criminal Offender Records Information (CORI). Ability to obtain and maintain clearance for Criminal Offender Records Information (CORI) access and ensure compliance with applicable regulations.~~

## **WORKING CONDITIONS & PHYSICAL DEMANDS:**

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

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

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

Human Resources Generalist

***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.***



## **Human Resources Generalist**

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

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

### **GENERAL SUMMARY:**

Under the supervision of the Assistant Human Resources Director, performs complex administrative support tasks to assist the Human Resources Department in ensuring that the Town's policies and procedures are consistently and lawfully administered, seeking guidance when clarification, interpretation or exception to policy or law is needed. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs responsible and varied duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

### **ESSENTIAL JOB FUNCTIONS:**

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

- ◆ Acts as a liaison between Town departments, the general public, consultants, and external agencies, providing information, addressing inquiries, and managing sensitive situations with professionalism and discretion. Communicates policies and procedures clearly and effectively. Collaborates with HR staff to support department operations and coordinate special projects. Handles highly confidential Town-wide information, including employee performance and medical records, disciplinary actions, collective bargaining matters, legal investigations, and policy considerations, ensuring strict adherence to confidentiality, sound judgment, and professional office protocols.
- ◆ Performs complex administrative and HR support tasks, including document preparation, correspondence, and HR record maintenance. Supports HR system administration by processing personnel actions (salary adjustments, leave requests, employment status changes, etc.), ensuring compliance with policies and collective bargaining agreements. Maintains accurate records, assists with data entry, troubleshooting, and system updates, and coordinates with staff to address inconsistencies as needed. Compiles and analyzes complex data for reports, audits, and reconciliations of department records and databases.
- ◆ Supports recruitment and hiring efforts by managing job postings, processing applications, scheduling interviews, conducting reference checks, and other recruitment activities. Maintains timely communication with candidates and hiring managers throughout the hiring process. Coordinates new hire/re-hire onboarding, including generating and issuing employment offers, facilitating pre-employment requirements, collecting and verifying required documentation, and collaborating with departments to ensure seamless employee integration. Conducts new employee orientation to provide an overview of benefits and policies.
- ◆ Assists with workers' compensation and injured-on-duty programs by receiving, logging, and reviewing injury reports, ensuring timely and accurate documentation, and maintaining compliance with applicable regulations. Facilitates communication between employees, departments, and third-party administrators to coordinate claims, benefits, and return-to-work processes. Ensures accurate coding and processing of related payments through payroll and wire transfers. Works in collaboration with the Assistant HR Director to manage claims efficiently, resolve complex cases,

## *Human Resources Generalist*

and ensure consistency in claims administration.

- ◆ Supports the administration of medical and other leaves of absence, ensuring compliance with the Family & Medical Leave Act, Americans with Disabilities Act, and other applicable laws, regulations, and Town policies. Assists employees and supervisors with leave-related inquiries, processes documentation, tracks leave usage, and ensures accurate recordkeeping. Coordinates with payroll and other departments to facilitate leave administration and escalates complex cases or policy concerns to the Assistant HR Director.
- ◆ Serves as back-up Town's drug and alcohol testing program including maintaining database, scheduling appointments with testing agency and supervisors, and preparing related reports.
- ◆ Prepares reports and responds to internal and external requests for employment-related information, including verifications of employment, salary and benefits surveys, and government reports.
- ◆ Assist with preparation, distribution, and maintenance of Personnel Board agendas, packets, minutes, and materials, attending meetings as needed.
- ◆ Organizes and coordinates HR events, training sessions, and employee recognition activities.
- ◆ Serves as back-up for Benefits Manager with employee enrollment, benefits administration, responding to inquiries, and maintaining accurate records.
- ◆ Serves as back-up for payroll processing for Human Resources, Veteran's Services and Community Services.
- ◆ Maintains confidentiality and ensures compliance with state and federal employment laws, regulations, and policies while managing accurate and compliant HR documentation.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

### **SUPERVISORY RESPONSIBILITY:**

None

### **EDUCATION & EXPERIENCE:**

Bachelor's degree with training in human resources-related field, plus at least five years of responsible administrative experience in a human resources office, municipal experience preferred; or any equivalent combination of education and experience.

### **KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Strong administrative and office support skills. Thorough knowledge of office procedures, practices, equipment and terminology. Complete knowledge of business arithmetic, American business English and spelling.
- ◆ Thorough knowledge of office practices and procedures and general knowledge of the laws and regulations affecting human resources. Knowledge of the municipal administration process and of the functions of municipal government, basic working knowledge of business administration, and applicable local, state, and federal laws.
- ◆ Excellent verbal and written communication skills with the ability to interact professionally and tactfully with employees, departments, and the public. Ability to establish and maintain effective working relationships, provide clear instructions, and handle sensitive information with discretion and confidentiality.

Proficiency using Microsoft Office Suite, human resources, payroll, accounts payable, and other related software

applications. Strong technical capabilities with ability to serve as system administrator for software applications.

- ◆ Strong analytical and problem-solving skills with the ability to identify and address complex issues, develop effective solutions, and exercise sound judgment. Ability to work independently with attention to detail, manage multiple priorities, and adapt to changing systems and procedures.
- ◆ Strong writing and proofreading skills with the ability to draft correspondence, prepare reports, and maintain accurate records, statistics, and confidential documentation.
- ◆ Ability to obtain and maintain clearance for Criminal Offender Records Information (CORI) access and ensure compliance with applicable regulations.

**WORKING CONDITIONS & PHYSICAL DEMANDS:**

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

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

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

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

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

## Network Engineer

Department:	Concord Municipal Light Plant ( <u>CMLP</u> )	Salary Grade:	<u>LP-9</u>
Reports To:	Broadband Manager & <del>Chief Technology Officer</del> <u>CMLP Director</u>	FLSA Status:	Exempt
Appointed By:	Town Manager	Date:	<del>July 2023</del> <u>February 2025</u>

### GENERAL SUMMARY:

Under the general administrative direction of the Broadband Manager and ~~Chief Technology Officer (CTO)~~ the CMLP Director, manages the day-to-day operations of the Broadband and Town of Concord telecommunications services and the associated network hardware and software. Operates, maintains, expands and reconfigures the network. Plans, procures, installs, operates and maintains switches, routers, LAN/WAN/WLAN management systems, wireless networks, or other technologies for the CMLP and the Town. Supports routers, switches and GPON equipment used to deliver CMLP's Municipal Fiber-To-The-Home (FTTH) broadband services. Works closely with the Broadband staff and Telecommunication Technicians to develop and support service offerings and provide technical support to CMLP's broadband customers. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Must handle significant amounts of detail with a flexible approach to managing and prioritizing workload.

### 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.*

- ◆ Configures, operates and troubleshoots firewalls, routers and switches from various vendors including Juniper, Aruba, SonicWall, and Cisco. Provides leadership for the ongoing operation and support of ~~the~~ CMLP and Town-wide area network (WAN) and LAN. Designs, maintains and operates CMLP's telecommunications infrastructure and related electronics, including establishing voice, data and video services; monitoring performance of the ~~electronics~~ networks and equipment.
- ◆ Assists in selecting broadband technologies and/or broadband partners. Serves as ~~the~~ a key technical contact for providers of telecommunications services which support the business activities of CMLP, the Town of Concord and CMLP's broadband customers.
- ◆ Develops plans, schedules and project budgets related to network maintenance, system improvement and expansion activities. Coordinates hardware and software upgrades; designs and implements new voice, data and video circuits when required. Prepares telecommunication equipment and services procurement documents. Does technical evaluations of bids and proposals.
- ◆ Tracks the service levels for CMLP's commercial telecommunications services activities, regularly reporting results to the Broadband Manager ~~CTO~~ and CMLP Director.
- ◆ Participates in the Concord Light Broadband on-call and standby rotation. In conjunction with the Telecommunications Technicians, Network Engineer and IT staff, provides continuous on-call coverage for network and IT services. May be required to help with fiber optic emergency or other network restoration activities.

**ESSENTIAL JOB FUNCTIONS (Cont'd):**

- ◆ Works with the Town IT Department to evaluate, plan, and implement any voice or data applications requiring access to the Town fiber, data or voice networks. Provides input within Town IT in the selection and deployment of outside telecommunications services required to support Town departments. Designs, proposes and implements special networks for Town departments and commercial customers.
- ◆ Researches the capabilities of potential telecommunications business partners to provide retail or wholesale telecommunication services. Recommends alternative business partner/technology solutions. Serves as liaison to any broadband services business partner selected.
- ◆ Assists CMLP management and staff in the selection and application of telecommunication products and technology for Advanced Meter Reading (AMR), SCADA, Smart Grid and power management applications that may use broadband technology.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance at the workplace is required.

**SUPERVISORY RESPONSIBILITY:**

None

**EDUCATION & EXPERIENCE:**

- ◆ Bachelor's degree in Computer Science or Electrical Engineering with five or more years of progressively responsible experience in the design and operations aspects of the telecommunications and broadband provider industry; or any equivalent combination of education and experience.
- ◆ Network certification such as Cisco Certified Network Associate (CCNA) or equivalent is highly desirable. Additional professional certification, such as the Cisco Certified [Network Professional \(CCNP\) or the Cisco Certified Internetwork Expert \(CCIE\)](#), is highly desirable.
- ◆ Technical experience with several types of network technology such as fiber optics, different types of wireless transmission systems and twisted pair copper cable systems.
- ◆ Familiarity with Calix or other broadband hardware and software a plus.
- ◆ TCP/IP, BGP, VoIP and OSPF networking experience required.
- ◆ [Possession of a valid motor vehicle operator's license.](#)

**KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Knowledge of technical standards and environment surrounding the provisioning of telecommunications and Internet services.
- ◆ Knowledge of the broadband transmission architectures used in wireless, fiber optic and wired networks and identifies those architectures that will serve the broadband objectives of the community.
- ◆ Ability to identify and analyze complex technical issues involving networks and network equipment and to develop appropriate recommendations.
- ◆ Ability to organize time, work independently and accomplish tasks despite frequent interruptions.
- ◆ Ability to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials and other agencies. Ability to effectively communicate with large groups of people.

**WORKING CONDITIONS & PHYSICAL DEMANDS:**

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

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

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

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



## **Network Engineer**

Department:	Concord Municipal Light Plant (CMLP)	Salary Grade:	LP-9
Reports To:	Broadband Manager & CMLP Director	FLSA Status:	Exempt
Appointed By:	Town Manager	Date:	February 2025

### **GENERAL SUMMARY:**

Under the general administrative direction of the Broadband Manager and the CMLP Director, manages the day-to-day operations of the Broadband and Town of Concord telecommunications services and the associated network hardware and software. Operates, maintains, expands and reconfigures the network. Plans, procures, installs, operates and maintains switches, routers, LAN/WAN/WLAN management systems, wireless networks, or other technologies for the CMLP and the Town. Supports routers, switches and GPON equipment used to deliver CMLP's Municipal Fiber-To-The-Home (FTTH) broadband services. Works closely with the Broadband staff and Telecommunication Technicians to develop and support service offerings and provide technical support to CMLP's broadband customers. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Must handle significant amounts of detail with a flexible approach to managing and prioritizing workload.

### **ESSENTIAL JOB FUNCTIONS:**

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

- ◆ Configures, operates and troubleshoots firewalls, routers and switches from various vendors including Juniper, Aruba, SonicWall, and Cisco. Provides leadership for the ongoing operation and support of CMLP and Town-wide area network (WAN) and LAN. Designs, maintains and operates CMLP's telecommunications infrastructure and related electronics, including establishing voice, data and video services; monitoring performance of the networks and equipment.
- ◆ Assists in selecting broadband technologies and/or broadband partners. Serves as a key technical contact for providers of telecommunications services which support the business activities of CMLP, the Town of Concord and CMLP's broadband customers.
- ◆ Develops plans, schedules and project budgets related to network maintenance, system improvement and expansion activities. Coordinates hardware and software upgrades; designs and implements new voice, data and video circuits when required. Prepares telecommunication equipment and services procurement documents. Does technical evaluations of bids and proposals.
- ◆ Tracks the service levels for CMLP's commercial telecommunications services activities, regularly reporting results to the Broadband Manager and CMLP Director.
- ◆ Participates in the Concord Light Broadband on-call and standby rotation. In conjunction with the Telecommunications Technicians, Network Engineer and IT staff, provides continuous on-call coverage for network and IT services. May be required to help with fiber optic emergency or other network restoration activities.
- ◆ Works with the Town IT Department to evaluate, plan, and implement any voice or data applications requiring access to the Town fiber, data or voice networks. Provides input within Town IT in the selection and deployment of outside telecommunications services required to support Town departments. Designs, proposes and implements special networks for Town departments and commercial customers.

## Network Engineer

- ◆ Researches the capabilities of potential telecommunications business partners to provide retail or wholesale telecommunication services. Recommends alternative business partner/technology solutions. Serves as liaison to any broadband services business partner selected.
- ◆ Assists CMLP management and staff in the selection and application of telecommunication products and technology for Advanced Meter Reading (AMR), SCADA, Smart Grid and power management applications that may use broadband technology.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance at the workplace is required.

### **SUPERVISORY RESPONSIBILITY:**

None.

### **EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:**

- ◆ Bachelor's degree in Computer Science or Electrical Engineering with five or more years of progressively responsible experience in the design and operations aspects of the telecommunications and broadband provider industry; or any equivalent combination of education and experience.
- ◆ Network certification such as Cisco Certified Network Associate (CCNA) or equivalent is highly desirable. Additional professional certification, such as the Cisco Certified Network Professional (CCNP) or the Cisco Certified Internetwork Expert (CCIE), is highly desirable.
- ◆ Technical experience with several types of network technology such as fiber optics, different types of wireless transmission systems and twisted pair copper cable systems.
- ◆ Familiarity with Calix or other broadband hardware and software a plus.
- ◆ TCP/IP, BGP, VoIP and OSPF networking experience required.
- ◆ Possession of a valid motor vehicle operator's license.

### **KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Knowledge of technical standards and environment surrounding the provisioning of telecommunications and Internet services.
- ◆ Knowledge of the broadband transmission architectures used in wireless, fiber optic and wired networks and identifies those architectures that will serve the broadband objectives of the community.
- ◆ Ability to identify and analyze complex technical issues involving networks and network equipment and to develop appropriate recommendations.
- ◆ Ability to organize time, work independently and accomplish tasks despite frequent interruptions.
- ◆
- ◆ Ability to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials and other agencies. Ability to effectively communicate with large groups of people.

### **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.*

## *Network Engineer*

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

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

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

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

## CLASSIFICATION AND COMPENSATION PLAN

Revision Date: February 12, 2025

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

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

<b>12</b>	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				
	Town Clerk				
<b>11</b>	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					
<b>10</b>	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				
<b>9</b>	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					

<b>8</b>	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				
	Election and Census Manager				
	Electrical Inspector				
	HVAC Technician				
	Land Manager				
	Management Analyst				
	Master Electrician/ Crew Leader				
	Public Works Engineer				
	Recreation Operations Manager				
	Senior Financial Analyst				
	Senior GIS Analyst				
	Senior Information Systems Technician				
Senior Master Mechanic					
Senior Planner					
Senior Utility Electrician					
<b>7</b>	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				

<b>6</b>	Community Engagement Manager	<i>Annual</i>	\$67,704	\$81,245	\$94,786
	Energy Efficiency & Electrification Specialist	<i>Hourly</i>	\$3255	\$39.06	\$45.57
	Executive Assistant to the Select Board Executive				
	Assistant to the Town Manager				
	Human Resources Generalist				
	<u>Human Services Generalist</u>				
	Information Systems Technician Membership Coordinator				
	Office Administrator				
	Payroll & Finance Generalist				
	Senior Producer & Education Coordinator				
Skilled Carpenter					
<b>5</b>	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					
<b>4</b>	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					
<b>3</b>	Administrative Specialist	<i>Annual</i>	\$58,490	\$70,190	\$81,890
	Finance Specialist	<i>Hourly</i>	\$28.12	\$33.75	\$39.37
	Fitness Trainer				
<b>2</b>	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				

<b>1</b>	Building Custodian Crew Member Finance Assistant Office Assistant	<i>Annual</i>	\$53,040	\$63,648	\$74,256
		<i>Hourly</i>	\$25.50	\$30.60	\$35.70
<b>LP-17</b>	Director of Concord Municipal Light Plant	<i>Annual</i>	\$170,955	\$205,140	\$239,325
		<i>Hourly</i>	\$82.19	\$98.63	\$115.06
<b>LP-16</b>	<i>(No positions in grade)</i>	<i>Annual</i>	\$148,637	\$178,370	\$208,104
		<i>Hourly</i>	\$71.46	\$85.76	\$100.05
<b>LP-15</b>	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
<b>LP-14</b>	Broadband Manager Power Supply & Rates Administrator	<i>Annual</i>	\$121,763	\$146,120	\$170,477
		<i>Hourly</i>	\$58.54	\$70.25	\$81.96
<b>LP-13</b>	Financial Manager/ Accountant Lead Electrical Engineer Line Supervisor	<i>Annual</i>	\$113,797	\$136,552	\$159,307
		<i>Hourly</i>	\$54.71	\$65.65	\$76.59
<b>LP-12</b>	Lead Lineworker	<i>Annual</i>	\$106,371	\$127,639	\$148,907
		<i>Hourly</i>	\$51.14	\$61.37	\$71.59
<b>LP-11</b>	Electrical Engineer Senior Network Engineer	<i>Annual</i>	\$99,403	\$119,278	\$139,152
		<i>Hourly</i>	\$47.79	\$57.35	\$66.90
<b>LP-10</b>	Lineworker, Grade 1	<i>Annual</i>	\$96,595	\$115,918	\$135,242
		<i>Hourly</i>	\$46.44	\$55.73	\$65.02
<b>LP-9</b>	Network Engineer	<i>Annual</i>	\$89,877	\$107,848	\$125,819
		<i>Hourly</i>	\$43.21	\$51.85	\$60.49
<b>LP-8</b>	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
<b>LP-7</b>	Lineworker, Grade 2 Senior Broadband Technician	<i>Annual</i>	\$77,771	\$93,319	\$108,867
		<i>Hourly</i>	\$37.39	\$44.87	\$52.34
<b>LP-6</b>	Broadband Technician	<i>Annual</i>	\$67,704	\$81,245	\$94,786
		<i>Hourly</i>	\$32.55	\$39.06	\$45.57
<b>LP-5</b>	Lineworker, Grade 3	<i>Annual</i>	\$64,459	\$77,355	\$90,251
		<i>Hourly</i>	\$30.99	\$37.19	\$43.39
<b>LP-4</b>	<i>(No positions in grade)</i>	<i>Annual</i>	\$61,402	\$73,684	\$85,966
		<i>Hourly</i>	\$29.52	\$35.43	\$41.33
<b>LP-3</b>	<i>(No positions in grade)</i>	<i>Annual</i>	\$58,490	\$70,190	\$81,890
		<i>Hourly</i>	\$28.12	\$33.75	\$39.37
<b>LP-2</b>	<i>(No positions in grade)</i>	<i>Annual</i>	\$55,702	\$66,841	\$77,979
		<i>Hourly</i>	\$26.78	\$32.14	\$37.49
<b>LP-1</b>	<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)

TOWN OF CONCORD  
Personnel Policy and Procedure #27

Prevention and Elimination of Sexual Harassment in the Workplace  
Harassment/Sexual Harassment Policy

Date of Last Revision: ~~March 12, 2025~~ December 19, 2023

**PREFACE:** ~~The Town of Concord is committed to maintaining a work environment free from all forms of illegal discrimination, including harassment. Discrimination based on race, color, religion, national origin, ancestry, age, gender, gender identity/expression, sexual orientation, genetic information, military status, veteran's status, criminal record, disability, or pregnancy is illegal. Retaliation for filing a discriminatory harassment complaint or cooperating in a related investigation is also unlawful.~~

~~All employees will conduct themselves in a professional manner and show respect for all colleagues and the general public, and will follow the specific mandates of this policy with regard to prevention and elimination of sexual harassment in the workplace.~~

I. Purpose and Scope

~~The purpose of this document is to establish policies and procedures designed to prevent and eliminate sexual harassment in the work environment. The policy as described below reinforces the long-standing Town philosophy emphasizing the personal worth and dignity of each individual in the workplace. One of the Town's objectives is to provide a workplace environment in which creativity and productivity are allowed to flourish. Harassment in any form is counterproductive, not in the best interest of employees, nor those to whom we provide services, and will not be tolerated.~~

~~This policy is applicable to all Town employees, regardless of their employment status or bargaining unit membership. It is the responsibility of each department head and supervisor to ensure that each employee is given a copy of this policy and to uphold this policy within his/her department.~~

VII.I. Policy

~~The Town of Concord is committed to maintaining a work environment that is free from all forms of illegal discrimination and harassment. This policy pertains to harassment based on race, color, physical or mental disability, age (as defined by law), religious creed, sex, pregnancy/nursing or other pregnancy condition, sexual orientation (as defined by law), gender identity, transgender status, national origin, ancestry, veteran status, military service or application for military service, genetic information, criminal record and any other protected class legally applicable to the Town (collectively, "Protected Classes").~~

~~The Town of Concord prohibits harassment of any kind, including sexual harassment, in the workplace or in other settings in which employees may find themselves in connection with their employment. Sexual harassment and harassment on the basis of a protected class are forms of behavior that adversely affect the employment relationship. While this policy aims to create a harassment-free environment, it does not limit the Town's ability to take action regarding unacceptable workplace conduct, regardless of whether it violates this policy or constitutes harassment. Consistent with the Town's overall objectives, it is the policy of the Town of Concord to maintain a work environment free from all forms of harassment and to insist that all individuals be treated with dignity, respect, and courtesy. The Town believes that sexual harassment is a form of misconduct which undermines the integrity of work relationships, and demeans all individuals involved.~~

VIII.II. Sanctions Responsibilities

~~State and federal law holds employers responsible for harassment committed by employees toward other employees, as well as for harassment by non-employees in the workplace. All supervisors and department heads~~

are responsible for recognizing and addressing harassment and must respond appropriately when they reasonably ascertain that such conduct exists.

All employees must uphold this policy as a condition of employment to prevent harassment. This policy applies to all Town employees, regardless of employment status or bargaining unit membership. Department heads and supervisors are responsible for providing employees with a copy of this policy and ensuring its enforcement within their departments.

The Town is committed to fostering a work environment that actively prevents harassment. Efforts include, but are not limited to:

- Informing employees of this policy during onboarding
- Requiring annual employee review and acknowledgement of the policy
- Providing regular harassment prevention training
- Communicating potential sanctions policy violations
- Ensuring employees have a safe way to report incidents without fear of reprisal

IX. — Protected Class Harassment Harassment will be taken seriously. Any employee found to have engaged in harassment, or knowingly supported harassment in violation of this policy is subject to disciplinary actions, up to and including termination of employment. All supervisors and department heads are responsible for knowing (when reasonably ascertainable) whether or not an environment of harassment exists and responding appropriately, in accordance with the definitions and procedures herein.

### III.

Protected class harassment can be verbal or non-verbal behavior, including but not limited to slurs, derogatory comments, emails, voicemails, obscene or suggestive sounds intended to relate to a person's protected class, showing or posting objects, pictures, cartoons, or making offensive or demeaning gestures related to an individual's membership in a protected class. Harassment also refers to behavior which is personally offensive, impairs employee morale and interferes with the work effectiveness of employees.

State and Federal law provide that an employer may be held responsible for acts of harassment committed by one employee toward another. In addition, the Town may be held responsible for non-employee actions toward employees while on Town premises.

### IV. — Definition of Sexual Harassment

Under Massachusetts law, sexual harassment is defined as sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

- a) submission to or rejection of such advances, requests or conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment decisions; or,
- b) such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, humiliating or sexually offensive work environment.

Under these definitions, direct or implied requests by a supervisor for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment constitutes sexual harassment.

The legal definition of sexual harassment is broad and in addition to the above examples, other sexually oriented conduct, whether it is intended or not, that is unwelcome and has the effect of creating a workplace environment that is hostile, offensive, intimidating, or humiliating to male or female employees may also constitute sexual harassment. The victim and complainant do not have to be of the opposite sex. The complainant does not have to be a person directly harassed but may be someone affected by the offensive conduct. This is true for all forms of protected class harassment as well.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct which if unwelcome, may constitute sexual harassment depending upon the totality of the circumstances including the severity of the conduct and its pervasiveness:

- Unwelcome sexual advances – whether they involve physical touching or not
- Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life
- Comment about an individual's body, and/or comment about an individual's sexual activity, deficiencies, or prowess
- Displaying or disseminating sexually suggestive objects, pictures, cartoons, voicemail, email, graphics, downloaded material or websites
- Unwelcome leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments
- Inquiries into one's sexual experiences
- Discussion of one's sexual activities

• Sexual harassment is a form of behavior that adversely affects the employment relationship. It is prohibited by State and Federal law. The Town of Concord also condemns and prohibits sexual harassment by an employee.

Sexual harassment does not refer to purely voluntary social activities. It refers to behavior that is not welcome, which is personally offensive, and which undermines morale and/or interferes with a person's ability to work or interact effectively. Sexual harassment includes unwelcome actions directed to or by employees of the Town such as:

- verbal abuse of a sexual nature, use of sexually degrading words, or jokes or language of a sexual nature;
- physical contact including patting, pinching, or repeated brushing against another's body;
- demands or requests for sexual favors accompanied by implied or overt promises of preferential treatment or threats concerning an individual's status as an employee;
- continuing to express sexual interest after being informed that the interest is unwelcome;
- assault or molestation;
- posting or distributing sexually oriented pictures or other materials (note that this may include advertisements containing pictures of scantily-clad people); and
- distributing e-mail messages that contain text or attachments of the same nature identified in the above examples.

**The Rule**

It is, therefore, against the policies of the Town of Concord for any employee of the Town, male or female, to harass another person by making unwelcome sexual advances, requests for sexual favors, or other uninvited verbal or physical conduct of a sexual nature when:

- 0. submission to such conduct is made either implicitly or explicitly a term or condition of an employee's employment;
- 0. submission to, or rejection of, such conduct by an individual is made the basis for employment decisions affecting the employee;
- 0. such conduct has the purpose or effect of interfering with an individual's work performance, or a Town department's ability to effectively serve the public;
- 0. retaliation is threatened or undertaken against an individual who complains that such conduct is interfering with his or her work performance; or
- 0. a hostile or intimidating work environment is created for the employee, non-employee, or any others who may be exposed to such harassment.

**XIV.V. Procedure for Reporting and Investigating Incidents/Complaints of Harassment**

This policy is part of the Town's ongoing commitment to uphold the personal dignity and worth of each individual in the workplace, ensuring that all individuals are treated with dignity, respect, and courtesy. To ensure a harassment-free environment, the Town has outlined the following procedures for addressing and resolving harassment complaints. The Town will respond promptly to any complaints of harassment, taking corrective action, including disciplinary measures where appropriate. The complaint and investigation procedure (outlined below) applies to all forms of illegal harassment, including sexual harassment.

Employees who believe they have been subjected to sexual harassment or protected class harassment must report the incident promptly to one of the Town's Harassment Grievance Officers. It is suggested that such employees make it clear to the offender that such behavior is offensive to them and not acceptable. Any employee or supervisor who becomes aware of any possible unlawful harassment or other violation of this policy, whether he or she is personally affected or not, is directed to immediately report this conduct. Reports may be made orally or in writing to:

- **Erin McMorrow, Any employee believing that he/she has been the object of harassment, or has observed harassment, must report such an incident as soon as possible to one of the Town's Sexual Harassment Grievance Officers:**
- **Interim Human Resources Director Kimberly Crum (978-318-3031) Assistant Human Resources Director (978) 318-3027**
- **Jessica Porter, Assistant Town Manager Jessica Porter (978)-318-3028**

Both individuals are located at 55 Church Street, Concord, MA 01742. Each is also available to discuss any concerns you may have and to provide information to you about the Town's harassment policy and complaint process.

Employees may also report incidents of harassment to their supervisor; however, supervisors are required to

immediately inform a Harassment Grievance Officer or the Town Manager. Bargaining unit employees may speak first with their union representative; however, this does not constitute, or substitute for, reporting the incident to the Town.

Retaliation against any employee who has filed a harassment complaint, or against individuals who cooperate with a harassment investigation, is also unlawful and will not be tolerated.

~~Both individuals are located at 55 Church St, Concord, MA 01742. Of course, any employee may report a sexual harassment problem to his or her supervisor, if the employee wishes to do so; however, supervisors are obligated to immediately advise one of the Town's Grievance Officers or the Town Manager of such a report. A bargaining unit employee may choose to speak first with his or her union representative, but this will not substitute for reporting incidents to the Town. Although this PPP clearly states that supervisors and department heads are responsible for preventing and eliminating sexual harassment from the workplace, any employee who is either a victim or has knowledge of incidents involving harassing behavior is encouraged to report this information to any designated responsible person as described in this section.~~

~~Sexually harassing behavior is a serious matter and has a significantly adverse impact on both the employee and the organization. Therefore, all supervisors are required to immediately inform one of the Town's Grievance Officers or the Town Manager whenever harassment is reported.~~

~~If any employee believes he or she has been subject to sexual harassment, the employee should initiate a complaint by contacting one of the Sexual Harassment Grievance Officers as soon as possible. The employee should file the complaint promptly following any incident of alleged harassment. The employee will be requested to write out his or her complaint to document the charge. The employee should be aware that the~~

~~longer the period of time between the event giving rise to the complaint and the filing, the more difficult it will be for the Sexual Harassment Grievance Officers to investigate the occurrence.~~

~~The Town Manager or his/her designees will thoroughly and promptly investigate every reported incident of harassment by an employee, or of an employee. The investigation will respect the sensitivities of all persons involved. The investigation will be carried out as confidentially as possible, consistent with the need for thoroughness. Bargaining unit employees involved in such an investigation will be entitled to union representation at investigatory interviews, if they so desire. The conclusion as to whether sexual harassing conduct occurred, reached by the investigator of alleged harassment, will be promptly communicated to those involved, as is appropriate. The release of investigation results will only occur in conformance with laws governing such disclosure.~~

~~Employees who are not part of a bargaining unit may appeal results of an investigation ultimately to the Town Manager, and the Personnel Board. Bargaining unit employees must follow appeals provisions within their employment contract.~~

~~**Retaliation against an employee for filing a complaint of sexual harassment or for cooperating in an investigation of a sexual harassment complaint is against the law. Employees will be afforded protection from retaliation, intimidation, interference, or discrimination for filing a report of sexual harassment.**~~

#### XXVII. Prevention of Sexual Harassment

~~It is the responsibility of all Town employees to make sure that sexual harassment does not exist in the workplace and to know the terms of this policy and understand that abiding by this policy is a condition of employment.~~

~~Attachment A of this policy defines the responsibilities of employees and supervisors in preventing sexual harassment. Attachment A should be used as a guide to assist you in understanding your responsibilities in conforming with this policy.~~

#### VI. Harassment Investigation

~~Upon receiving a complaint, the Town will conduct a prompt, thorough, and impartial investigation. Every effort will be made to maintain confidentiality, subject to the need for a complete investigation. The process will include private interviews with the complainant, witnesses, and the person alleged to have committed harassment. All employees will be expected to cooperate fully in the efforts to investigate and enforce this policy.~~

~~At the conclusion of the investigation, the complainant and the alleged offender will be informed of the findings, to the extent appropriate.~~

#### VII. Disciplinary Action

~~If an investigation determines that inappropriate conduct has occurred, the Town will take corrective action depending on the severity of the behavior and the circumstances. Such action may range from counseling to termination from employment, and may include such other forms of disciplinary action as the Town deems appropriate under the circumstances.~~

#### XXXII.VIII. State and Federal Employment Discrimination Enforcement Agencies Remedies

~~XXXIII.—In addition to filing a complaint with the Town, employees who believe they have been subjected to harassment have the right to file a formal complaint with state or federal agencies. Using the Town's complaint~~

process does not prohibit you from filing a complaint with these agencies. Complaints to these agencies must be filed within 300 days from the alleged incident or when the complainant became aware of the incident. The following State and Federal agencies are responsible for enforcing complaints of sexual harassment which have not been resolved to the satisfaction of the reporting party:

- **The Massachusetts Commission Against Discrimination (“MCAD”)**  
One Ashburton Place, ~~Room~~ Suite 601  
Boston, MA 02108  
(617) 994-6000 ~~727-3990~~
- **The U.S. Equal Employment Opportunity Commission (“EEOC”)**  
~~John F. Kennedy Federal Building~~  
~~15 New Sudbury Street, Room 475~~  
~~Boston, MA 02203~~  
~~(800) 669-4000~~ 1801 L Street, N.W.  
Washington, D.C. 20507  
~~(800) 669-400~~  
TDD number for hearing impaired, (800) 669-6820 ~~800-3302~~

Employees are encouraged to utilize the Employee Assistance Program (EAP) for confidential counseling services. The MIA EAP can be reached at (800) 451-1834. Each of these agencies requires that claims be filed within 300 days from the alleged incident or when the complainant became aware of the incident.

**IX. Acknowledgment**

I acknowledge receipt of The Town of Concord’s Harassment/Sexual Harassment Policy, and I agree that I am responsible for reading its contents and complying with its provisions.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

XXXIV. Acknowledgment of Receipt of Policy

Employees are required to sign a statement, found in Attachment B, certifying that they have received a copy of this policy.

**TOWN OF CONCORD  
Personnel Policy and Procedure #27**

**ATTACHMENT A**

**Employee's Responsibilities for Preventing Sexual Harassment**

**Knowledge and Understanding:**

1. Know the Town's Sexual Harassment Policy. Know what could constitute sexual harassment under the law, such as:
  - a. unwelcome touching of any kind
  - b. sexual comments or innuendoes
  - c. sexually explicit jokes or stories
  - d. sexually explicit pictures or communication materials – magazines, calendars, posters, cartoons, e-mails
  - e. comments about someone's appearance
  - f. unwelcome and repeated requests for dates
  - g. demeaning or offensive names or labels – "honey", "sweetie", "girl", "boy"
  - h. jokes or tricks played against an employee
  - i. retaliation against someone who files a complaint
2. Know the appropriate complaint procedure for sexual harassment issues.
3. Examine your own attitudes regarding sexual harassment.

**Awareness:**

**Be supportive of your co-workers and ensure that your behavior contributes to a professional and productive environment by:**

1. Being conscious of what goes on around you at work.
2. Paying attention to the way people interact.
3. Being sensitive to the way in which those who are more vulnerable may react to the behavior of others.
4. Watching for the more subtle forms of sexual harassment and how they may negatively affect the work and self-esteem of others.

**Personal Responsibility:**

1. Pay attention to how others respond to what you do and say.
2. Don't assume that other people enjoy comments about their appearance, hearing sexual jokes or comments, being touched, or propositioned.
3. Think about the impact of how what you do and say affects another person's attitudes toward their work, job performance and self-esteem.
4. If people describe the vulnerability and anger they experienced from sexual harassment, relate those feelings to experiences you may have had as a "victim." Use this understanding to moderate your own behavior.
5. Consider your own actions and how they may influence or encourage the inappropriate behavior of others. Even if you don't intend to, you may encourage harassers by smiling, laughing at their jokes, or "flirting back." This type of response can lead someone to think that you enjoy or condone inappropriate behavior.

**Response to Harassment:**

1. Report all incidents which could constitute harassment to the Town's Grievance Officers.
2. Document all discriminatory harassment incidents. Record the date, time, place, people involved, people who observed it, and who said what to whom.

**Support:**

1. Don't ignore, shun or make fun of an employee who has filed a complaint. It is a right of all employees.

2. If a case is investigated, support the victim with your observations.

**Supervisor's Additional Responsibilities**

**Provide leadership:**

1. Exhibit the type of behavior **the Town expects of all employees.**
2. Demonstrate your willingness to discuss the issue.
3. Let people know that you will take action if you see, hear, or are told of inappropriate behavior.

**Provide information and training:**

1. Ensure that your employees have a copy of the Town's sexual harassment policy and that a copy is posted in your work area.
2. Ensure that your employees understand that the Town will investigate reported incidents and will take disciplinary action when appropriate.
3. Hold informal discussions about the issue when questions or issues arise.
4. Identify training needs and consult with the Human Resources Department.

**Provide an appropriate and timely response to problems:**

TOWN OF CONCORD  
Personnel Policy and Procedure #27  
**Prevention and Elimination of Sexual Harassment in the Workplace ATTACHMENT B**

**Employee Confirmation of Receipt**  
of Policy Revised December 19, 2023

Name: \_\_\_\_\_ Department: \_\_\_\_\_  
*(please print)*

I hereby certify that I have received a copy of the Town of Concord *Prevention and Elimination of Sexual Harassment in the Workplace Policy* and understand that I am responsible for reading its contents and complying with its provisions.

\_\_\_\_\_  
Employee's Signature  
\_\_\_\_\_

Formatted: Font: (Default) Arial, 10 pt

Formatted: Font: (Default) Arial, 10 pt

Formatted: Font: (Default) Arial, 10 pt

Formatted: Font: (Default) Arial, 10 pt

TOWN OF CONCORD  
Personnel Policy and Procedure #27  
**Harassment/Sexual Harassment Policy**

*Date of Last Revision: March 12, 2025*

**I. Policy**

The Town of Concord is committed to maintaining a work environment that is free from all forms of illegal discrimination and harassment. This policy pertains to harassment based on race, color, physical or mental disability, age (as defined by law), religious creed, sex, pregnancy/nursing or other pregnancy condition, sexual orientation (as defined by law), gender identity, transgender status, national origin, ancestry, veteran status, military service or application for military service, genetic information, criminal record any other protected class legally applicable to the Town (collectively, "Protected Classes").

The Town of Concord prohibits harassment of any kind, including sexual harassment, in the workplace or in other settings in which employees may find themselves in connection with their employment. Sexual harassment and harassment on the basis of a protected class are forms of behavior that adversely affect the employment relationship. While this policy aims to create a harassment-free environment, it does not limit the Town's ability to take action regarding unacceptable workplace conduct, regardless of whether it violates this policy or constitutes harassment.

**II. Responsibilities**

State and federal law holds employers responsible for harassment committed by employees toward other employees, as well as for harassment by non-employees in the workplace. All supervisors and department heads are responsible for recognizing and addressing harassment and must respond appropriately when they reasonably ascertain that such conduct exists.

All employees must uphold this policy as a condition of employment to prevent harassment. This policy applies to all Town employees, regardless of employment status or bargaining unit membership. Department heads and supervisors are responsible for providing employees with a copy of this policy and ensuring its enforcement within their departments.

The Town is committed to fostering a work environment that actively prevents harassment. Efforts include, but are not limited to:

- Informing employees of this policy during onboarding
- Requiring annual employee review and acknowledgement of the policy
- Providing regular harassment prevention training
- Communicating potential sanctions policy violations
- Ensuring employees have a safe way to report incidents without fear of reprisal

**III. Protected Class Harassment**

Protected class harassment can be verbal or non-verbal behavior, including but not limited to slurs, derogatory comments, emails, voicemails, obscene or suggestive sounds intended to relate to a person's protected class, showing or posting objects, pictures, cartoons, or making offensive or demeaning gestures related to an individual's membership in a protected class. Harassment also refers to behavior which is personally offensive, impairs employee morale and interferes with the work effectiveness of employees.

#### IV. Sexual Harassment

Under Massachusetts law, sexual harassment is defined as sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

- a) submission to or rejection of such advances, requests or conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment decisions; or,
- b) such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, humiliating or sexually offensive work environment.

Under these definitions, direct or implied requests by a supervisor for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment constitutes sexual harassment.

The legal definition of sexual harassment is broad and in addition to the above examples, other sexually oriented conduct, whether it is intended or not, that is unwelcome and has the effect of creating a workplace environment that is hostile, offensive, intimidating, or humiliating to male or female employees may also constitute sexual harassment. The victim and complainant do not have to be of the opposite sex. The complainant does not have to be a person directly harassed but may be someone affected by the offensive conduct. This is true for all forms of protected class harassment as well.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct which if unwelcome, may constitute sexual harassment depending upon the totality of the circumstances including the severity of the conduct and its pervasiveness:

- Unwelcome sexual advances – whether they involve physical touching or not
- Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life
- Comment about an individual's body, and/or comment about an individual's sexual activity, deficiencies, or prowess
- Displaying or disseminating sexually suggestive objects, pictures, cartoons, voicemail, email, graphics, download material or websites
- Unwelcome leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments
- Inquiries into one's sexual experiences
- Discussion of one's sexual activities

#### V. Complaints of Harassment

This policy is part of the Town's ongoing commitment to uphold the personal dignity and worth of each individual in the workplace, ensuring that all individuals are treated with dignity, respect, and courtesy. To ensure a harassment-free environment, the Town has outlined the following procedures for addressing and resolving harassment complaints. The Town will respond promptly to any complaints of harassment, taking corrective action, including disciplinary measures where appropriate. The complaint and investigation procedure (outlined below) applies to all forms of illegal harassment, including sexual harassment.

Employees who believe they have been subjected to sexual harassment or protected class harassment must report the incident promptly to one of the Town's Harassment Grievance Officers. It is suggested that such employees make it clear to the offender that such behavior is offensive to them and not acceptable. Any employee or supervisor who becomes aware of any possible unlawful harassment or other violation of this policy, whether he or she is personally affected or not, is directed to immediately report this conduct. Reports may be made orally or in writing to:

- **Erin McMorrow, Assistant Human Resources Director (978) 318-3027**
- **Jessica Porter, Assistant Town Manager (978) 318-3028**

Both individuals are located at 55 Church Street, Concord, MA 01742. Each is also available to discuss any concerns you may have and to provide information to you about the Town's harassment policy and complaint process.

Employees may also report incidents of harassment to their supervisor; however, supervisors are required to immediately inform a Harassment Grievance Officer or the Town Manager. Bargaining unit employees may speak first with their union representative; however, this does not constitute, or substitute for, reporting the incident to the Town.

Retaliation against any employee who has filed a harassment complaint, or against individuals who cooperate with a harassment investigation, is also unlawful and will not be tolerated.

## **VI. Harassment Investigation**

Upon receiving a complaint, the Town will conduct a prompt, thorough, and impartial investigation. Every effort will be made to maintain confidentiality, subject to the need for a complete investigation. The process will include private interviews with the complainant, witnesses, and the person alleged to have committed harassment. All employees will be expected to cooperate fully in the efforts to investigate and enforce this policy.

At the conclusion of the investigation, the complainant and the alleged offender will be informed of the findings, to the extent appropriate.

## **VII. Disciplinary Action**

If an investigation determines that inappropriate conduct has occurred, the Town will take corrective action depending on the severity of the behavior and the circumstances. Such action may range from counseling to termination from employment, and may include such other forms of disciplinary action as the Town deems appropriate under the circumstances.

## **VIII. State and Federal Remedies**

In addition to filing a complaint with the Town, employees who believe they have been subjected to harassment have the right to file a formal complaint with state or federal agencies. Using the Town's complaint process does not prohibit you from filing a complaint with these agencies. Complaints to these agencies must be filed within 300 days from the alleged incident or when the complainant became aware of the incident.

- **The Massachusetts Commission Against Discrimination ("MCAD")**  
One Ashburton Place, Suite 601  
Boston, MA 02108  
(617) 994-6000
- **The U.S. Equal Employment Opportunity Commission ("EEOC")**  
John F. Kennedy Federal Building  
15 New Sudbury Street, Room 475  
Boston, MA 02203  
(800) 669-4000  
TDD number for hearing impaired, (800) 669-6820

Employees are encouraged to utilize the Employee Assistance Program (EAP) for confidential counseling services. The MIIA EAP can be reached at (800) 451-1834.

**IX. Acknowledgment**

I acknowledge receipt of The Town of Concord's Harassment/Sexual Harassment Policy, and I agree that I am responsible for reading its contents and complying with its provisions.

---

Signature

---

Print Name

---

Date

# PERSONNEL BOARD PRESENTATION

1. Tonight's Goal—Presentation and Conversation--New Personnel Board Charge
2. Personnel Bylaw
3. A Little History
4. Personnel Board Members and Key Contributors
5. Personnel Board Charge
6. Q and A

## Personnel Bylaw—Purpose and Application

- “Establish an equitable and efficient system of personnel administration for Town employees”
- “All Town departments and positions shall be subject to the provisions of this bylaw except elected officers, employees with personal contracts, employees covered by a collective bargaining agreement, and employees of the school department. All questions of doubt or dispute relative to the interpretation of this bylaw shall be settled by the Personnel Board.”

## A Little History

- 1921 Personnel Board established by Town Bylaw
- 1952 Town Charter—Reaffirmed Personnel Board and identified as one of the appointed bodies by the Select Board
- 1985 Town established Human Resources Department
- 1985 Personnel Board Charge adopted
- 2014 Town Governance Study Committee Final Report
- 2021 Personnel Study Task Force (“PSTD”) established by the Select Board

## A Little History

- 2022 PSTD Final Report presented to the Select Board
- 2022 Town engaged outside firm to undertake a study and redesign of the Town's Classification and Compensation Plan
- 2023 Initiation of a “dashboard” for purposes of monitoring recruiting and retention
- 2024 Approved at Town Meeting
  - New Classification and Compensation Plan
  - New Personnel Bylaw
- 2025 New Personnel Board Charge

## Personnel Board Members

Liz Cobbs (Co-Chair)

Joe Emerick

Josh Fay

Bill Mrachek (Co-Chair)

Kate Ryan

## Additional Contributors

### Personnel Study Task Force

- Ruth Lauer
- Anne Rarich
- Bruce Wood Button
- Paul Macone
- Claude Cicchetti

### Town of Concord

- Kerry Lafleur
- Jessica Porter
- Erin McMorrow
- Magnolia Begley
- Marie McCahon
- Shana Connerney
- Malysa Simard

# Personnel Board Charge

**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 latest revision of the Personnel Bylaw was approved at Town Meeting on April 29, 2024. 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, as stipulated in the Personnel Bylaw.

# Personnel Board Charge

**DRAFT**

## **Personnel Board Charge**

### **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.

# Personnel Board Charge

**DRAFT**

## **Personnel Board Charge**

### 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 INITIATIVES:

- 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

# Q & A

## 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 latest revision of the Personnel Bylaw was approved at Town Meeting on April 29, 2024. 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, as stipulated in the Personnel Bylaw.

#### 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 INITIATIVES:

- 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

#### PERSONNEL BOARD COORDINATION AND REPORTING:

The Select Board recognizes the important role of the Personnel Board in the effective management and oversight of personnel management matters for the Town of Concord. Governance in this area of municipal administration benefits from the input and focus of a skilled and engaged Personnel Board

which can advise the Town Manager and Select Board. The Select Board wishes to support and benefit from this strategy.

The Select Board requests that the Personnel Board engage in setting and tracking goals for personnel management in collaboration with the Town Manager and Select Board and report on these areas annually in June or earlier. The report may include any information that the Personnel Board considers relevant to Personnel Management for Concord.

The Select Board is particularly interested in:

- The status of retention in recruiting
- Tracking Employee satisfaction in morale
- Progress on initiatives related to workforce administration, management, and training

(For Select Board Review: March 17, 2025)

## HUMAN RESOURCES POLICIES

(As Referenced on Town Website as of March 4, 2025)

### EMPLOYEE POLICIES

Personnel Bylaw (PB) NEW

PPP #43 Remaining FORMER Bylaw Provisions

Personnel Policies and Procedures (PPP)

Administrative Policies and Procedures (APP)

		Welcome	
		Town of Concord History	
PB	1,2,3	Introduction / How the Handbook Relates to the Personnel Bylaw	
		Personnel Bylaw	
		Employee Acknowledgement of Receipt	
		Handbook Revision History	
on PPP Page		Index	
PPP #43		Definitions	
PPP #43	3	PERSONNEL POLICIES AND PROCEDURES	
PPP	3	Adoption of PPPs	
PPP #43	4	Employment Status	
PPP	43	Policies Carried Over at the time of 2024 Personnel Bylaw Approval	
		<b>Positive Workplace</b>	
APP	58	Equal Employment Opportunity Statement of Policy	
APP	13	Standards of Conduct	
APP	9	Employee Conduct	
APP	19	Acceptance of Gifts	
		<b>Compensation</b>	
On PPP Page		FY24 Classification and Compensation Plan (Grid)	
PPP		7-1 MISC Compensation Schedule	
PPP		7-2 MISC Compensation Schedule - Human Services	
PPP		7-3 MISC Compensation Schedule - Human Services	Deleted
PB	5.0	CLASSIFICATION PLAN	
PB	6.0	COMPENSATION PLAN	
PPP #43	7.0	SALARY SCHEDULES FOR TEMPORARY AND LIMITED STATUS POSITIONS	
PPP #43	8.0	IN TRAINING STATUS	
PPP #43	9.0	HOURS OF WORK	
PPP #43	9.1	Work Week	
PPP #43	9.2	Overtime	

PPP #43	9.3	Non-contiguous Work	
PPP	9.2	Administration of Overtime	
PPP #43	10.0	PAY POLICIES	
PPP #43	10.1	Appointment Rates	
PPP	10.2	Pay Philosophy & Salary Administration	
PPP #43	10.2	Increases Within the Salary Ranges	
PPP #43	10.3	Incentives and Reward	
PPP #43	10.4	Reclassifications	
PPP #43	10.5	Acting Pay	
PPP #43	10.6	Other Special Pays	
PPP #43	10.7	Workers' Compensation (Move to Workers' Comp and/or Sick/ Personal/ Vacation Leave Usage)	
PPP	10.6	Administration of Longevity Pay 7-06 DELETED	
PPP	10.7-1	Stand-by Pay 10-23	
PPP	10.7-2	Uniform Pay draft 2-24	
		<b>Leave Benefits</b>	
PPP	12	Administration of Holiday Pay 6-16-22	
PPP #43	12	Holidays	
PPP #43	12.1	Holiday Leave	
PPP #43	12.2	Holidays Worked	
PPP	12- 1	Administration of Holiday Pay for Beede 6-16-22	
PPP #43	11	SICK LEAVE	Deleted
PPP #43	11.1	Accrual	Deleted
PPP #43	11.2	Use	Deleted
PPP #43	11.3	Sick Leave Payoff	Deleted
PPP	11	Administration of Sick Leave 11-10	Recently Updated
PPP	11.2-1	Definition of Immediate Family for Sick Leave	Incorporated
PPP	11 Add	Addendum - Sick Leave Use for Parental Leave	Incorporated
PB	13.0	VACATION LEAVE	Incorporated
PPP	13	Administration of Vacation Leave	Recently Updated
PB	14	BEREAVEMENT LEAVE	Recently Updated
PPP	14-1	Definition of Immediate Family for Bereavement Leave	Incorporated
PPP	14-2	4th Day Bereavement Leave	Incorporated
PPP #43	15	PERSONAL LEAVE	
PPP	15	Administration of Personal Leave	
PPP #43	16	MILITARY LEAVE	
APP ?	53	Pay for Employees Activated for Military Duty	
PPP #43	17	JURY DUTY	
PPP #43	20	LEAVE FOR TEMPORARY & LIMITED STATUS EMPLOYEES	
PPP #43	18	UNPAID LEAVES OF ABSENCE	

PPP #43	18.1	Family & Medical Leave	
PPP #43	18.2	Other Leaves of Absence	
PPP #43	18.3	Accruals During Leaves	
PPP	18	Unpaid Leave of Absence and FMLA	
PPP #43	19	INTERRUPTION OF EMPLOYMENT	
PPP	20	Leave Benefits for Childcare Services Employees 8-30-2016	
PPP	36	Proration of Leave Benefits	
		<b>Drug, (Marijuana) and Alcohol-Free Workplace Policy</b>	
PPP	35	Drug Free Workplace Policy	
PPP	42	Drug & Alcohol Testing Policy	
		<b>Policies</b>	
PPP	27	Prevention Elimination of Sexual Harassment 9-2015	Drafted
PPP	40	Loss of Drivers License	Recently Updated
PPP	25	Employee Appeal Procedure	Recently Updated
PPP	41	Postings Official Notices	
APP	11	<b>Closing of Town Buildings for Adverse Weather Conditions (KYR) (Also for citizens, see below)</b>	
APP	34	<b>Disposition of...Other Town Supplies &amp; Equipment</b>	
		<b>Hiring</b>	
		<b>CORI</b>	
		<b>Performance Management</b>	
		<b>Discipline</b>	
		<b>Remote Work</b>	
		<b>Payroll</b>	
		<b>Outside Employment</b>	
		<b>Political Activity</b>	
		<b>Solicitation</b>	
		<b>Fraud</b>	
		<b>Personnel Records</b>	
		<b>Attendance</b>	
		<b>Dress Code</b>	
		<b>Employment Reference</b>	
APP	2-A	Out-Of-State Travel + 2B?/ Travel Reimbursement	
APP	21	Reimbursement for Utilization of Private Automobiles	
APP		<b>Salvage and Surplus Materials (APP #1/ APP #34)</b>	
		<b>Health &amp; Safety of Employees</b>	
APP	24	<b>Weapons</b>	
APP	57	<b>Workplace Violence</b>	

APP	35	Prohibition of Smoking (outside citizens as well, below)	
		<b>Technology</b>	
APP	1	Use of Town Property	
APP	30	Use of Cell Phones While at Work	
APP	50	Use of Electronic Mail (Include Board and Committee Members)	
APP	51	Use of Internet	
APP	52	Deployment and Use of Technology (Includes IT Responsibilities)	
APP	55	Web Content and Link Posting (Includes Board & Committee Personnel)	
APP	62	Social Media Policy	
		<b>Benefits</b>	
		Group Health Insurance	
		EAP	
		Dental Insurance	
		COBRA	
		HIPAA	
		Group Life & AD&D	
		Long Term Disability Insurance	
		Deferred Compensation	
APP	29	Educational Assistance Policy	
		OBRA	
		Retirement/Pension	
		Unemployment Compensation	
		Employee Involvement Award Program	

Out of Employee Handbook Scope

APP	3	Department Deficits - Use of Reserve Fund
APP	4	Reservation of Public Building Meeting Rooms - Open Doors
APP	5	Municipal Grievance Procedures - Americans with Disabilities Act
APP	6	Communications
APP	7	Site Inspection Tours
APP	8	Emergency Meeting Cancellations
APP	10	Select Board Guidelines Town Committee and Board Appointments
APP	11	Closing of Town Buildings for Adverse Weather Conditions (EE see Emergency Conditions above)
APP	12	Annual Town Report
APP	14	Utilization of Town Counsel Legal Review of Contract Documents
APP	15	Notification of White Pond Advisory Committee

APP	16	Flag Lowering and Raising on Town Owned Flag Poles
APP	17	Public Statements - Lawsuits
APP	18	Applications for and Acceptance of State and Federal Grants
	19	Acceptance of Gifts
APP	20	Citizen Requests to Distribute Literature
APP	22	Storage of Inflammable Materials and Explosives
APP	23	Building Move Procedures
APP	25	Public Records Law
APP	26	Names on War Memorials
APP	27	Town Vehicle Use
APP	28	Display of Merchandise on Town Sidewalks
APP	31	Pole and Conduit Location
APP	32	Use of Town Land by Community Groups
APP	33	Selection of Consultants
APP	34	Rental and Sale of Town Property
APP	35	Prohibition of Smoking (EE See above)
APP	36	Purchasing
APP	37	Historic Districts Commission Authority - Town Projects
APP	38	Municipal Outdoor Lighting Policy and Guidelines
APP	39	Application for Building Permit - Small Lots - Chapter 40 A
APP	40	Right-to-Know Law
APP	41	Employment and Services for Disabled Persons
APP	43	Naming of Town Property
APP	44	Designation of National Incident Management System
APP	46	Rabies Control Plan
APP	45	Telephone Procedures, Policies and Guidelines (Cust Svc)
APP	47	Seat Belt Law
APP	48	Regulations Governing Private Signes on Public Property
APP	49	Buy Recycled Policy
APP	50	Use of Electronic Mail (Include Board/Committee Members; EE See above)
APP	52	Deployment and Use of Technology (Includes IT Responsibilities; EE See above)
APP	54	Decision Process for Land Acquisition
APP	55	Web Content and Link Posting (Includes Board & Committee Personnel; EE See above)
APP	56	Staff Provision of Records and Information
APP	58	Public Access to Open Space
APP	59	Energy Management Policy
APP	60	Sustainable Municipal Practices
APP	61	Remote Network Access
APP	63	Fuel Efficient Vehicle Policy (EE portions included in Vehicle update?)
APP	64	COVID 19 Workplace Safety
APP	65	Sustainable Fleet Policy

APP	66	Authorized Personnel Only in Public Spaces
APP	67	Small Cell Wireless Installation Policy