

**TOWN OF CONCORD PERSONNEL BOARD
AGENDA**

**Wednesday, September 10, 2025
5:30 p.m.
55 Church Street & Zoom Video Conference
Join Zoom Meeting**

<https://us02web.zoom.us/j/86883687244?pwd=xYIfDhHgnfWD5h7c6SaScDYKke1u6B.1>

Meeting ID: 868 8368 7244

Passcode: 844066

- 1. Call to Order**
- 2. Approval of Minutes**
 - December 10, 2024
 - June 18, 2025
 - August 13, 2025
- 3. Assistant Town Manager/ Director of Human Resources Report**
 - MUNIS Payroll Update
 - FY2025 Merit Pay
 - Handbook Update
 - Personnel File Digitization
 - Employee Events
 - Personnel Reporting
- 4. Classification Actions**
 - Review and vote updated job description
 - Payroll & Finance Generalist
 - Review of updated job descriptions
 - HR Generalist (Employee Development & Engagement Specialist) (FLSA Status – still pending)
- 5. Tracking Employee Satisfaction Discussion**
- 6. Personnel Board Membership**
- 7. Adjournment**

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

- Minutes of December 10, 2024
- Minutes of June 18, 2025
- Minutes of August 13, 2025

HR Employee Files

Folder Structure

- Benefits
 - LastName-First_Employee ID [Smith-Nathaniel_102341]
- I-9 Files - YYYYMMDD_Last Name-First Initial
- Medical
 - LastName-First_Employee ID [Smith-Nathaniel_102341]
- Personnel
 - Department
 - LastName-First_Employee ID [Smith-Nathaniel_102341]
 - Acknowledgements
 - Attendance
 - Compensation
 - Credentials
 - Hiring
 - Performance
 - Separation

File Naming

Benefits

<u>File Type</u>	<u>Naming Convention</u>	<u>Example</u>
Enrollment Form	YYYYMMDD_Enrollment-Provider	20250428_Enrollment-BCBS

I-9 Documentation

<u>File Type</u>	<u>Naming Convention</u>	<u>Example</u>
I-9 Forms/ID Copies	YYYYMMDD_Last Name-First Name	20250428_McMorrow-Erin

Medical

<u>File Type</u>	<u>Naming Convention</u>	<u>Example</u>
ADA Accommodations	YYYYMMDD ADA	20250429 ADA
Drug/Alcohol Test Results	YYYYMMDD Drug	20250429 Drug
EAP Referrals	YYYYMMDD EAP	20250429 EAP
FMLA Records	YYYYMMDD FMLA	20250429 FMLA
Medical Records	YYYYMMDD Medical	20250429 Medical
Pre-Employment Physical	YYYYMMDD Physical	20250429 Physical
Workers Comp/IOD Documents	YYYYMMDD WC	20250429 WC

Personnel

Personnel-Acknowledgments

File Type	Naming Convention	Example
Anti-Harassment Acknowledgement	YYYYMMDD_Harassment	20250429_Harassment
Correspondence	YYYYMMDD_Correspondence	20250429_Correspondence
Equipment/Key Acknowledgement	YYYYMMDD_Equip	20250429_Equip
Ethics Acknowledgement	YYYYMMDD_Ethics	20250429_Ethics
Handbook Acknowledgement	YYYYMMDD_Handbook	20250429_Handbook
New Employee Benefits Orientation	YYYYMMDD_Orientation	20240823_Orientation
Retirement Enrollment	YYYYMMDD_Retirement	20240823_Retirement
Requests for Review of File	YYYYMMDD_Review	20250429_Review
Social Security	YYYYMMDD_Social Security	20240823_Social Security

Personnel-Attendance

Absence Record Card	YYYYMMDD_ARC	20250429_ARC
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Personnel-Compensation

Change of Status/ Step Increase Letters	YYYYMMDD_COS	20250701_COS
Garnishment Orders	YYYYMMDD_Garnishment	20250429_Garnishment
Merit Award Letters	YYYYMMDD_Merit	20250630_Merit

Personnel-Credentials

Certification	YYYYMMDD_Cert	20250429_Cert
Licenses	YYYYMMDD_License	20250429_License
Transcripts	YYYYMMDD_Transcript	20250429_Transcript
Training Records	YYYYMMDD_Training	20250429_Training

Personnel-Hiring

Application/Resume	YYYYMMDD_App	20250429_App
Background Checks & Investigation Results	YYYYMMDD_Background	20240716_Background
CORI	YYYYMMDD_CORI	20250429_App
Correspondence	YYYYMMDD_Correspondence-Subject	20250429_Correspondence-Benefits
Credit Reports	YYYYMMDD_Credit	20250429_Credit
Emergency Contact Form	YYYYMMDD_Contact	20250429_Contact
In-Training Period Approval	YYYYMMDD_Training App	20250107_Training App
Job Description	YYYYMMDD_JD	20250429_JD
Job Posting	YYYYMMDD_Posting	20250429_Posting
New Hire Checklist	YYYYMMDD_Checklist	20250429_Checklist
Payroll Form	YYYYMMDD_Payroll	20250429_Payroll

Pre-Employment Checklist	YYYYMMDD Checklist	20250429 Checklist
Reference Release Form	YYYYMMDD Reference	20250429D Reference
RTMJO Approval	YYYYMMDD RTMJO	20240712 RTMJO
Signed Offer	YYYYMMDD Offer	20240712 Offer
Personnel-Performance		
Commendations	YYYYMMDD Commendation	20250429 Commendation
Disciplinary Warning	YYYYMMDD Warning	20250429 Warning
Goal Setting Form	YYYYMMDD Goals	20241220 Goals
Performance Improvement Plan	YYYYMMDD PIP	20250429 PIP
Performance Evaluation	YYYYMMDD Eval	20250429 Eval
Personnel-Separation		
Exit Interview	YYYYMMDD Exit	20250429 Exit
Post-Termination Correspondence	YYYYMMDD Correspondence-Subject	20250429 Correspondence-Term
Resignation	YYYYMMDD Resignation	20250429 Resignation
Separation Agreement	YYYYMMDD SepAgreement	20250429 SepAgreement
Separation Checklist	YYYYMMDD SepChecklist	20250429 SepChecklist
Termination Letter	YYYYMMDD Termination	20250429 Termination
Unemployment	YYYYMMDD Unemployment	20250429 Unemployment

August Hiring

DEPT	FULL TIME	LIMITED STATUS	TEMPORARY	Grand Total
BEEDE SWIM & FITNESS CENTER		2	1	3
BUILDING INSPECTOR DIVISION	1	1		2
CONCORD POLICE DEPARTMENT	2			2
ELECTION WORKERS		3		3
LIBRARY	1			1
RECREATION DEPARTMENT			1	1
TOWN ENGINEER	1			1
TOWN MANAGER'S OFFICE	1			1
Grand Total	6	6	2	14

August Turnover

Type of Separation	Department		Grand Total
	CMLP	Fire	
Retirement	1	1	2
Grand Total	1	1	2



August Personnel Updates

Welcome to Concord!

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



Kristin Reichman

*Executive Assistant to the
Select Board*
Town Manager's Office



Thomas Sullivan

Public Safety Dispatcher
Dispatch



Richard O'Neil

Local Inspector
DPLM - Building &
Inspections



Michael Crowe

Police Officer
Police



Teri Hegarty

Program Analyst
CPW - Engineering



Francisco Ortiz

Maintenance Custodian
Library

Retirements!

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

Carole Hilton

After 15 years of dedicated service, Carole retired from her Customer Service Manager role at the Concord Municipal Light Plant. We wish her a happy and healthy retirement!

Thomas Judge

As previously announced, Chief Thomas Judge retired from the Concord Fire Department after 42 years of dedicated service. We thank him for his service and wish him the very best in retirement.



Payroll & Finance Generalist

Department: Finance – Administration
Reports To: ~~Town Accountant~~ Chief Financial Officer
Appointed By: Town Manager

Salary Grade: ~~64~~
FLSA Status: Non-Exempt
Date: ~~July 2023~~ September 2025

GENERAL SUMMARY:

Under the general supervision of the ~~Town Accountant~~ Chief Financial Officer, perform tasks related to payroll, office administration, and treasury, and, in carrying out payroll and benefits administration duties, subject to the direct supervisory oversight of the ~~Town Accountant~~, performs a variety of tasks in the administration of town payroll, providing administrative support to the ~~benefits administration process~~, and providing administrative support to the ~~Finance Director and Finance Administration Division~~. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of detail, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ ~~Carries out the administrative steps required to prepare, verify and maintain all necessary recordkeeping for the biweekly payroll for all town departments, working closely with departmental administrative staff to maintain accuracy. Receives and enters all data into payroll system affecting gross pay, taxes, deductions and net pay; reconciles and prepares for payment all voluntary payroll deductions; assists the Town Accountant in the resolution of payroll-related problems and proper application of policies, employment agreements, and laws. Provides administrative and clerical support to the Finance Department and related boards and committees. Creates, edits, and distributes a variety of documents including reports, postings, notices, minutes, and correspondences. Maintains calendars for the Finance Department. Updates and maintains Finance Department webpages on the Town's website.~~
- ◆ ~~Assists in carrying out organizational and communication tasks on behalf of committees that work directly with the Chief Financial Officer, including the Finance Committee, Financial Audit Advisory Committee, and the Trustees of Town Donations. Prepares meeting packets and agendas and ensures proper posting in a timely fashion and prepares meeting minutes as assigned.~~
- ◆ ~~Assists the public, employees, and vendors in person, on the phone, and via email; answers general questions, supplies information relating to the policies, rules and regulations of the Department, and directs more complicated questions to other professional staff or departments as appropriate to the circumstances.~~
- ◆ ~~Receives, processes, reconciles and maintains files for all Town gift accounts, prepares necessary documents and correspondence for gift acceptance, approvals and acknowledgments.~~
- ◆ ~~Maintains the Town's business accounts including setting up and removing users as needed. Maintains approval workflow within the Town's business accounts.~~
- ◆ ~~Orders office supplies for all Finance staff.~~

Payroll & Finance Generalist

- ◆ Prepares biweekly Finance Administration payroll, and inputs it into Munis and obtains all of the appropriate signatures for audit purposes.
- ◆ Serves as backup to the Payroll Manager and carries out the administrative steps required to prepare, verify and maintain all necessary recordkeeping for the biweekly payroll for all town departments, working closely with departmental administrative staff in the absence of the Payroll Manager to maintain accuracy.
- ◆ Serves as backup to the Payroll Manager and reconciles and prepares all voluntary payroll deductions for payment.
- ◆ Assists the Deputy Treasurer/Collector with various treasury and collection tasks as assigned.
- ◆ Assists Treasury in monthly reconciliation of Trustee of Town Donations accounts as requested.
- ◆
- ~~◆ Provides support for payroll 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.~~
- ~~◆ Carries out employee benefit transactions for all Town employees and retirees related to payroll management, payment of premium invoices, reconciliation of enrollment census lists to payroll deduction registers, and management of direct pay and COBRA accounts.~~
- ~~◆ Coordinates with the Town and School Human Resources Departments in the administration of benefit enrollments/changes for new hires, terminations, retirements, and open enrollment period.~~
- ~~◆ Assists Town and MTRB retirees in the selection, administration, and problem resolution of post-retirement benefits. Serves as primary contact with retirement boards and retirees in regard to benefit plan questions and administration.~~
- ~~◆ Prepares monthly bill payment and reconciliation of life, health, and dental insurance enrollment rosters for town, school, and retired employees; prepares the reconciliation and disbursement of all other voluntary payroll deductions as needed; and prepares Quarterly Medicare Part B Reimbursement for eligible retirees.~~
- ~~◆ Assists in the processing of Finance Administration Division bills, maintains payroll and personnel records for the division and assists in monitoring the division budget.~~
- ~~◆ Assists the department staff by performing a variety of administrative tasks such as answering and routing phone calls, preparing and sending correspondence, creating and editing various documents, and maintaining files.~~
- ~~◆ Supplies information relating to the policies, rules and regulations of the department; assists the general public and/or vendors with inquiries by phone, in person or by email 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/Associate's degree in an accounting or business-related field, plus four or more years of experience performing administrative duties in financial operations, including payroll and accounts receivable; or any equivalent combination of education and experience. Municipal government experience preferred.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal

Payroll & Finance Generalist

with all members of the public in a courteous and tactful manner; ability to establish and maintain good working relationships with coworkers.

- ◆ Ability to apply discretion to maintain confidential information.
- ◆ Proficiency using Microsoft Office Suite, ~~payroll, Munis Enterprise Resource Planning (ERP) for payroll, financial management, accounts payable, human resources and other related software applications and accounts receivables.~~ Strong technical capabilities with ability to serve as system administrator for software applications.
- ◆ Thorough working knowledge of office procedures, practices and terminology. Knowledge of ~~bookkeeping,~~ accounting and municipal finance techniques. Knowledge of wage and hour laws relative to processing payrolls and compensation. Knowledge of municipal government and its operations as well as state and local laws related to the position.
- ◆ Strong time management and organizational skills; ability to work accurately and efficiently with a high level of detail; ability to prioritize work, deal effectively with interruptions and effectively perform multiple tasks independently within deadlines; ability to interpret directions in a fast-paced work environment; ability to identify and analyze complex issues and to develop appropriate recommendations.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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

Operates computer, printer, calculator, telephone, copier, postage 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.



Payroll & Finance Generalist

Department:	Finance – Administration	Salary Grade:	4
Reports To:	Chief Financial Officer	FLSA Status:	Non-Exempt
Appointed By:	Town Manager	Date:	September 2025

GENERAL SUMMARY:

Under the general supervision of the Chief Financial Officer, perform tasks related to payroll, office administration, and treasury. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of detail, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Provides administrative and clerical support to the Finance Department and related boards and committees. Creates, edits, and distributes a variety of documents including reports, postings, notices, minutes, and correspondences. Maintains calendars for the Finance Department. Updates and maintains Finance Department webpages on the Town's website.
- ◆ Assists in carrying out organizational and communication tasks on behalf of committees that work directly with the Chief Financial Officer, including the Finance Committee, Financial Audit Advisory Committee, and the Trustees of Town Donations. Prepares meeting packets and agendas and ensures proper posting in a timely fashion and prepares meeting minutes as assigned.
- ◆ Assists the public, employees, and vendors in person, on the phone, and via email; answers general questions, supplies information relating to the policies, rules and regulations of the Department, and directs more complicated questions to other professional staff or departments as appropriate to the circumstances.
- ◆ Receives, processes, reconciles and maintains files for all Town gift accounts, prepares necessary documents and correspondence for gift acceptance, approvals and acknowledgments.
- ◆ Maintains the Town's business accounts including setting up and removing users as needed. Maintains approval workflow within the Town's business accounts.
- ◆ Orders office supplies for all Finance staff.
- ◆ Prepares biweekly Finance Administration payroll, and inputs it into Munis and obtains all of the appropriate signatures for audit purposes.
- ◆ Serves as backup to the Payroll Manager and carries out the administrative steps required to prepare, verify and maintain all necessary recordkeeping for the biweekly payroll for all town departments, working closely with departmental administrative staff in the absence of the Payroll Manager to maintain accuracy.

Payroll & Finance Generalist

- ◆ Serves as backup to the Payroll Manager and reconciles and prepares all voluntary payroll deductions for payment.
- ◆ Assists the Deputy Treasurer/Collector with various treasury and collection tasks as assigned.
- ◆ Assists Treasury in monthly reconciliation of Trustee of Town Donations accounts as requested.
- ◆ 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:

- ◆ Associate's degree in an accounting or business-related field, plus four or more years of experience performing administrative duties in financial operations, including payroll and accounts receivable; or any equivalent combination of education and experience. Municipal government experience preferred.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with all members of the public in a courteous and tactful manner; ability to establish and maintain good working relationships with coworkers.
- ◆ Ability to apply discretion to maintain confidential information.
- ◆ Proficiency using Microsoft Office Suite, Munis Enterprise Resource Planning (ERP) for payroll, financial management, accounts payable, and accounts receivables. Strong technical capabilities with ability to serve as system administrator for software applications.
- ◆ Thorough working knowledge of office procedures, practices and terminology. Knowledge of accounting and municipal finance techniques. Knowledge of wage and hour laws relative to processing payrolls and compensation. Knowledge of municipal government and its operations as well as state and local laws related to the position.
- ◆ Strong time management and organizational skills; ability to work accurately and efficiently with a high level of detail; ability to prioritize work, deal effectively with interruptions and effectively perform multiple tasks independently within deadlines; ability to interpret directions in a fast-paced work environment; ability to identify and analyze complex issues and to develop appropriate recommendations.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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

Operates computer, printer, calculator, telephone, copier, postage 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.

Payroll & Finance Generalist

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Employee Development & Engagement Specialist

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

Salary Grade: 6
FLSA Status: Pending
Date: August 2025

GENERAL SUMMARY:

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

ESSENTIAL JOB FUNCTIONS:

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

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

Human Resources Generalist

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

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

SUPERVISORY RESPONSIBILITY:

None

EDUCATION & EXPERIENCE:

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

KNOWLEDGE, SKILLS & ABILITIES:

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

Human Resources Generalist

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

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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

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

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

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