

**TOWN OF CONCORD PERSONNEL BOARD
AGENDA**

**Wednesday, February 11, 2026
5:30 p.m.
55 Church Street & Zoom Video Conference
Join Zoom Meeting**

<https://concordma.zoom.us/j/81156935320?pwd=XRQCBeyji48twWXbwBaDSmawJXMhZW.1>

Meeting ID: 811 5693 5320

Passcode: 331783

- 1. Call to Order**
- 2. Approval of Minutes**
 - November 12, 2025
 - December 15, 2025
 - January 14, 2026
- 3. Assistant Town Manager/ Director of Human Resources Report**
 - Employee Events
 - Handbook Update
 - Personnel Reporting
- 4. Classification Actions**
 - Review and vote new job description
 - Utility Billing Coordinator (Grade LP-6)
 - Review of updated job descriptions
 - Senior Meter Technician
 - Council on Aging Wellness Nurse (formerly Geriatric Health Nurse)
- 5. Review Final Warrant Articles for the Annual Town Meeting**
 - Article presentation to the Select Board: Monday, March 2, 2026, 7:00 PM | Public Hearing #1 (hybrid):
Select Board
- 6. Tracking Employee Satisfaction Discussion**
- 7. Personnel Board Membership**
- 8. Adjournment**

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

- Minutes of October 8, 2025
- Minutes of November 12, 2025
- Minutes of December 10, 2025
- Minutes of December 15, 2025

TOWN OF CONCORD PERSONNEL BOARD

Meeting Minutes

November 12, 2025

55 Church Street / Zoom

Present: Bill Mrachek, Josh Fay, Kate Ryan

Also Present: Jessica Porter, Assistant Town Manager/Director of Human Resources,
Erin McMorrow, Assistant Human Resources,
Jennifer Clougherty, Customer Service Manager
Lindsay Denney, Employee Development & Engagement Specialist

1. Call to Order

- At 5:31PM, Chair B. Mrachek called the meeting of the Personnel Board to order when a quorum was present.

2. Approval of Minutes

- J. fay moved to approve the meeting minutes from 8/13/2025. K. Ryan seconded. Roll call vote was unanimous to approve meeting minutes.

3. Assistant Town Manager/Human Resources Director Report

- J. Porter reported that Lindsey Denney recently started as the new Employment Engagement Specialist in Human Resources. She noted the position is new and was created with repurposing an existing Full-Time Equivalent (FTE) position.
- Lindsey Denney, newly hired Employment Engagement Specialist introduced herself to the Personnel Board. She reported she has experience in developing training and development programs, as well as marketing in a similar role.
- J. Porter reported they had a costume contest and pumpkin decorating contest for employees. She played a video for the Personnel Board, showing with highlights from this event and noted that Lindsey Denney created the video. J. Porter noted HR did a survey with employees for feedback on the event and employees encourage the events to bring them all to one central location for next year. She noted the survey questions were included in the Personnel Board Packet.
- J. Porter reported the Town will be holding an employee brunch for Thanksgiving and 145 people registered for the event.
- J. Porter reported that the feedback is how to make Concord an employer of choice. B. Mrachek applauded the Human Resources Department on a great job, and creativity for holding a different type of event with the goal of creating an environment where concord is a municipality of choice.
- J. Porter reported that she and the Town Manager attended International City/County Management Association (ICMA) conference. She noted the Town Manager brought back information on Artificial Intelligence (AI), on how to incorporate AI into municipal service. They also attended workshops on culture

building, employee engagement and employee retention. She noted one community holds a day of service for employees to volunteer, and it may be something Concord could consider in future.

- J. Porter reported the employee handbook may be ready to present in January as they still need time to review recommended changes by legal. She noted they added a policy for licensing in Public Works which needs additional review. B. Mrachek asked if the handbook will need to be reviewed by legal again given the new policy. J. Porter noted the policy is already part of a collective bargaining agreements so it doesn't need additional review.
- J. Porter reported that HR worked on the goal setting process in the last month, and also provided 3 training sessions on the goal setting process. She also reported they did 2 one-on-one sessions with the Facilities team and the Water/Sewer Department as well. She reported that goal setting closed on November 26th and Lindsey Denney will be working with employees on goal setting as well.
- E. McMorrow discussed the personnel reporting included in the Personnel Board Packet. She noted they are still having difficulty pulling reports on turnover data from MUNIS, so the data is tracked manually, and noted there were 4 separations in the month of October.
- B. Mrachek inquired about the 2 separations in the Health Department. E. McMorrow reported that the Inspector resigned, and the other was a new hire that resigned shortly after starting. J. Porter noted it's difficult to recruit for Public Health professionals at present. J. Fay asked for the headcount in the Health Department. E. McMorrow reported they are under 5 employees.
- E. McMorrow reported that the average time to fill positions is approximately 65 days from the requisition open to acceptance of the offer, and average days to start date is 94 days.

4. Classification Actions

Advanced Metering Infrastructure (AMI) Analyst

- Jennifer Clougherty, the Customer Service Manager at the Concord Municipal Light Plant (CMLP), joined the discussion, as she is the hiring manager for the Advanced Metering Infrastructure (AMI) Analyst position. She reported this is a new role due to retirement, and that they are redefining the role to allow us to manage data coming from our meters that is flowing into our billing system is accurate. She reported this is an essential role for CMLP in 2026.
- B. Mrachek inquired about the title, and how did you select Advanced Metering Infrastructure for the title. J. Clougherty reported that the AMI technology is what we use to gather metering information and it is an industry standard.
- K. Ryan inquired whether the functions of the new role were being performed by current staff or are the functions new. J. Clougherty reported that the current employee was monitoring metering data, but with their retirement, it gives an

opportunity to monitor the system monitor through a laptop, where in the past we had an individual collecting meter data manually. She noted the technology used now, requires different resources to manage and an employee who can manage the business gateways and how data is collected between all the meters, and we need a level of data analyst to ensure we have the correct data in place.

- J. Fay asked if the current position, and job description would be retired? E. McMorrow responded in the affirmative, the current position would be retired.
- J. Fay asked what the salary grade is for old position. E. McMorrow reported the new position came out as a higher grade because this is a management position, and the old position was not.

Motion: J. Fay moved to approve at AMI Analyst position at Grade LP7. K. Ryan seconded the motion. Roll call vote was unanimous to approve the AMI Analyst position.

Customer Service Supervisor

- J. Clougherty reported there were minor changes to the Customer Service Supervisor to encompass things we need to do in 2026 with billing and customer service experience, as well as process improvement. J. Clougherty left the meeting at approximately 5:58pm.

Production Coordinator

- E. McMorrow reported the Production Coordinator is a new position in Minuteman Media. She reported that the operational need for this new position is a result of Minuteman Media's increased volume to film government meetings, community events and podcasts for Concord-Carlisle, and the joint school community. She reported the Zoom recordings for approximately 70 boards and committees, require expedited editing and posting to YouTube. She also reported that Minuteman Media is updating their cameras and equipment in the Town House, Council on Aging, Library, Concord Middle School, Concord Museum and Minuteman Media's network TV and podcast studios, and they launched new streaming applications.
- J. Porter reported this new position will be funded from Minuteman Media's enterprise funding. She noted there are only a few full-time Minuteman Media employees, and most of the videographers are limited status.
- B. Mrachek asked if the current staff are all non-exempt? J. Porter believed they were all full-time regular status and are exempt. B. Mrachek asked if the Production Coordinator is this the only non-exempt position in that dept? J. Porter believes that is correct, and that the other positions are exempt.
- J. Fay asked how much work this position requires, since it is non-exempt could require overtime given the work in evenings. J. Porter noted the core hours will be evenings and weekends, and some holidays. She noted that Minuteman Media had people working on the Veteran's day for events.

- BM asked how this will be advertised, specifically given the hours in the evening. J. Porter noted there is one internal candidate that will apply, and they plan to post this internally first.

Motion: K. Ryan moved to approve the Production Coordinator position at Grade 2. J. Fay seconded. Roll call vote unanimously approved the new Production Coordinator position.

Assistant Fire Chief

- E. McMorrow reported the Fire Chief requested changes to the job description, as there is a vacancy in this position due to a promotion. She noted the changes are more organizational in order to make sure items fall under the correct category.
- B. Mrachek asked if there was an internal candidate. J. Porter reported she will post the position internally. She noted that the Fire Chief will make the hiring decision, and the Town Manager may be involved in interviews.

Police Lieutenant

- E. McMorrow reported there are small changes to the Police Lieutenant description, specifically the reporting structure, with the Lieutenant reporting to the Chief and Captain. She noted that supervision of dispatch was removed because there is now a Dispatch Manager.
- BM noted the position reports to 2 people, and asked who will make decisions about performance, and asked if the intent was for this position to report to 2 people. J. Porter noted it may mean the position is intended to report to the Captain, and the Chief is the appointing authority.
- K. Ryan noted the Police Department is a somewhat paramilitary structure, so that the Lieutenant would report to the Captain, and the Captain reports to the Chief.
- B. Mrachek suggested checking in with the Police Chief.

Geriatric Health Nurse

- E. McMorrow reported there were minor changes to the Geriatric Health Nurse, and they corrected the title as this position reports to the Assistant Director.
- K. Ryan inquired whether this is part of the Public Health Department, or if they partner with that Department. J. Porter reported these departments do collaborate, but there are two separate types of nursing. She noted they discussed combining this position with the Public Health Nurse, but decided they needed to be separate positions because they are different types of nursing.
- B. Mrachek inquired about the position conducting home visits, and how that works. J. Porter noted that generally someone calls in for a medical need, they do well-being checks, and they arrange for the Geriatric Health Nurse will do a visit. B. Mrachek asked if the Police also do well being checks. J. Porter noted that Police also do these checks, and we also have COA Counselors and the Social Worker will also do home visits.

5. Tracking employee satisfaction discussion

- B. Mrachek noted that we discussed that December is the month we would formalize or create a document on what the Personnel Board suggests to the Select Board in how we would participate on tracking employee moral.
- B. Mrachek noted that it is not in the Personnel Board's domain to initiate a survey of employees. He noted the Personnel Board could suggest to the Select Board that the town consider a bi-annual employee survey that provides information the Select Board is hoping to obtain.
- B. Mrachek also discussed the possibility of collecting data that would inform hiring and retention. He reported that he will work with Mark Howell, and ask him to join us in December. B. Mrachek noted he will also put together summary statement together that addresses what the Personnel Board can do.
- J. Porter noted she would like to do a survey for feedback from employees.
- B. Mrachek suggested survey questions that are objective, that can be asked over a period of time and can be consistent questions. J. Porter recommended questions culture building and focus on things we can take positive action on an improve work life here.
- J. Fay asked when is open enrollment was taking place. J. Porter reported it will take place in the spring for July 1St.

6. Personnel Board membership

- B. Mrachek will speak with Mark Howell on ideas for recruiting additional members.
- J. Fay asked if we there was a town survey that can identify background/experience or residents. B. Mrachek asked if the annual census provides that information. J. Porter noted the census is not public record, and was not sure if they are required to provide their profession.

7. Adjournment

- J. Fay moved to adjourn the meet at 6:32pm. K. Ryan seconded. Roll call vote was unanimous.

Town of Concord Personnel Board
Meeting Minutes
December 15, 2025
[Zoom Video Conference](#)

Remote participants: Bill Mrachek, Kate Ryan, Josh Fay, Jessica Porter, Erin McMorrow, Stephen Johnson, Aaron [Miklosko](#), Emily Smith (Library Director)

1. Call to Order

- 12:15 pm Mr. Mrachek called the meeting to order; Mr. Mrachek will be the Clerk; Mr. Mrachek, Ms. Ryan, and Mr. Fay confirmed as a quorum

2. Approval of Minutes

- None for approval at this meeting

3. Classifications--Miscellaneous Compensation Schedule for Temporary and Limited-Status Classifications

- Update to Public Safety Dispatcher (Non-Union) Pay Rate
 - Steven Johnson, Emergency Communications Manager, presented his proposal to increase the per-diem hourly rate for experienced dispatchers from \$30/hour to \$34/hour
 - Kate Ryan indicated that based on her knowledge of the marketplace, the \$34/hour seemed reasonable
 - Steven Johnson confirmed that Concord is recruiting for two new experienced dispatchers
- Update to Seasonal Snow Plow Driver Pay Rate with and without CDL certification
 - Aaron Miklosko, Highway and Grounds Superintendent, presented his proposal to adjust the per diem hourly rate to be more competitive to hire additional resources
 - Miscellaneous Schedule:

Misc Schedule Title	Current Minimum/Hr	Proposed Minimum/Hr	Current Maximum/Hr	Proposed Maximum/Hr
Seasonal Snow Plow Driver	\$15	\$30	\$35	\$50
Snow Plow Driver w/CDL	\$20	\$35	\$40	\$75

- Update to Library Classification Pay Rates under the Miscellaneous Compensation Schedule for Temporary and Limited Status and the addition of the Library Maintenance Custodian position to the Miscellaneous Compensation Schedule
 - Emily Smith, Library Director, presented her proposal to update the current Miscellaneous Library Schedule for those positions in which the library employee works less than 10-hours per week and thus is not included in the library collective bargaining agreement
 - The positions include Librarian, Library Assistant, Library Page, Library Project Specialist, Reference Librarian, and the inclusion of the Maintenance Custodian into the Library Miscellaneous Schedule
 - Library Miscellaneous Schedule:

Misc Schedule Title	Current Minimum/ Hr	Proposed Minimum/ Hr	Current Maximum/ Hr	Proposed Maximum/ Hr
Librarian	\$22	\$23.77	\$32	\$43.88
Library Assistant	\$19.75	\$22.69	\$28.89	\$33.39
Library Page	\$15	\$15.60	\$16.25	\$18.10
Library Project Specialist	\$15	\$15.6	\$32	\$43.88
Reference Librarian	\$22	\$29.83	\$32	43.88
Maintenance Custodian		\$25.76		\$37.52

- Josh Fay moved (Kate Ryan seconded) that the Personnel Board approve increases (as noted above) for the seasonal snow plow drivers (with and without CDL certification); the following library positions: Librarian, Library Assistant, Library Page, Library Project Specialist, Reference Librarian, and the inclusion of the Library Maintenance Custodian; and the emergency dispatchers as presented; unanimously approved

4. Adjournment

- Voted to adjourn at 12:34 PM; unanimous vote

Respectfully submitted,

William J. Mrachek

PEOPLE & CULTURE POST

LEARNING • ENGAGEMENT • RECOGNITION



TOWN OF CONCORD

JAN 2026

WHAT'S NEW?

NEW: GEM Process & Online Submission Form!

We've refreshed the GEM program to make recognizing great work easier, more consistent, and more meaningful.

What's new?

- Updated selection process aligned with Town Values
- Fair & consistent recognition for work that truly goes the extra mile
- **\$125 gift card** to a local business awarded to monthly GEM winner

How to nominate:

- Submit anytime, anywhere using the [new online GEM nomination form](#) 
- Prefer paper or a fillable PDF? Complete and email this form: [Fillable form](#)
- View all the new program details: [GEM Program Description 2026](#)

Submit a nomination today!



TRAINING

1 [Training Needs Survey](#)

What training would make you more successful in your role? Let us know in [this form](#) as we plan training opportunities for 2026!

2 [Active Bystander Training](#)

There's still time to sign up for one of the *Active Bystander Trainings*.

Learn practical skills to safely recognize and respond to harassment, bias, or unsafe behaviors.

- Jan 22, 9:30-12pm
- Jan 27, 2-4:30pm

 [Sign-up here!](#)

3 [Level Up Your Learning with MIA Courses](#)

Looking to build new skills or refresh existing ones? The free MIA webinar library includes on-demand and live sessions on leadership, customer success, and more.

View what's available and upcoming, [here](#).

DID YOU KNOW?

Our [Employee Assistance Program](#) is more than just counseling. It's support for real-life needs.

Get free, confidential help with finances, medical advocacy, legal questions, and everyday challenges, all in one place.

GEM SPOTLIGHT

Congratulations, December GEM Winners!



Dan Petitt & Nicole Saia

Dan and Nicole went the extra mile by opening the COA for two hours on Christmas morning. Together they created a warm and welcoming space for Concord seniors to gather and ensured that no one spent the holiday alone. Thank you Dan and Nicole!

EMPLOYEE EVENTS

Upcoming employee events. More info to come!

2/12

[Love Your Heart Health Fair](#)

Celebrate American Heart Month with screenings, stress-relief activities, and a chance to win prizes.

2/26

[Patriots of Color Screening](#)

Join us for a screening and conversation around *Patriots of Color* as we honor Black History Month.

PEOPLE & CULTURE POST

CELEBRATING OUR TEAM



Congratulations to our team members celebrating work anniversaries this January! Thank you for your service!



26 YEARS

Thomas Mulcahy

23 YEARS

Kevin Fagerquist

10 YEARS

Stacey Charbonneau

9 YEARS

Clementina Close

7 YEARS

Sandra Messina
Nicole Saia

6 YEARS

Erik Shaw

5 YEARS

Keegan Byrnes

4 YEARS

Matt Beren
Laura Mills

3 YEARS

James Black
Brandon Burns
Adam Kaminski-
Miller
Madhavi Obbani
Tristan Roubenoff

2 YEARS

Patrick Boyce
Justine Donovan
Joseph Durant
Pranvera Hoxha
Jenny Saccardo

1 YEAR

Alyssa Sandoval



GEM YEAR IN REVIEW

Looking back on the employees who were recognized for Going the Extra Mile in 2025. Thank you!

Valerie Bertsch
Tim Lilley
Alex Garcia-Ochoa
Michael Gibbons
Diane Catyb

Rich Delorey
Pranvera Hoxha
Donny DeMarco
Sean O'Connor
Cathy Chadwick

LOVE YOUR HEART FAIR

WELLNESS VENDORS, CHAIR MASSAGES, GIVEAWAYS

In honor of American Heart Month, join us for heart-healthy habits and heartfelt appreciation all in one employee event!

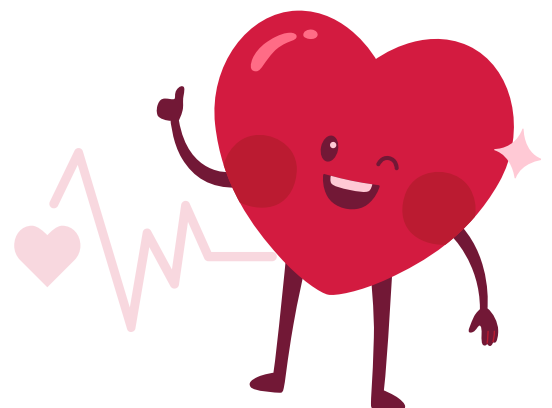
FEBRUARY 12, 2026

Goodwin Forum 1-3PM

drop in anytime

- + Massage Therapists**
Enjoy *free* chair massages, available on a first-come, first-served basis
- + Blood Pressure Screening**
Meet Concord's Public Health Nurse, Katie Stanislawzyk, and get a quick check of your blood pressure
- + Registered Dietitian Vendor**
Information on heart healthy foods
- + Stress Management Vendor**
Learn about stress and the health benefits of mind and body practices
- + From the Heart Station**
Share gratitude, appreciation, or a kind message this Valentine's season
- + Trivia Booth**
Test your knowledge on Heart Health and Valentine's Day facts

Visit 4 or more heart healthy stations to spin the prize wheel!
All attendees will be entered in a wellness raffle - our way of sharing the love 🎉





The Inclusion Chronicles:

Progress, People and Possibilities

February 2026

CELEBRATING 100 YEARS OF BLACK HISTORY MONTH

This February marks 100 years of Black History Month, a time to honor the achievements, resilience, and contributions of Black individuals and communities—past and present. It is also an opportunity to reflect on how recognizing history strengthens belonging today.

FACT Corner

First Day of Black History Month: National Freedom Day

Observed on February 1, National Freedom Day commemorates the signing of the resolution that led to the 13th Amendment, abolishing slavery. The day invites us to reflect on the meaning of freedom and our shared responsibility to protect dignity, equity and justice for all.

Read about it's 100th year [here](#). and watch [this](#).



Inclusion Tip

Make space to listen. This month, intentionally seek out perspectives that may be different from your own—by attending a talk, reading a story, or simply asking a colleague about their experience. Belonging grows when people feel heard, respected, and valued.

February Playlist



Explore a curated video playlist highlighting moments of history, culture, resilience and belonging, including moments connected to Concord's past. Click [this](#)

3 - Oni wa soto! Fuku wa uchi! (out with the demons, in with the fortune)



Setsubun-sai (節分祭) is a traditional Japanese festival marking the seasonal shift into spring, focused on clearing away bad luck and welcoming good fortune.

17 - Ramadan



Ramadan is the holiest month in Islam, observed by Muslims worldwide as a time of fasting, prayer, reflection, and generosity. Based on the lunar calendar, Ramadan emphasizes compassion, community, and spiritual growth.

What's happening in February?

- 1 - 2 Tu B'Shvat (Jewish)
- 1 - 7 World Interfaith Harmony Week
- 4 - World Cancer Day
- 5 - World Nutella Day
- 14 - Valentine's Day
- 15 - Maha Shivaratri (Hindu)
- 15 - Parinirvana (Buddhist)
- 16 - Presidents' Day
- 18 - Ash Wednesday (Christian)
- 20 - World Day of Social Justice

Year of the Horse (1930, 1942, 1954, 1966, 1978, 1990, 2002, 2014, 2026)



February 17 marks Lunar New Year, a celebration of renewal, family, and good fortune that begins the lunar calendar year. Observed across many Asian cultures—including Chinese, Korean (Seollal), Vietnamese (Tết), and Mongolian (Tsagaan Sar)—each tradition brings its own customs, foods, and celebrations. Join the [celebration](#) at CCHS. See last year's event [here](#)



The Black Patriots Who Helped Build America

Join us as we honor the legacy of Patriots of Color and celebrate stories that broaden our understanding of (Concord) American history. Meet Caesar Robbins' grandkids, John and Ellen Garrison- find out how they lived out a life of greater freedom and rights based on the service their grandfather completed in the American Revolution. Read this [article](#) or watch this [clip](#). The trailer for the movie is found [here](#).

Regular Status Turnover (excluding retirements)

January 2026: 1.54%

Average of Time to Fill (days from date opened-offer accepted): 85

Average of Time to Fill (days from date opened-start date): 114

January 2026 Hiring – New Hires & Promotions

LOCATION	FULL TIME	LIMITED STATUS	TEMPORARY	Grand Total
BEEDE SWIM & FITNESS CENTER		1		1
CONCORD FIRE DEPARTMENT	1		1	2
CONCORD POLICE DEPARTMENT	1	1		2
FINANCE DEPARTMENT	1			1
LIBRARY			2	2
MUNICIPAL LIGHT PLANT	1			1
RECREATION DEPARTMENT			2	2
TOWN CLERK'S OFFICE	1			1
WATER & SEWER	1			1
Grand Total	6	2	5	13



January 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!



Jesse Wooster

*Advanced Metering
Infrastructure (AMI)
Analyst*

**CMLP
Customer Service**



Ryan Svopa

*Payroll & Finance
Generalist*

**Finance
Administration**



Eleni Halepakis

*Sr. Administrative
Specialist*

**Finance
Town Clerk's Office**



Lakotah Beatty

*Water/Sewer System
Maintainer*

**Public Works
Water/Sewer**

Retirements!

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



Jeffrey Young

After 19 years of dedicated service, Sergeant Young has retired from the Concord Police Department. We thank him for his service and wish him the very best in retirement.

Utility Billing Coordinator



Utility Billing Coordinator

Department: Concord Municipal Light Plant

Salary Grade: LP-6

Reports To: Customer Service Manager

FLSA Status: Non-Exempt

Appointed by: Town Manager

Date: February 2026 ****Pending**

Personnel Board Approval**

GENERAL SUMMARY:

Under the general direction of the Customer Service Manager, the Billing Coordinator ensures accurate and timely utility billing and programming rates. This role involves processing bills and resolving billing discrepancies. The position requires strong attention to detail, proficiency in NISC workflows, and the ability to troubleshoot billing issues. 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. Is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring flexibility in approach to 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.

Billing Operations

- ◆ Oversee billing and collection processes from beginning to end to ensure timely collection of funds, including bill calculation, reports, and bill messages.
- ◆ Generate, test, and review bills using Bill Print.
- ◆ Process rebills, credits, and billing adjustments accurately.
- ◆ Run analysis reports and resolve discrepancies.
- ◆ Monitor EFT and Auto Pay setups, ensuring prenote verification and correct draft dates.
- ◆ Oversee billing schedule.
- ◆ Assist with Lien process, Final Bill Immediate (FBI), and customer number merges.

Utility Billing Coordinator

Customer Account Maintenance

- ◆ Update customer information (address changes, invoice groups) in NISC.
- ◆ Validate invoice group settings for EFT consistency across accounts.
- ◆ Assist customers with billing inquiries, payment arrangements, and Auto Pay enrollment.
- ◆ Provide backup coverage for Customer Service Specialists at the front desk.

Compliance & Documentation

- ◆ Follow established SOPs for billing, EFT, and customer data security.
- ◆ Maintain accurate records in billing system.
- ◆ Ensure adherence to regulatory and internal audit requirements.
- ◆ Complete monthly reporting tasks: Check requests, Deposit hold, Police report, Sales tax exemptions.
- ◆ Ensure reports are accurate, timely, and compliant with internal and regulatory standards.

System Knowledge

- ◆ Proficient in NISC CIS, Job Group setup, and reporting tools.
- ◆ Familiarity with EFT prenote process and ACH compliance.
- ◆ Ability to troubleshoot billing errors and coordinate with NISC support when needed.
- ◆ Create ad hoc and customized reports for management and end users.

Additional Duties

- ◆ Tests new programming (e.g. new rates, accounts, letter templates, services) and areas within the system software to ensure proper billing, reporting and seamless implementation for users.
- ◆ Support implementation and training of new solutions and technologies to improve customer service operations.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

May occasionally instruct or show other employees how to perform the work.

EDUCATION & EXPERIENCE:

- ◆ Bachelor's degree in Accounting, Finance, Business Administration, Data Analytics, Information Systems, Economics, Public Administration, Communications, or other related field.
- ◆ Four to six years' experience in utility billing or customer service.

Utility Billing Coordinator

- ◆ Prior experience with NISC CIS strongly preferred.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with members of the public in a courteous and tactful manner.
- ◆ Strong understanding of NISC billing workflows and reporting.
- ◆ Excellent attention to detail and organizational skills.
- ◆ Ability to analyze data and resolve discrepancies promptly.
- ◆ Effective communication skills for customer interaction and internal coordination.
- ◆ Proficiency in Microsoft Office and NISC reporting tools.
- ◆ Ability to work independently and as part of a team in a fast-paced environment.
- ◆ Ability to effectively manage multiple tasks and priorities while meeting established deadlines.
- ◆ Detail-oriented with a commitment to data accuracy and system reliability.

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.



Senior Meter Technician

Department: Concord Municipal Light Plant
Reports To: ~~Customer Service Manager~~
~~Meter Supervisor~~
Appointed by: Town Manager

Salary Grade: 5
FLSA Status: Non-Exempt
Date: ~~July 2023~~
February 2026

GENERAL SUMMARY:

Under the general administrative direction of the ~~Customer Service Manager~~
~~Meter Supervisor~~, performs skilled technical work involving installation, testing, troubleshooting, and maintenance of electric meters and associated equipment, ~~installs, removes, tests and calibrates electric meters.~~ Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring flexibility in approach to 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.

- ◆ ~~Install, remove, test, repair, and calibrate single-phase and three-phase AMI, AMR and manual meters, including wiring into current and potential transformers.~~
- ◆ ~~Installs single and three phase Advanced Metering Infrastructure (AMI) and Automatic Meter Read (AMR) meters and when required wires into current and potential transformers. Removes, tests, repairs and calibrates meters to ensure accurate recording of consumption.~~
- ◆ Removes old or malfunctioning electric meters.
- ◆ ~~Perform meter programming, troubleshooting, and inspections for tampering or malfunction.~~
- ◆ ~~Participate in meter data management programs; enter meter type, size, identification numbers, and related information into computer systems.~~
- ◆ ~~Operate AMI systems (e.g., Eaton Yukon) for monitoring signals, outages, and generating reports.~~
- ◆ ~~Disconnect/reconnect meters for non-payment; deliver shutoff notices.~~
- ◆ ~~Assist with customer inquiries, high-bill investigations, and complaints; maintain positive customer relations.~~
- ◆ ~~Monitor and verify communication signals between metering infrastructure, network gateways, and system software.~~
- ◆ ~~Investigate service interruptions, communication failures, or meter data anomalies using advanced metering system tools.~~
- ◆ ~~Identify and coordinate meter replacements or upgrades based on system data, performance indicators, or lifecycle schedules.~~

Senior Meter Technician

- ◆ Perform meter resets, reconfigurations, and basic programming using approved tools and equipment.
- ◆ Maintain and update meter, network, and customer service information within advanced metering and data management systems.
- ◆ Maintain accurate records in meter data management systems, update billing and route information.
- ◆ Maintain adequate inventory of metering equipment and related supplies; inform supervisor when reordering is necessary.
- ◆ Maintain vehicle and equipment in a clean and presentable condition.
- ◆ Assist in power quality checks, voltage/current testing, and emergency response.
- ◆ Comply with safety standards and participate in safety programs.
- ◆ Utilize workflow management tools such as NISC.
- ~~◆ Maintains adequate levels of metering equipment and related supplies and informs supervisor when reordering is necessary.~~
- ~~◆ Participates in the meter data management program. Operates a computer to enter meter type, size, identification numbers and related information.~~
- ~~◆ Follows established routes to read inside and outside residential/commercial electric and water meters. Records consumption manually or by using hand-held or laptop computer devices.~~
- ~~◆ Takes final readings and conducts rereads as necessary. Makes appointments when necessary to gain access to meter locations.~~
- ~~◆ Observes/inspects meters for evidence of tampering or vandalism and reports to supervisor.~~
- ~~◆ Changes demand register plates and resets timing devices and performs other routine meter repair/maintenance functions.~~
- ~~◆ Removes meters for nonpayment of bills. Delivers shutoff notices.~~
- ~~◆ Responds to customer inquiries, requests and complaints regarding meter reading activities within the scope of authority to maintain positive customer relations. Refers unresolved matters to supervisor.~~
- ~~◆ Utilizes computer system to Responds to customer inquiries, requests and complaints regarding meter reading activities within the scope of authority to maintain positive customer relations. Refers unresolved matters to supervisor.~~
- ~~◆ send information to billing, updates meter information and updates route information.~~
- ~~◆ Maintains vehicle and equipment in a clean and presentable condition.~~
- ~~◆ May assist line workers in unloading delivery trucks and in performing functions of a grounds worker during staffing shortages.~~
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

May occasionally instruct or show other employees how to perform the work.

EDUCATION & EXPERIENCE:

- ◆ High school education or equivalent; completion of specialized courses in metering; and four or more years of related

Senior Meter Technician

meter reading/installation/repair experience; or any equivalent combination of education and experience.

- ◆ Possession of a valid motor vehicle operator's license required.
- ◆ Ability to pass ~~the Town's~~ basic meter school.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Knowledge of electrical systems, metering principles, and safety regulations.
- ◆ Strong computer proficiency for AMI systems and reporting.
- ◆ Strong communication and problem-solving skills.
- ◆ Mechanical ability to disassemble, repair, and calibrate electric meters. Ability to recognize meter defects, abnormal registrations, and incorrect readings.
- ◆ Ability to follow oral and written instructions, proper methods, procedures, and safety precautions.
- ◆ Ability to work independently with attention to detail.
- ~~◆ Mechanical ability to disassemble, repair, and calibrate electric meters. Ability to recognize meter defects, abnormal registrations and incorrect or improper readings.~~
- ~~◆ Ability to carry out oral and written instructions. Ability to follow proper methods, procedures and safety precautions.~~
- ~~◆ Ability to work independently and aptitude for numbers and details.~~

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.

Most of the work is performed outdoors in all types of weather. Attacks from domestic animals, hazards of working with electricity and near moving mechanical parts, requiring the use of caution.

Position requires extensive walking, standing, reaching, stooping and kneeling when performing functions. Frequently required to lift, move and/or push boxes and equipment weighing 50 pounds or more. Physical agility required in order to access all areas of a building/home; must be able to climb stairs and ladders. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

Frequently required to use hands to finger, handle or feel objects, tools or controls and reach with hands and arms.

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

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

~~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.~~

Senior Meter Technician

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

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



Senior Meter Technician

Department: Concord Municipal Light Plant
Reports To: Customer Service Manager
Appointed by: Town Manager

Salary Grade: 5
FLSA Status: Non-Exempt
Date: February 2026

GENERAL SUMMARY:

Under the general administrative direction of the Customer Service Manager, performs skilled technical work involving installation, testing, troubleshooting, and maintenance of electric meters and associated equipment. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring flexibility in approach to 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.

- ◆ Install, remove, test, repair, and calibrate single-phase and three-phase AMI, AMR and manual meters, including wiring into current and potential transformers.
- ◆ Removes old or malfunctioning electric meters.
- ◆ Perform meter programming, troubleshooting, and inspections for tampering or malfunction.
- ◆ Participate in meter data management programs; enter meter type, size, identification numbers, and related information into computer systems.
- ◆ Operate AMI systems (e.g., Eaton Yukon) for monitoring signals, outages, and generating reports.
- ◆ Disconnect/reconnect meters for non-payment; deliver shutoff notices.
- ◆ Assist with customer inquiries, high-bill investigations, and complaints; maintain positive customer relations.
- ◆ Monitor and verify communication signals between metering infrastructure, network gateways, and system software.
- ◆ Investigate service interruptions, communication failures, or meter data anomalies using advanced metering system tools.
- ◆ Identify and coordinate meter replacements or upgrades based on system data, performance indicators, or lifecycle schedules.
- ◆ Perform meter resets, reconfigurations, and basic programming using approved tools and equipment.
- ◆ Maintain and update meter, network, and customer service information within advanced metering and data management systems.

Senior Meter Technician

- ◆ Maintain accurate records in meter data management systems, update billing and route information.
- ◆ Maintain adequate inventory of metering equipment and related supplies; inform supervisor when reordering is necessary.
- ◆ Maintain vehicle and equipment in a clean and presentable condition.
- ◆ Assist in power quality checks, voltage/current testing, and emergency response.
- ◆ Comply with safety standards and participate in safety programs.
- ◆ Utilize workflow management tools such as NISC.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

May occasionally instruct or show other employees how to perform the work.

EDUCATION & EXPERIENCE:

- ◆ High school education or equivalent; completion of specialized courses in metering; and four or more years of related meter reading/installation/repair experience; or any equivalent combination of education and experience.
- ◆ Possession of a valid motor vehicle operator's license required.
- ◆ Ability to pass basic meter school.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Knowledge of electrical systems, metering principles, and safety regulations.
- ◆ Strong computer proficiency for AMI systems and reporting.
- ◆ Strong communication and problem-solving skills.
- ◆ Mechanical ability to disassemble, repair, and calibrate electric meters. Ability to recognize meter defects, abnormal registrations, and incorrect readings.
- ◆ Ability to follow oral and written instructions, proper methods, procedures, and safety precautions.
- ◆ Ability to work independently with attention to detail.

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.

Most of the work is performed outdoors in all types of weather. Attacks from domestic animals, hazards of working with electricity and near moving mechanical parts, requiring the use of caution.

Senior Meter Technician

Position requires extensive walking, standing, reaching, stooping and kneeling when performing functions. Frequently required to lift, move and/or push boxes and equipment weighing 50 pounds or more. Physical agility required in order to access all areas of a building/home; must be able to climb stairs and ladders. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

Frequently required to use hands to finger, handle or feel objects, tools or controls and reach with hands and arms.

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

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

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.



Council on Aging Wellness Nurse

Department: Human Services- Senior Services Division
Reports To: Assistant Council on Aging Director
Appointed by: Town Manager

Salary Grade: 5
FLSA Status: Non-Exempt
Date: January 2026

GENERAL SUMMARY:

Under the direction of the ~~Assistant Director Social Services Supervisor~~ will perform technical and administrative work for the Council on Aging in the areas of health promotion, disease prevention, health maintenance, ~~and health education and emergency preparedness~~. Responsible for planning and implementing ~~weekly Wellness-wellness Clinics-clinics and regularly-scheduled wellness education~~ programs.— 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 town, departmental operations, and community resources and exercises good judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Follows department guidelines and procedures to deliver the proper level of services, maintain public relations and ensure the safety of older residents or the public.

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.

- ◆ Collaborates with the Board of Health and Public Health Nurse to plan and/or administer clinics such ~~as immunizations, as immunization~~ clinics, health screenings including blood pressure, hearing loss, vision and glucose screening, podiatry clinics, individual consultations, and health education.
- ◆ Helps promote and organize support groups for issues related to health concerns such as but not limited to changing health, vision and hearing loss.
- ◆ ~~Collaborates with COA outreach workers and other relevant staff to coordinate care for COA participants. Maintains list of most vulnerable senior residents with an emphasis on emergency preparedness.~~
- ◆
- ◆ Assesses ~~the~~ health, ~~medications, as well as~~ emotional and social needs ~~of seniors~~ and encourages further medical attention or other services as needed. Communicates as appropriate with family members and medical offices.
- ◆ Oversees the Patient Navigator Program where volunteers provide support and advocacy to seniors during medical appointments.
- ◆ Works with the Volunteer and Public Relations Coordinator to recruit and train volunteers ~~nurses and lay people~~ to assist with aspects of the wellness programs. Ensures that volunteer nurses have current credentials and training. Schedules nurses and volunteers for wellness programs. Provide ongoing support and coordination to volunteers.

Council on Aging Wellness Nurse

- ◆ Responds to injury or illness on site as necessary; perform basic first aid, CPR, defibrillation and other medical care appropriate to R.N.L.P.N. license, assesses the need for additional emergency services.
- ◆ Researches and plans appropriate health and wellness topics of interest for presentations relating to health and wellness. Coordinates with area resources for speakers and programs. Maintains awareness of evidence-based programs that could be offered at the COA.
- ◆ Actively runs and facilitates all health and wellness programming.
- ◆ Manages the inventory of all first aid supplies of the Council on Aging, replenishing as needed.
- ~~◆ Working with COA custodian, maintains durable medical equipment loan program. Ensures compliance with appropriate liability and release forms. Assists seniors/families with decisions around the use of loan equipment in their home.~~
- ◆ Collaborates with the Volunteer and Public Relations Coordinator to prepare publicity (i.e., fliers, press releases, and interviews) for all Wellness Programs and services.
- ~~◆ Conducts home visits and assessments of Concord seniors related to issues such as home safety, medication management, hoarding and fall risks. Hosts monthly "Ask a Nurse" at the COA.~~
- ◆ Prepares monthly~~Develops and oversees the~~ health and wellness ~~articles for page for the~~ COA monthly newsletter.
- ~~◆ Works with fitness instructors to ensure participant safety and well-being in COA fitness classes as well as compliance with Town's policies and procedures.~~
- ◆ Maintains personal, confidential records for all residents who use services.
- ◆ Maintains current knowledge of community resources and services.
- ◆ Performs special projects and other related duties as required, directed, or as the situation dictates.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

No direct supervisory responsibility. Provides functional oversight to and coordinates the services of volunteers for clinics, events and programs.

EDUCATION & EXPERIENCE:

- ◆ Minimum requirements include an Associate's degree and Licensed Practical Nurse, including R.N. degree with a minimum of three years of experience in gerontology and community nursing/health.
- ◆ Valid motor vehicle operator's license and use of own vehicle for transportation during working hours; mileage reimbursement will be provided.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Enthusiasm for elder services and ability to generate interest in health maintenance and the promotion of wellness in the elderly population.
- ◆ Knowledge of community health resources and services and of methods used to provide health education within the community.

Council on Aging Wellness Nurse

- ◆ Computer literate, including experience with Microsoft Office. Excellent written and verbal communication skills. Strong interpersonal skills. Ability to interface effectively, professionally, and with patience, tact and discretion with a wide variety of individuals including clients, the public, officials and coworkers.
- ◆ Strong organizational skills. Ability to work with a high level of detail and prioritize multiple tasks. Ability to change direction and rearrange tasks according to deadlines and circumstance.

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.

Community nursing work is performed in a clinic environment ~~or in clients' homes, requiring the ability to travel to and access a variety of locations and work in diverse conditions.~~ Administrative work is generally performed in an office environment that is also used as clinic space, not subject to extreme variations of temperature, odors, etc. Work is performed in a moderately noisy and sometimes loud environment, with constant interruptions. Has frequent contact with the public and with clients both in person and by telephone. Frequently subjected to the demands of other individuals and the volume and/or rapidity with which tasks must be accomplished.

Operates computer, printer, facsimile machine, copier, calculator and other standard office equipment, medical screening and lifesaving equipment and an automobile, requiring eye-hand coordination, visual acuity and finger dexterity. Standing, walking, balancing, crouching, grasping, pulling, reaching and stooping are also required on intermittent basis. Work may involve moderate physical effort involved in moving or lifting file boxes and equipment, physically, assisting clients and performing first aid/lifesaving functions.

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.



Council on Aging Wellness Nurse

Department: Human Services- Senior Services Division
Reports To: Assistant Council on Aging Director
Appointed by: Town Manager

Salary Grade: 5
FLSA Status: Non-Exempt
Date: January 2026

GENERAL SUMMARY:

Under the direction of the Assistant Director will perform technical and administrative work for the Council on Aging in the areas of health promotion, disease prevention, health maintenance, and health education. Responsible for planning and implementing wellness clinics and wellness education programs. 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 town, departmental operations, and community resources and exercises good judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Follows department guidelines and procedures to deliver the proper level of services, maintain public relations and ensure the safety of older residents or the public.

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.

- ◆ Collaborates with the Board of Health and Public Health Nurse to plan and/or administer clinics such, as immunization clinics, health screenings including blood pressure, hearing loss, vision and glucose screening, podiatry clinics, individual consultations, and health education.
- ◆ Helps promote and organize support groups for issues related to health concerns such as but not limited to changing health, vision and hearing loss.
- ◆ Collaborates with COA outreach workers and other relevant staff to coordinate care for COA participants.
- ◆ Assesses health, emotional and social needs of seniors and encourages further medical attention or other services as needed. Communicates as appropriate with family members and medical offices.
- ◆ Oversees the Patient Navigator Program where volunteers provide support and advocacy to seniors during medical appointments.
- ◆ Works with the Volunteer and Public Relations Coordinator to recruit and train volunteers to assist with aspects of the wellness programs. Ensures that volunteer nurses have current credentials and training. Schedules nurses and volunteers for wellness programs. Provide ongoing support and coordination to volunteers.
- ◆ Responds to injury or illness on site as necessary; perform basic first aid, CPR, defibrillation and other medical care appropriate to L.P.N. license, assesses the need for additional emergency services.

Council on Aging Wellness Nurse

- ◆ Researches and plans appropriate health and wellness topics of interest for presentations relating to health and wellness. Coordinates with area resources for speakers and programs. Maintains awareness of evidence-based programs that could be offered at the COA.
- ◆ Actively runs and facilitates all health and wellness programming.
- ◆ Manages the inventory of all first aid supplies of the Council on Aging, replenishing as needed.
- ◆ Collaborates with the Volunteer and Public Relations Coordinator to prepare publicity (i.e., fliers, press releases, and interviews) for all Wellness Programs and services.
- ◆ Develops and oversees the health and wellness page for the COA monthly newsletter.
- ◆ Maintains personal, confidential records for all residents who use services.
- ◆ Maintains current knowledge of community resources and services.
- ◆ Performs special projects and other related duties as required, directed, or as the situation dictates.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

No direct supervisory responsibility. Provides functional oversight to and coordinates the services of volunteers for clinics, events and programs.

EDUCATION & EXPERIENCE:

- ◆ Minimum requirements include an Associate's degree and Licensed Practical Nurse, including a minimum of three years of experience in nursing/health.
- ◆ Valid motor vehicle operator's license and use of own vehicle for transportation during working hours; mileage reimbursement will be provided.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Enthusiasm for elder services and ability to generate interest in health maintenance and the promotion of wellness in the elderly population.
- ◆ Knowledge of community health resources and services and of methods used to provide health education within the community.
- ◆ Computer literate, including experience with Microsoft Office. Excellent written and verbal communication skills. Strong interpersonal skills. Ability to interface effectively, professionally, and with patience, tact and discretion with a wide variety of individuals including clients, the public, officials and coworkers.
- ◆ Strong organizational skills. Ability to work with a high level of detail and prioritize multiple tasks. Ability to change direction and rearrange tasks according to deadlines and circumstance.

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.

Community nursing work is performed in a clinic environment,. Administrative work is generally performed in an office environment that is also used as clinic space, not subject to extreme variations of temperature, odors, etc. Work is performed in a moderately noisy and sometimes loud environment, with constant interruptions. Has frequent contact with the public and with clients both in person and by telephone. Frequently subjected to the demands of other individuals and the volume and/or rapidity with which tasks must be accomplished.

Operates computer, printer, facsimile machine, copier, calculator and other standard office equipment, medical screening and lifesaving equipment and an automobile, requiring eye-hand coordination, visual acuity and finger dexterity. Standing, walking, balancing, crouching, grasping, pulling, reaching and stooping are also required on intermittent basis. Work may involve moderate physical effort involved in moving or lifting file boxes and equipment, physically, assisting clients and performing first aid/lifesaving functions.

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.

Sponsor: Personnel Board

Article Contact: Jessica Porter, Assistant Town Manager, jporter@concordma.gov, 978-318-3028

Article Title: RATIFY PERSONNEL BOARD CLASSIFICATION ACTIONS

Article:

To determine whether the Town will ratify the Personnel Board's actions to amend the Classification and Compensation Plan as follows; or take any other action relative thereto:

1. Reclassify the title of "Financial Manager/Accountant" from Grade 12 to Grade LP-13, February 12, 2025.
2. Eliminate the title of "Lineworker Grade 1" from Grade LP-10, effective July 1, 2025.
3. Eliminate the title of "Lineworker Grade 2" from Grade LP-7, effective July 1, 2025.
4. Eliminate the title of "Lineworker Grade 3" from Grade LP-5, effective July 1, 2025.
5. Eliminate the title of "Lead Electrical Engineer" from Grade LP-13, effective July 1, 2025.
6. Eliminate the title of "Line Supervisor" from Grade LP-13, effective July 1, 2025.
7. Eliminate the title of "Electrical Engineer" from Grade LP-11, effective July 1, 2025.
8. Eliminate the title of "Senior Engineering Technician" from Grade LP-8, effective July 1, 2025.
9. Add the title of "Employee Development & Engagement Specialist" to Grade 6, August 13, 2025
10. Reclassify the title of "Payroll & Finance Generalist" from Grade 6 to Grade 4, September 10, 2025.
11. Add the title "Production Coordinator" to Grade 2, November 12, 2025.
12. Add the title of "Advanced Metering Infrastructure (AMI) Analyst" to Grade LP-7, November 12, 2025.
13. Update to "Public Safety Dispatcher" (Non-Union) Pay Rate on Miscellaneous Compensation Schedule 7-1, effective December 15, 2025.
14. Update to "Seasonal Snow Plow Driver" Pay Rate on Miscellaneous Compensation Schedule 7-1, effective December 15, 2025.
15. Update to "Seasonal Snow Plow Driver w/CDL" Pay Rate on Miscellaneous Compensation Schedule 7-1, effective December 15, 2025.
16. Updates to "Library" Classification Pay Rates on Miscellaneous Compensation Schedule 7-1, effective December 15, 2025.
17. Add the title of "Library Maintenance Custodian (Non-Union)" and Pay Rate to Miscellaneous Compensation Schedule 7-1, effective December 15, 2025.

18. Make all other changes to the Classification and Compensation Plan voted by the Personnel Board between January 14, 2026, and the date the 2026 Annual Town Meeting concludes.

Article Explanation:

The Town Manager has authority to create and modify positions throughout the fiscal year. Titles and salary ranges are determined using the Town's established classification system. Under the Personnel Bylaw, the Personnel Board is authorized to approve temporary changes in the Classification and Compensation Plans, pending ratification of such actions at the next Town Meeting. Actions already taken appear in the Warrant; if additional actions are taken by the Personnel Board after the close of the Warrant, notice will be filed with the Town Clerk and details will be presented at Town Meeting. The positions listed in #6 through #12 in the list above are being removed as a result of those positions now falling under Collective Bargaining Agreements.

Motion (if known at time of submission):

Mr. Mracheck moves that the Town take affirmative action on **Article XX** as printed in the Warrant.

Sponsor (Name or Committee): Personnel Board

Article Contact (Name, Title, Email, Phone): Jessica Porter, Assistant Town Manager, jporter@concordma.gov, 978-318-3028

Article Title: RATIFY PERSONNEL BOARD CLASSIFICATION & COMPENSATION PLAN

Article (Warrant Language):

To determine whether the Town will amend the existing Classification and Compensation Plan for regular-status Town positions by adopting the schedules published on the Town's website and included in the Town Meeting Briefing Book; or take any other action relative thereto.

((INSERT UPDATED CLASS AND COMP CHART?)) I drafted this assuming we would not put the chart in but have it printed in the budget book. Please advise.

Article Explanation:

The full Classification & Compensation Plan will be posted on the Town's website under the tab for 2026 Annual Town Meeting, presented at the pre-Town Meeting hearing before the Select Board on **Monday, March 2, 2026**, and included in the Town Meeting Briefing Book to be mailed to all households. Consistent with the Personnel Bylaw's purpose of maintaining an equitable and efficient system of personnel administration, the Town engaged GovHR in August 2022 to undertake a comprehensive study and redesign of our Classification & Compensation Plan to ensure that 1) uniform salary ranges are based on responsibilities and requirements of each job; 2) equal pay is provided for equal work; and 3) employee compensation is both internally equitable and externally competitive. As part of this redesign, GovHR consultants provided the Town with a new scoring methodology for job classification which was used to evaluate and analyze positions. This scoring methodology is used consistently whenever a new position is added or when a request is made to reclassify a position, in order to maintain integrity of the plan developed by GovHR in 2022, and ensure fair and equitable pay. Pay ranges for each grade have remained the same since the plan was voted by 2024 Annual Town Meeting. 2026 Annual Town Meeting is asked to approve a 1.2% Cost of Living Adjustment to the wage chart, in addition the additions/deletions of positions or reclassified positions as detailed in the Article.

Motion (if known at time of submission):

Mr. Mrachek moves that the Town take affirmative action on **Article XX** as printed in the Briefing Book.

CLASSIFICATION AND COMPENSATION PLAN

Effective Date: July 1, 2026

Hourly rates govern all compensation calculations. Annual rates are provided for illustrative purposes only and reflect base pay assuming a 40-hour workweek for 52 weeks. The minimum and maximum base pay for each range are published, and employees are assigned to one of 18 steps within the range, with a 2% increase between each step. Step 10 represents the maximum starting rate for newly hired employees.

Grade	Classification Title	Base Pay Rates			
			Step 1	Step 10	Step 18
18	Chief Financial Officer	<i>Annual</i>	\$139,832.68	\$167,112.92	\$195,799.24
	Deputy Town Manager	<i>Hourly</i>	\$67.2272	\$80.3427	\$94.1343
17	Assistant Town Manager	<i>Annual</i>	\$130,676.00	\$156,169.78	\$182,977.86
	Chief Information Officer	<i>Hourly</i>	\$62.8250	\$75.0816	\$87.9701
	Director of Public Works				
	Fire Chief				
	Police Chief				
16	Director of Community Development	<i>Annual</i>	\$122,129.80	\$145,956.46	\$171,011.10
	Director of Human Resources	<i>Hourly</i>	\$58.7162	\$70.1714	\$82.2169
	Director of Library Services				
15	Assistant Chief Financial Officer	<i>Annual</i>	\$114,130.90	\$136,397.04	\$159,810.82
	Assistant Fire Chief	<i>Hourly</i>	\$54.8706	\$65.5755	\$76.8321
	Building Commissioner				
	Facilities Manager				
	Highway & Grounds Superintendent				
	Recreation Director				
	Police Captain				
	Town Engineer				
	Water/Sewer Superintendent				
14	Public Health Director	<i>Annual</i>	\$103,269.40	\$123,416.28	\$144,602.12
	Special Projects Manager/Systems Manager	<i>Hourly</i>	\$49.6487	\$59.3348	\$69.5202
	Town Accountant				
	Town Assessor				
13	Assistant Town Engineer	<i>Annual</i>	\$98,343.70	\$117,529.88	\$137,704.84
	Assistant Water/Sewer Superintendent	<i>Hourly</i>	\$47.2806	\$56.5047	\$66.2043
	Beede Center General Manager				
	Emergency Communications Center Manager				
	IT Operations Manager				
	Natural Resources Director				
	Police Lieutenant				
	Council on Aging Director				
	Town Planner				

12	Assistant Director of Library Services	<i>Annual</i>	\$93,649.66	\$111,920.12	\$131,132.04
	Assistant Facilities Manager	<i>Hourly</i>	\$45.0239	\$53.8077	\$63.0443
11	Assistant Highway & Grounds Superintendent				
	Customer Service Manager				
10	Financial Manager/ Accountant				
	Town Clerk				
11	Assistant Council on Aging Director	<i>Annual</i>	\$89,208.34	\$106,611.96	\$124,912.84
	Assistant Human Resources Director	<i>Hourly</i>	\$42.8886	\$51.2558	\$60.0543
10	Assistant Recreation Director				
	Budget & Purchasing Director				
9	Business Manager				
	Deputy Treasurer/ Collector				
10	GIS Program Manager				
	Operations Manager				
9	Sustainability Director				
	Childcare Services Manager	<i>Annual</i>	\$86,282.30	\$103,115.22	\$120,816.02
10	Master Plumber/HVAC Technician	<i>Hourly</i>	\$41.4819	\$49.5746	\$58.0846
	Media Manager				
9	Municipal Archivist/Records Manager				
	Procurement Manager				
9	Public Health Nurse				
	Public Works Supervisor				
9	Senior Public Works Engineer				
	Assistant Natural Resources Director	<i>Annual</i>	\$81,398.72	\$97,279.00	\$113,978.02
9	Aquatics Manager	<i>Hourly</i>	\$39.1340	\$46.7688	\$54.7971
	Communications Manager				
9	Community Services Coordinator				
	Customer Service Supervisor				
9	Economic Vitality Manager				
	Energy Efficiency & Electrification Coordinator				
9	Environmental Health & Safety Manager				
	Local Inspector				
9	Risk & Compliance Programs Manager				
	Senior Environmental & Regulatory Coordinator				
9	Senior Public Health Inspector				
	Senior Treatment Systems Operator				
9	Social Services Supervisor				
	Tourism Manager				

8	Assistant Assessor	<i>Annual</i>	\$76,809.98	\$91,795.08	\$107,552.38
	Assistant Town Accountant	<i>Hourly</i>	\$36.9279	\$44.1322	\$51.7079
	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					
7	Business Systems Analyst	<i>Annual</i>	\$72,431.58	\$86,562.58	\$101,421.84
	Aquatics Supervisor	<i>Hourly</i>	\$34.8229	\$41.6166	\$48.7605
	Facilities Custodial Supervisor				
	GIS Analyst				
	Management Specialist				
	Production Manager				
	Program Analyst				
	Public Health Inspector				
	Recreation Facilities Coordinator				
	Recreation Supervisor				
	Senior Facilities/Landscape Maintainer				
	Treatment Systems Operator				
	Utility Electrician				

6	Community Engagement Manager	Annual	\$68,516.50	\$81,883.62	\$95,939.48					
	Employee Development & Engagement Specialist	Hourly	\$32.9406	\$39.3671	\$46.1248					
5	Energy Efficiency & Electrification Specialist									
	Executive Assistant to the Select Board									
	Executive Assistant to the Town Manager									
	Human Resources Generalist									
	Human Services Generalist									
	Information Systems Technician									
	Membership Coordinator									
	Office Administrator									
	Payroll & Finance Generalist									
	Senior Producer & Education Coordinator									
	Skilled Carpenter									
	5					Environmental & Regulatory Coordinator	Annual	\$65,232.70	\$77,958.92	\$91,341.64
						Equipment/Line Operator	Hourly	\$31.3619	\$37.4803	\$43.9142
4	Geriatric Health Nurse GIS Technician									
	Maintenance & Warehouse Coordinator									
	Office Accountant									
	Office Coordinator									
	Outreach Coordinator									
	Project & Procurement Coordinator									
	Senior Meter Technician									
	Senior Producer									
	Water/Sewer System Maintainer									
	4					Accounts Payable Specialist	Annual	\$62,138.44	\$74,260.94	\$87,008.74
						Associate Engineer Customer Services Specialist	Hourly	\$29.8742	\$35.7024	\$41.8311
	3					Meter Technician				
Payroll & Finance Generalist										
Senior Administrative Specialist										
3	Senior Finance Specialist									
	Administrative Specialist									
3	Finance Specialist	Annual	\$59,191.34	\$70,739.24	\$82,882.28					
	Fitness Trainer	Hourly	\$28.4574	\$34.0093	\$39.8473					
2	Program Coordinator	Annual	\$56,370.86	\$67,368.60	\$78,932.62					
	Customer Support Specialist	Hourly	\$27.1014	\$32.3887	\$37.9484					
	Production Coordinator									
	Senior Building Custodian									
	Senior Crew Member									
	Senior Van Driver									

1	Building Custodian	<i>Annual</i>	\$53,676.48	\$64,148.50	\$75,160.02
	Crew Member	<i>Hourly</i>	\$25.8060	\$30.8406	\$36.1346
	Finance Assistant				
	Office Assistant				
LP-17	Director of Concord Municipal Light Plant	<i>Annual</i>	\$173,006.60	\$206,758.76	\$242,250.84
		<i>Hourly</i>	\$83.1762	\$99.4032	\$116.4667
LP-16	<i>(No positions in grade)</i>	<i>Annual</i>	\$150,420.66	\$179,766.60	\$210,625.22
		<i>Hourly</i>	\$72.3176	\$86.4262	\$101.2621
LP-15	Assistant Director of Concord Municipal Light Plant	<i>Annual</i>	\$130,802.36	\$156,320.84	\$183,154.66
		<i>Hourly</i>	\$62.8857	\$75.1543	\$88.0551
LP-14	Broadband Manager	<i>Annual</i>	\$123,224.40	\$147,264.52	\$172,543.80
		<i>Hourly</i>	\$59.2425	\$70.8002	\$82.9538
LP-13	Financial Manager/ Accountant	<i>Annual</i>	\$115,162.32	\$137,629.70	\$161,255.12
		<i>Hourly</i>	\$55.3665	\$66.1681	\$77.5265
LP-13	Lead Electrical Engineer				
LP-12	Line Supervisor				
LP-12	<i>(No positions in grade)</i>	<i>Annual</i>	\$107,647.80	\$128,648.78	\$150,732.66
		<i>Hourly</i>	\$51.7537	\$61.8504	\$72.4676
LP-11	Lead Lineworker				
LP-11	Electrical Engineer	<i>Annual</i>	\$100,596.08	\$120,221.66	\$140,858.64
		<i>Hourly</i>	\$48.3635	\$57.7989	\$67.7205
LP-11	Senior Network Engineer				
LP-10	Lineworker, Grade 1				
LP-10	<i>(No positions in grade)</i>	<i>Annual</i>	\$97,754.28	\$116,825.80	\$136,879.60
		<i>Hourly</i>	\$46.9973	\$56.1662	\$65.8075
LP-9	Network Engineer	<i>Annual</i>	\$90,955.28	\$108,700.02	\$127,359.44
		<i>Hourly</i>	\$43.7285	\$52.2596	\$61.2305
LP-8	Lead Broadband Technician	<i>Annual</i>	\$84,598.28	\$101,103.08	\$118,458.08
		<i>Hourly</i>	\$40.6723	\$48.6072	\$56.9510
LP-8	Meter Supervisor				
LP-8	Senior Engineering Technician				
LP-7	Advanced Metering Infrastructure Analyst (AMI)	<i>Annual</i>	\$78,704.60	\$94,059.16	\$110,205.16
		<i>Hourly</i>	\$37.8387	\$45.2207	\$52.9883
LP-7	Lineworker, Grade 2				
LP-7	Senior Broadband Technician				
LP-6	Broadband Technician	<i>Annual</i>	\$68,516.50	\$81,883.62	\$95,939.48
		<i>Hourly</i>	\$32.9406	\$39.3671	\$46.1248
LP-5	Lineworker, Grade 3				
LP-5	<i>(No positions in grade)</i>	<i>Annual</i>	\$65,232.70	\$77,958.92	\$91,341.64
		<i>Hourly</i>	\$31.3619	\$37.4803	\$43.9142
LP-4	<i>(No positions in grade)</i>	<i>Annual</i>	\$62,138.70	\$74,261.72	\$87,009.26
		<i>Hourly</i>	\$29.8744	\$35.7027	\$41.8314
LP-3	<i>(No positions in grade)</i>	<i>Annual</i>	\$59,191.86	\$70,739.76	\$82,883.06
		<i>Hourly</i>	\$28.4576	\$34.0095	\$39.8476
LP-2	<i>(No positions in grade)</i>	<i>Annual</i>	\$56,370.60	\$67,367.82	\$78,932.36
		<i>Hourly</i>	\$27.1012	\$32.3884	\$37.9482
LP-1	<i>(No positions in grade)</i>	<i>Annual</i>	\$53,676.48	\$64,148.50	\$75,160.02
		<i>Hourly</i>	\$25.8060	\$30.8406	\$36.1346

(End of new Classification & Compensation Plan)