

**TOWN OF CONCORD PERSONNEL BOARD  
AGENDA  
Wednesday, March 13, 2024**

**5:15 p.m.**

**55 Church St & Zoom Video Conference**

Join Zoom Meeting

<https://us02web.zoom.us/j/83499683817?pwd=TXRjc05ENGNOTW5TZklzUmkvdTd5dz09>

Meeting ID: 834 9968 3817

Passcode: 916513

1. **Call to Order**
2. **Approval of Minutes**
  - January 10, 2024
3. **Approval of PPP #43 to Take Effect Upon Approval of the Proposed Bylaw at Town Meeting**
4. **Assistant Town Manager/Interim Human Resources Director's Report**
5. **Classification Actions**
6. **Miscellaneous Compensation Schedule**
7. **Discussion: Will the Personnel Board continue to approve each job description that was included in the July 1, 2023 Classification and Compensation Plan?**
8. **Discussion: Will the Personnel Board approve job descriptions as they are added or adjusted within the existing Classification and Compensation Plan?**
9. **Discussion of Personnel Board Charge and Timeline**
10. **Adjournment**

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

- Minutes of January 10, 2024

## TOWN OF CONCORD PERSONNEL BOARD

Meeting Minutes

January 10, 2024

55 Church Street / Zoom

Present or Participated Remotely: Bill Mrachek, Joe Emeric, Kate Ryan, Liz Cobbs

Also Attended: Kimberly Crum, Mark Howell

### 1. Call to Order

- At 5:17 PM, pursuant to Chapter 2 of Acts of 2023, Chair B. Mrachek called the meeting of the Personnel Board to order when a quorum was present.

### 2. Approval of Minutes

January 2, 2024 Minutes

- K. Ryan moved to approve the meeting minutes from the January 2, 2024 open session meeting of the Personnel Board. J. Emeric seconded the motion.
- B. Mrachek took a roll call vote:
  - YEA: K. Ryan, J. Emeric, B. Mrachek; NAY: None; ABSENT: L. Cobbs; ABSTAIN: None

January 2, 2024 Bylaw

- B. Mrachek asked K. Crum if the Bylaw was voted on by the Board at the last meeting. K. Crum confirmed that what was attached to the minutes from the January 2, 2024 meeting was what the Board voted on and approved at the last meeting.
- B. Mrachek asked if there was a need to approve the Bylaw language again. K. Crum stated she had Town counsel review the Bylaw the Board approved at the January 2, 2024 meeting. K. Crum reported that counsel made one recommendation for a change to the Bylaw which K. Crum included as item number 6 *Discussion of Personnel Board Charge and Timeline* on the Board's agenda for this meeting.
- B. Mrachek suggested taking item number 6 on the Board's agenda out of order to review the recommended changes by Town counsel.

### 3. Discussion of Personnel Board Charge and Timeline

- K. Crum directed Board members to Subsection E of Section 2 in Draft E.3 of the Personnel Board Bylaw included in the packet. She noted the Board had included a parenthetical of *"(not to be presented at Town Meeting)."* K. Crum reported that counsel understood the Board's desire to be transparent and suggested striking that statement and adding the following sentence at the end of Subsection E: *"Any revisions and/or updates made to non-wage personnel provisions shall not be presented at Town Meeting and will take effect by vote of the Personnel Board."*

- L. Cobbs entered the meeting via Zoom at approximately 5:21 PM.
- L. Cobbs supported this proposed change to the Bylaw because it made the language clearer. B. Mrachek, K. Ryan and J. Emeric all supported the proposed change as well.
- K. Ryan pointed out that Subsection F referenced Subsection E in the second sentence stating “(excluding Section 2.e above)”. K. Ryan suggested this language was no longer needed. B. Mrachek recommended the Board delete the phrase.
- K. Ryan moved to approve Draft E.3 of the Personnel Bylaw as amended. J. Emeric seconded the motion.
- B. Mrachek took a roll call vote:
  - YEA: L. Cobbs, J. Emeric, K. Ryan, B. Mrachek; NAY: None; ABSENT: None; ABSTAIN: None

#### 4. Interim Human Resources Director’s Report

- K. Crum presented data on regular status employee hires and terminations included in the packet. She reported that for the year from January to November 2023 we have hired 40 full-time regular employees, and had 42 regular full-time and 4 regular part-time employees exit. K. Crum reported they are continuing to utilize diversity recruitment websites to ensure a full slate of candidates. K. Crum reported that the Town has filled a key finance position and made an offer for the Recreation Director which was accepted.
- L. Cobbs inquired about the Recreation Director and their focus on summer programs. K. Crum reported that the Recreation Director oversees all Recreation, includes camps and programming as well as the Beede Center and this position reports to Jessica Porter.
- L. Cobbs inquired about the Light Plant turnover and specifically what the Town does for storm coverage. K. Crum reported that snow removal/plowing is done by the Department of Public Works. K. Crum reported that Aaron Miklosko, the Highway & Grounds Superintendent, oversees storm preparations/snow removal and that he noted to senior staff that this was the first time since his arrival in Concord that they have been fully staffed. K. Crum also reported that the Town uses contractors for plowing if needed.
- B. Mrachek recommended the addition of turnover data/statistics to what is being reported to the Board and to provide comparisons to prior years. He also suggested also providing information on vacancies as well. K. Crum reported that she would provide more robust data on turnover, gender, race, compensation based on diversity and detail on number of employees and turnover by department every six months. She reported that this more robust data would be available next month and that they are working to provide data on vacancies as well.
- J. Emeric suggested adding the headcount for the monthly data presentation to provide perspective on hiring/terminations.

- B. Mrachek suggested separating union and non-union employees in the departments. K. Crum reported that union employees tend to follow by department, but some departments such as Library have some union and some non-union. B. Mrachek suggested having a further conversation about reporting in future.
- L. Cobbs suggested that in the Board minutes we can state why we have this dashboard. She went on to state that two areas the Board can provide support for recruitment and the data also gives real-time review for employee satisfaction. J. Emeric stated that we can learn about departments that may have abnormally high resignations which could be an indicator of possible issues that need to be addressed.

#### 5. Classification Actions

- K. Crum presented two classification actions before the Board including the Recreation Supervisor and Administrative Specialist – Public Works. She reported the Recreation Supervisor had been approved by the Board in the past, but they found a scrivener’s error as it was marked as Non-Exempt under FLSA, but it is in fact Exempt. The Admin Specialist for Public Works is a position that is vacant due to a promotion and this position will continue to support both DPW and Facilities.
- J. Emeric moved to accept the Recreation Supervisor and Administrative Specialist as presented in the packet. K. Ryan seconded the motion.
- B. Mrachek took a roll call vote:
  - YEA: L. Cobbs, J. Emeric, K. Ryan, B. Mrachek; NAY: None; ABSENT: None; ABSTAIN: None

#### 6. Discussion of Handbook Outline and Timeline

- K. Crum discussed the areas of the current Bylaw that the Board purposely did not include in the proposed Bylaw. She noted that any sections of the current Bylaw removed would need to be replaced with Policies, and that there is a short time in which to accomplish this before Town Meeting. K. Crum recommended that the Board move all sections in the current Bylaw that are being removed for the proposed Bylaw to the Personnel Policies and Procedures (PPPs). She further suggested these sections be moved to the PPPs without any changes to the existing language to ensure transparency with employees.
- K. Crum also discussed the Town’s goal to transition to an integrated enterprise resource planning solution. She reported the Town has purchased MUNIS for its accounting system and there is a desire to have the HR systems align with MUNIS. She reported that a further goal is to align union contracts and policies to ensure the transition to a new ERP system is seamless.
- K. Crum also reported there are 65 Administrative Policies and Procedures (APPs) and that about a third of them are personnel related and may benefit from being

in the Personnel Handbook. She suggested that personnel policies, such as conflict of interest, should all be housed in one place.

- L. Cobbs inquired about communications to employees regarding the proposed changes to the Bylaw and updates to the PPPs and APPs. She noted that these communications have been done via email and questioned whether that was sufficient given the significant changes. She suggested developing a communication plan so employees have an opportunity to have a dialogue about these changes. B. Mrachek inquired about the development of a communication plan and timeline for employees. K. Crum reported she would work with Jessica Porter to develop a communication plan for employees and would present something at the next meeting.
- B. Mrachek asked if the APPs were on the website. K. Crum confirmed they are on the website and can be reached by going to the Human Resources page and clicking on Policies on the left side. M. Howell inquired about whether those policies were located on the employee only portal on the website as some of the policies were not publicly available on the website. M. Howell directed K. Crum to the employee portal and how to access that. K. Crum would work with IT to access and review the employee only portal for any PPPs that may not be on the public website.
- B. Mrachek asked about the goal of the HRIS system and whether that was budgeted for the HR modules in MUNIS. K. Crum reported that the HR module budget is to be determined. K. Crum also reported they hired a new CFO who has been with the Town for about 60 days and they hired a second individual who is a MUNIS expert overseeing MUNIS conversions for other municipalities.
- K. Ryan asked if HR had a plan for moving the Bylaw sections into the PPPs, and whether each Bylaw section would become its own PPP or if the plan would be to move them all over as one. K. Crum reported they hadn't developed a specific plan, but the goal is for transparency for employees. K. Ryan discussed the difference between APPs which apply to all employees and PPPs which apply only to non-union employees. She asked if a larger goal would be to try to streamline APPs and PPPs with what is in collective bargaining agreements as well? K. Crum stated the Town is at the beginning of this process and noted that we have an opportunity to be very clear for employees what APPs and PPPs apply to them in the handbook.
- K. Crum noted that the PPPs are approved by the Personnel Board and that APPs are approved by the Town Manager. She went on to stated that the Board would be kept up to date on the handbook because many of the items would need Personnel Board approval.

## 7. Annual Town Report

- M. Howell inquired about the Annual Report and whether the Board had worked on their input to the report.

- K. Crum reported she was invited to draft the Board portion of the Annual Report for Jessica Porter. She requested that the Co-Chairs to review the draft and provide feedback since she was not present for a portion of the year. She reported the draft would be available within the next week.
- M. Howell also reported that Boards may also have a picture taken for inclusion in the report as well.

#### 8. Personnel Board Charge and Timeline

- B. Mrachek asked where the Board Charge resides and recommended including a date for the most recent version in the footer.
- B. Mrachek recommended that we bring this to the Select Board with the Charge we have drafted. B. Mrachek asked M. Howell for the best approach to bringing this to the Select Board.
- M. Howell recommended house-keeping updates and to streamline it with changes proposed to the Bylaw. He noted that this should be referred to as a Charge not a Charter. He went on to stated that the Charge is the marching orders for some Board & Committees, and would recommend this is more of a memorandum of understanding between the Personnel Board and Select Board. He then recommended to submit it to the Select Board for their recommendations.
- B. Mrachek noted that we needed to think about communication to citizens so that they understand what the Personnel Board does. M. Howell recommended that language could be included in the Charge that the Board exists in the Town Charter and is governed by the Personnel Bylaw. M. Howell recommends the Charge point to the Bylaw instead of duplicating language from the Bylaw in the Charge.
- K. Ryan stated that now that we have a draft Bylaw, the Board should revisit the Charge to ensure the language is consistent with the Bylaw. She went on to stated that the interpretation of the Charge is where we interpret the Bylaw as a sort of standard operating procedures for the Board. B. Mrachek suggested placing the Charge on a future agenda for further review. L. Cobbs volunteered to review the current draft of the Charge and the proposed Bylaw for the next meeting. L. Cobbs suggested that the Charge could reference the Bylaw with a hyperlink to ensure employees and citizens can review the Bylaw while reading the Charge.

#### 9. Announcements

- B. Mrachek reported that Pamela Talbot resigned from the Personnel Board and thanked her for her contributions.
- M. Howell asked for referrals from Board members for replacing the

#### 10. Public Comment

- None.

## 11. Adjournment

- K. Ryan moved to adjourn the meeting of the Personnel Board at 6:24 PM. J. Emeric seconded the motion.
- B. Mrachek held a roll call vote:
  - YEA: L. Cobbs, , J. Emeric, K. Ryan, B. Mrachek; NAY: None; ABSENT: None; ABSTAIN: None.

## Meeting Documents:

- January 2, 2024 Meeting Minutes
- January 2, 2024 Bylaw
- Interim HR Director's Report on Regular Status Hires and Terminations
- Classification Actions – Job Descriptions for the following:
  - Recreation Supervisor
  - Administrative Specialist – Public Works
- Personnel Board Bylaw Draft E.3
- Personnel Board Charge Draft

TOWN OF CONCORD  
Personnel Policy and Procedure #43

**Policies Carried Over at the time of 2024 Personnel Bylaw Approval**

*To Be Issued: Upon Approval of Proposed Bylaw*

**Background and Purpose**

During 2023, The Personnel Board drafted a proposed Personnel Bylaw, as a result of a comprehensive review incorporating input from a variety of Town stakeholders, including the Select Board Liaison, the Town Manager and most importantly, the September 2022 findings of the Personnel Study Task Force. The Task Force was convened by the Select Board to provide an impartial study of the Personnel Bylaw, the Charge of the Personnel Board and related documents and to then make recommendations for appropriate changes. Included in their review was a survey of employees which resulted in a participation rate of over 50%, as well as multiple employee focus groups. The Task Force concluded that the Bylaw should be updated because current policies are confusing, and others are either missing or are inconsistent with the Bylaw. They encourage the Personnel Board to meet on a regular basis and keep minutes of their meetings to ensure transparency. Beginning in 2023 and into January 2024, the Board met sixteen times, resulting in the proposed draft. The goal was to:

- streamline the Bylaw;
- clarify the roles of those involved; and
- develop a plan to create an organized and comprehensive policy manual that is communicated effectively to Town employees. This policy manual will be known as the Employee Handbook.

Sections 1,2,5 and 6 of the existing Bylaw are incorporated into the new Bylaw. The remaining sections of the existing Bylaw that reference non-wage provisions are being incorporated as Town policies. Upon approval of the draft Bylaw, Sections 3, 4 and sections 7 through 20 of the existing Bylaw will remain in effect, being incorporated as PPP #43 in their entirety, until such time as they can be incorporated into the Employee Handbook.

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## DEFINITIONS

As used in this bylaw, Policy the following words and phrases shall have the meanings shown below unless a different construction is clearly required by the context or by the laws of the Commonwealth.

"Board" - the Personnel Board.

"Classification" - a group of positions whose duties and responsibilities are sufficiently similar that the same descriptive title, qualifications and compensation can be applied with equity to all positions in the classification.

"Classification Plan" - a listing of all approved position classification titles and a summary job description for each classification.

"Compensation Plan" - a listing of the minimum, maximum and intermediate wage or salary rates for each title in the Classification Plan.

"Continuous Employment" - (either full-time or part-time) year-round employment which is uninterrupted except for authorized leaves of absence.

"Department Head" - the appointed official assigned administrative jurisdiction over a functional department of the Town.

"Employee" - an employee of the Town.

"Employment Status" - a category which defines the intended terms of an employment position, as to its length and number of hours worked.

"Full-time Employee" - an employee retained in a full time position.

"Full-time Position" - a position which requires the services of an employee for 37.5 or 40 hours per week whichever is defined as full-time for that classification.

"Limited Status Position" - a position which requires the services of an employee for either uninterrupted or occasional periods for an annual average of less than 20 hours per week and does not require reappointment for each period of work. *(Rev. 4/09)*

"Limited Status Employee" - an employee retained in a limited status position.

"Maximum rate" - the highest rate in a salary range.

"Minimum rate" - the lowest rate in a salary range.

"Part-time Employee" - an employee retained in a part-time position.

"Part-time Position" - any position which requires the services of an incumbent for less than the 37.5 or 40 hours per week, whichever is defined as full-time for that classification.

"Personal Rate" - a salary above the maximum rate of the salary range, applicable only to a designated employee.

"Position" - a defined set of duties and responsibilities to which one employee is appointed to perform.

"Promotion" - the movement of an employee from one position into another position which is in a classification with a higher maximum salary.

"Rate" - a sum of money designated as compensation for personal services on an hourly, weekly, annual or other basis.

"Reclassification" - the movement of a position from one classification to another classification.

"Regular Employee" - an employee retained in a regular position, either full-time or part-time.

"Regular Position" - a year-round, full-time or part-time position of 20 hours or more per week which requires the services of an employee in continuous employment for an indefinite term.  
(Rev. 4/09)

"Salary Range or Grade" - an established range of salary or wage rates included in the Compensation Plan.

"Salary Structure Movement" - Any increase or decrease in a salary range which is approved by Town Meeting.

"Seasonal Position" - a position which requires the services of an employee for a designated portion of each year.

"Step" - a specific rate in a salary range or grade.

"Temporary Employee" - an employee retained in a temporary or seasonal position or in a regular position on a temporary basis.

"Temporary Position" - a full-time or part-time position which requires the services of an employee for a temporary period of time. (Rev. 4/09)

"Town" - the Town of Concord.

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### **Section 3. PERSONNEL POLICIES AND PROCEDURES**

The Personnel Board and Town Manager shall adopt and maintain personnel policies and procedures as needed to implement and interpret the provisions of the Personnel Bylaw. (Rev. 4/16)

Employees shall be provided an opportunity to review and comment on any proposed personnel policy that could have a significant impact on the conditions of their employment.

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### **Section 4. EMPLOYMENT STATUS**

Each employment position in the Town of Concord shall be assigned one of the following "employment status" designations by the Town Manager. An employee shall be assigned the same employment status as the position he/she holds and the employee's eligibility for leave and insurance benefits shall be based on the employment status of that position as defined in this bylaw and personnel policy.

**Regular, Full-Time:** Continuous, year-round employment for 37.5 or 40 hours per week, whichever is defined as full-time for that classification.

**Regular, Part-time:** Continuous, year-round employment for less than full-time, but at least 20 hours per week. (Rev. 4/09)

**Limited Status:** Employment for uninterrupted or occasional periods for an annual average of less than 20 hours per week that does not require reappointment for each period of work. (Rev. 4/09)

**Temporary (Full-time or Part-time):** Employment in a seasonal position or for a temporary period of time, either on a full-time or part-time basis. (Rev. 4/09)

Each temporary or seasonal position held by an employee is considered separately in determining an employee's status. If an employee holds a series of consecutive temporary positions, he/she shall continue to be designated as a temporary employee.

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### **Section 7. SALARY SCHEDULES FOR TEMPORARY AND LIMITED STATUS POSITIONS**

The Personnel Board shall be responsible for establishing and maintaining salary schedules for temporary and limited status positions. No person shall be employed in a temporary or limited status position under a title or wage rate not included in the Personnel Board's approved salary schedules for such positions or in the Town's regular Classification and Compensation Plans.

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### **Section 8. IN-TRAINING STATUS**

Regular employees shall be considered to be "in-training" during their first six months of service in a position. Employees may be released from their position at any time during the in-training

period without right to appeal such action through the Town's established grievance procedure. Prior to the end of the six month in-training period, each employee's job performance will be reviewed by the department head to determine if s/he should continue in the position. When extenuating circumstances exist, the Town Manager may extend the in-training period for up to an additional six (6) months.

Both new and promoted regular employees shall complete an in-training period.

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## **Section 9. HOURS OF WORK**

### **9.1 Work Week**

The full-time work week for each employee shall be designated by the Town Manager as 37.5 or 40 hours in accordance with the duties and responsibilities of the position held. (Rev. 4/97)

### **9.2 Overtime**

1. Employees determined to be non-exempt under the Fair Labor Standards Act shall receive one and a half times their hourly rate (including longevity and other special pays as required by federal law) for time worked over 40.0 hours in the work week. In addition, Personnel Policies and Procedures may provide for pay at one and a half times the hourly rate for time worked outside of an employee's regular work schedule. In lieu of overtime pay and with the mutual consent of the employee and his/her department head, these employees may receive compensatory time off at the rate of one and one half times the number of overtime hours worked. (Rev. 4/98; 4/07)
2. Employees whose positions are exempt under the Fair Labor Standards Act shall not receive overtime pay. These employees may receive appropriate compensatory time off for prolonged work hours with the prior approval of the Town Manager. (Rev. 5/01)

### **9.3 Non-contiguous Work**

Employees determined to be non-exempt under the Fair Labor Standards Act who are assigned or recalled to work for periods that are non-contiguous with their regular workday will receive a minimum of four (4) hours pay for such work when the assignment or recall was made less than eight (8) hours prior to the scheduled start time. When eight (8) hours or more notice is given the employee for such work, a minimum of two (2) hours pay will be given. (Rev. 4/07)

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## **Section 10. PAY POLICIES**

### **10.1 Appointment Rates**

New employees and employees who receive a promotion will be appointed at a base rate of pay within the approved range for the position's classification; the Town Manager shall determine the starting rate based on his/her consideration of the individual's qualifications, available funds, market influences, internal equity and any other relevant

factors. (Rev. 4/16)

## **10.2 Increases Within the Salary Ranges**

The Town Manager and Personnel Board shall adopt a plan for providing employees with salary increases within the ranges specified in the Compensation Plan. Increases within the salary ranges may only be granted when an employee's performance is found to be satisfactory. (Rev. 4/98)

## **10.3. Incentives and Reward**

The Town Manager and Personnel Board may adopt programs which provide monetary and/or non-monetary incentives and rewards to recognize unusual accomplishments and circumstances such as temporary additional duties, useful suggestions, high productivity, outstanding achievements, etc. Such incentives and rewards may provide an employee with pay which exceeds the maximum of the salary range, however, such pay may not become a permanent part of the employee's compensation. Any program adopted under this section shall be effective only if funds are available for the purpose. (Rev. 4/97)

## **10.4 Reclassifications**

### **1. Positions Reclassified to a Higher Salary Grade**

An employee whose position is reclassified to a higher salary grade shall receive a rate of pay in the new salary range. The Town Manager may increase the employee's base rate of pay up to a percentage equivalent to the percent increment between the minimum pay of the former range and the minimum pay of the new range. When the position is in a step pay plan the employee will normally be paid a step in the new range which is closest to this percent. With prior approval of the Personnel Board the Town Manager may approve a salary outside of this guideline when circumstances relating to the position warrant a higher pay. In no case shall the employee receive a salary greater than the top of the salary range of the higher classification. (Rev. 4/95)

### **2. Positions Reclassified to a Lower Salary Grade**

If an employee's position is reclassified to a lower salary grade, the employee's current salary shall not change. If the employee's current salary is below the new range's maximum, the employee will receive salary increases in accordance with policy until the maximum is reached. If the employee's current salary is above the new range's maximum, the employee's current salary will become a personal rate and the employee shall receive no further increases in pay (including salary structure movement) until such time as the personal rate is exceeded by the new salary range.

## **10.5 Acting Pay**

An employee may be assigned to assume temporarily some or all of the duties of another position from which an incumbent is absent. Additional compensation shall be given for such assignments when all of the following conditions have been met:

- a. The employee is assigned to perform a majority of the significant duties of a budgeted, higher paid position from which an incumbent is absent.

- b. The duties of the higher paid position are assigned to and performed by the designated employee for fifteen (15) or more consecutive work days.
- c. The assignment is approved by the Town Manager.

Employees who perform the duties of a higher paid position under the above provisions, shall receive "acting" pay beginning on or retroactive to the first day of the assignment.

Acting pay shall be a rate in the salary range of the position being filled. The Town Manager may appoint an employee at an acting rate of pay up to an amount which provides the employee with a percent increase equivalent to the percent increment between the minimum pay of the employee's current range and the minimum pay of the new range. Employees who are assigned acting duties of a position in a step pay plan may be paid the step in the new range which is closest to this percent. With prior approval of the Personnel Board and when circumstances relating to the position warrant, an employee may be appointed at a rate of pay beyond this guideline. In no case shall the employee receive a salary greater than the top of the salary range of the higher classification. *(Rev. 4/95)*

Acting pay shall apply to any overtime worked in the higher classification (when eligible), but shall not apply to any paid leave taken or accrued during the acting assignment, unless authorized by the Town Manager.

**10.6 Longevity Pay**

Regular, full-time employees shall be entitled to receive "longevity" pay in recognition of years of continuous service, as follows:

<u># of Years Continuous Service</u>	<u>Longevity Pay</u>
5	\$125 per year
10	\$250 per year
15	\$400 per year
20	\$600 per year

Regular, part-time employees will receive credit for years of continuous service on the same basis as full-time employees, but will receive longevity pay prorated to their average weekly work schedule.

Town Personnel Policies and Procedures may provide further definition of the calculation of continuous service and the schedule for payment of longevity pay.

**10.7 Other Special Pays**

The Town Manager may adopt schedules to provide employees with special pays that are consistent with the municipal employment market. Examples of such compensation that may be provided beyond the maximum base rate of pay outlined in the Compensation Plan include, but are not limited to: stand-by pay, uniform pay, education assistance, and educational incentives. *(Rev. 5/14)*

## **10.8 Workers' Compensation**

In the event an employee is incapacitated as the result of an injury or illness arising out of and in connection with his/her employment with the Town and for which workers compensation is payable, s/he may use first any accumulated sick and then any other accrued leave time to supplement the difference between workers compensation payments and the regular straight time rate of pay.

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## **Section 11. SICK LEAVE**

### **11.1 Accrual**

Upon hire, each regular, full-time employee shall be credited with three (3) days of sick leave accrual. Additional sick leave will not be accrued until the employee completes three (3) months of service, at which time he/she shall begin to accrue sick leave at the rate of one day for each month of active employment. Each part-time regular employee shall accumulate sick leave on a prorated basis in proportion to the percentage of full-time hours worked. There is no maximum on the amount of sick leave that may be accumulated. *(Rev. 5/01)*

### **11.2 Use**

Sick leave is generally granted to employees for protection against loss of pay due to their own personal illness or injury, and to attend medical appointments with health care professionals. However, the Town Manager and Personnel Board may adopt policies that permit an employee to use accrued sick leave to care for an immediate family member during an illness or injury, and for any purpose for which leave may be taken under the Family and Medical Leave Act or Small Necessities Leave Act. Such policies shall define "immediate family member" for the purposes of family-related sick leave use. *(Rev. 4/16)*

Department heads may, at their discretion, require medical certification of any illness or injury for which sick leave is used.

Town Personnel Policies and Procedures may provide further definition of the accrual and use of sick leave.

### **11.3 Sick Leave Payoff**

Unused sick leave shall not be paid off when an employee terminates employment with the Town except upon retirement, as provided below.

When an employee who was hired prior to July 1, 1992 retires from Town employment, he/she shall be paid for 50% of the accumulated sick leave balance he/she holds at the date of retirement, up to a maximum of 62 days of pay (i.e., 50% of 124 days of accumulated sick leave). Employees hired on or after July 1, 1992 shall not be eligible for sick leave payoff upon retirement.

In the event of an employee's death while on the payroll of the Town (prior to retirement), his/her designated beneficiary shall be paid 50% of his/her accumulated sick leave at the date of his/her death, up to a maximum of 62 days of pay (i.e., 50% of 124 days of accumulated sick leave).

"Retirement" as used in this section shall mean when an individual begins to collect a retirement pension as an active Town retiree. An employee who voluntarily takes deferred retirement is not eligible for payment of accumulated sick leave.

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## **Section 12. HOLIDAYS**

### **12.1 Holiday Leave**

Except as noted below, one day of paid leave shall be granted to all regular status employees for each of the following days:

Holidays: *(Rev. 5/22)*

New Year's Day  
Martin Luther King Day  
Presidents' Day  
Patriots' Day  
Memorial Day  
Juneteenth Independence Day  
Independence Day  
Labor Day  
Indigenous Peoples'/Columbus Day  
Veterans' Day  
Thanksgiving Day  
Day After Thanksgiving  
Christmas Day

Observed On:

January 1  
Third Monday in January  
Third Monday in February  
Third Monday in April  
Last Monday in May  
June 19  
July 4  
First Monday in September  
Second Monday in October  
November 11  
Fourth Thursday in November  
Day After Thanksgiving  
December 25

The Personnel Board and Town Manager may adopt policies that reduce the amount of holidays granted and/or provide alternate holidays and dates of observance for employees who work in the Beede Center or other operations that remain open when Town offices are generally closed. *(New 4/08)*

Regular, part-time employees shall receive prorated holiday leave based on the ratio of their average weekly hours to the full-time workweek for their positions.

To qualify for holiday pay, an employee must be on paid status on their last regularly scheduled work day immediately preceding the holiday and on their first regularly scheduled work day immediately following the holiday.

Town Personnel Policies and Procedures may provide further definition of the leave and/or pay granted for holidays defined above.

## **12.2 Holidays Worked**

Except as noted below, when an employee who is paid on an hourly basis is required to work on New Year's Day, Christmas Day or Thanksgiving Day, s/he shall receive two (2) times his/her hourly rate of pay in addition to any holiday pay for which s/he may be eligible. When such an employee is required to work on any other observed holiday, s/he shall receive one and one-half (1 1/2) times his/her hourly rate of pay in addition to any holiday pay for which s/he may be eligible. *(Rev. 5/01)*

The Personnel Board and Town Manager may adopt a different pay policy for holidays worked by employees in the Beede Center or other operations that maintain a different schedule than Town offices. *(New 4/08)*

The Fire Chief shall be paid for holidays worked in accordance with M.G.L. Chapter 48, Section 57E, as amended from time to time. *(New 5/01)*

The Police Chief shall be paid for holidays worked in accordance with M.G.L. Chapter 147, Section 17F, as amended from time to time. *(New 5/01)*

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## **Section 13. VACATION LEAVE**

### **13.1 Accrual**

The Personnel Board and Town Manager shall adopt policies regarding how regular-status employees accrue vacation leave. *(Rev. 5/01)*

Regular, part-time employees shall accrue vacation on a pro-ration of the above schedule, based on the ratio of their average weekly hours to the full-time workweek for their positions.

Town Personnel Policies and Procedures may provide further definition of the accrual and use of vacation leave.

### **13.2 Maximum Vacation Accrual**

Accumulation of vacation hours is limited to a maximum of the employee's annual accrual level, plus five (5) days. In unusual circumstances approved by the Department Head and Town Manager, an employee may accumulate more than this maximum.

### **13.3 Payoff of Vacation**

When regular status employment with the Town ends, the employee shall be paid for any unused vacation earned up to the last day worked. *(Rev. 5/22)*

#### **Section 14. BEREAVEMENT LEAVE**

Up to five (5) days of paid leave may be granted by a department head to any regular employee when such leave is needed because of the death of a member of the employee's family or household. Definition of "family member" for the purposes of bereavement leave shall be determined by Town Personnel Policies and Procedures. The Town Manager may grant additional paid leave to an employee when warranted by special circumstances relating to a death. *(Rev. 4/04; 5/22)*

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#### **Section 15. PERSONAL LEAVE**

Each regular employee shall accrue up to three (3) days of paid personal leave during each fiscal year; personal leave for regular part-time employees shall be pro-rated. Personal leave may be used by the employee for any personal reason; however, the scheduling of such leave must be approved by the appropriate department head. Any unused personal leave shall be forfeited upon separation of employment. Town Personnel Policies and Procedures may provide further definition of the accrual and use of personal leave. *(Rev. 4/2017)*

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#### **Section 16. MILITARY LEAVE**

Employees who serve as members of a reserve component of the US armed forces shall receive their regular pay, in addition to any military pay, for up to seventeen (17) days of their annual tour of duty (per M.G.L. Chapter 33, Section 59 as adopted by Town Meeting, March, 1948). Annual tour of duty does not include orientation courses and weekend or other inactive duty drills.

A reservist employee shall receive unpaid leave to attend orientation courses and weekend or other inactive duty drills unless the employee elects to voluntarily take vacation, holiday, or personal leave time.

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#### **Section 17. JURY DUTY**

Regular employees who serve on jury duty on any regularly scheduled work day shall receive the difference between their normal pay and pay received for jury duty (excluding travel allowance). An employee will report to work on any scheduled work day that his/her attendance is not required for jury duty.

For the purposes of this policy, "regular" employment shall be defined by M.G.L. Chapter 234A, Section 48.

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**Section 18. UNPAID LEAVES OF ABSENCE**

**18.1 Family and Medical Leave**

The Town Manager and Personnel Board shall adopt and implement personnel policies and procedures which comply with the Family and Medical Leave Act of 1993. *(Rev. 4/94)*

**18.2 Other Leaves of Absence**

Unpaid leaves of absence not covered by the Family and Medical Leave Act of 1993 may be granted at the discretion of the Town Manager. *(Rev. 4/94)*

**18.3 Accruals During Leaves**

Employees may be required to use other accrued leave balances prior to being granted any unpaid leave of absence, as determined by Town Personnel Policies and Procedures. No paid leave time or seniority shall accrue to an employee beyond the thirtieth (30th) calendar day of an unpaid leave of absence.

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**Section 19. INTERRUPTION OF EMPLOYMENT**

Any regular employee who leaves Town service while in good standing and is subsequently rehired by the Town will, upon successful completion of one year's service, be given credit for his/her previous years of service for the purposes of vacation accrual and longevity pay.

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**Section 20. LEAVE FOR  
TEMPORARY AND LIMITED-STATUS EMPLOYEES**

Temporary and limited-status employees may be eligible for paid sick, holiday, vacation and/or personal leave when approved by the Town Manager and Personnel Board. *(New 5/01)*

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TOWN OF CONCORD  
Personnel Policy and Procedure #43

**Policies Carried Over at the time of 2024 Personnel Bylaw Approval**

*To Be Issued: Upon Approval of Proposed Bylaw*

**Background and Purpose**

During 2023, The Personnel Board drafted a proposed Personnel Bylaw, as a result of a comprehensive review incorporating input from a variety of Town stakeholders, including the Select Board Liaison, the Town Manager and most importantly, the September 2022 findings of the Personnel Study Task Force. The Task Force was convened by the Select Board to provide an impartial study of the Personnel Bylaw, the Charge of the Personnel Board and related documents and to then make recommendations for appropriate changes. Included in their review was a survey of employees which resulted in a participation rate of over 50%, as well as multiple employee focus groups. The Task Force concluded that the Bylaw should be updated because current policies are confusing, and others are either missing or are inconsistent with the Bylaw. They encourage the Personnel Board to meet on a regular basis and keep minutes of their meetings to ensure transparency. Beginning in 2023 and into January 2024, the Board met sixteen times, resulting in the proposed draft. The goal was to:

- streamline the Bylaw;
- clarify the roles of those involved; and
- develop a plan to create an organized and comprehensive policy manual that is communicated effectively to Town employees. This policy manual will be known as the Employee Handbook.

Sections 1,2,5 and 6 of the existing Bylaw are incorporated into the new Bylaw. The remaining sections of the existing Bylaw that reference non-wage provisions are being incorporated as Town policies. Upon approval of the draft Bylaw, Sections 3, 4 and sections 7 through 20 of the existing Bylaw will remain in effect, being incorporated as PPP #43 in their entirety, until such time as they can be incorporated into the Employee Handbook.

## DEFINITIONS

As used in this Policy the following words and phrases shall have the meanings shown below unless a different construction is clearly required by the context or by the laws of the Commonwealth.

"Board" - the Personnel Board.

"Classification" - a group of positions whose duties and responsibilities are sufficiently similar that the same descriptive title, qualifications and compensation can be applied with equity to all positions in the classification.

"Classification Plan" - a listing of all approved position classification titles and a summary job description for each classification.

"Compensation Plan" - a listing of the minimum, maximum and intermediate wage or salary rates for each title in the Classification Plan.

"Continuous Employment" - (either full-time or part-time) year-round employment which is uninterrupted except for authorized leaves of absence.

"Department Head" - the appointed official assigned administrative jurisdiction over a functional department of the Town.

"Employee" - an employee of the Town.

"Employment Status" - a category which defines the intended terms of an employment position, as to its length and number of hours worked.

"Full-time Employee" - an employee retained in a full time position.

"Full-time Position" - a position which requires the services of an employee for 37.5 or 40 hours per week whichever is defined as full-time for that classification.

"Limited Status Position" - a position which requires the services of an employee for either uninterrupted or occasional periods for an annual average of less than 20 hours per week and does not require reappointment for each period of work. *(Rev. 4/09)*

"Limited Status Employee" - an employee retained in a limited status position.

"Maximum rate" - the highest rate in a salary range.

"Minimum rate" - the lowest rate in a salary range.

"Part-time Employee" - an employee retained in a part-time position.

"Part-time Position" - any position which requires the services of an incumbent for less than the 37.5 or 40 hours per week, whichever is defined as full-time for that classification.

"Personal Rate" - a salary above the maximum rate of the salary range, applicable only to a designated employee.

"Position" - a defined set of duties and responsibilities to which one employee is appointed to perform.

"Promotion" - the movement of an employee from one position into another position which is in a classification with a higher maximum salary.

"Rate" - a sum of money designated as compensation for personal services on an hourly, weekly, annual or other basis.

"Reclassification" - the movement of a position from one classification to another classification.

"Regular Employee" - an employee retained in a regular position, either full-time or part-time.

"Regular Position" - a year-round, full-time or part-time position of 20 hours or more per week which requires the services of an employee in continuous employment for an indefinite term.  
(Rev. 4/09)

"Salary Range or Grade" - an established range of salary or wage rates included in the Compensation Plan.

"Salary Structure Movement" - Any increase or decrease in a salary range which is approved by Town Meeting.

"Seasonal Position" - a position which requires the services of an employee for a designated portion of each year.

"Step" - a specific rate in a salary range or grade.

"Temporary Employee" - an employee retained in a temporary or seasonal position or in a regular position on a temporary basis.

"Temporary Position" - a full-time or part-time position which requires the services of an employee for a temporary period of time. (Rev. 4/09)

"Town" - the Town of Concord.

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### **Section 3. PERSONNEL POLICIES AND PROCEDURES**

The Personnel Board and Town Manager shall adopt and maintain personnel policies and procedures as needed to implement and interpret the provisions of the Personnel Bylaw. (Rev. 4/16)

Employees shall be provided an opportunity to review and comment on any proposed personnel policy that could have a significant impact on the conditions of their employment.

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### **Section 4. EMPLOYMENT STATUS**

Each employment position in the Town of Concord shall be assigned one of the following "employment status" designations by the Town Manager. An employee shall be assigned the same employment status as the position he/she holds and the employee's eligibility for leave and insurance benefits shall be based on the employment status of that position as defined in this bylaw and personnel policy.

**Regular, Full-Time:** Continuous, year-round employment for 37.5 or 40 hours per week, whichever is defined as full-time for that classification.

**Regular, Part-time:** Continuous, year-round employment for less than full-time, but at least 20 hours per week. (Rev. 4/09)

**Limited Status:** Employment for uninterrupted or occasional periods for an annual average of less than 20 hours per week that does not require reappointment for each period of work. (Rev. 4/09)

**Temporary (Full-time or Part-time):** Employment in a seasonal position or for a temporary period of time, either on a full-time or part-time basis. (Rev. 4/09)

Each temporary or seasonal position held by an employee is considered separately in determining an employee's status. If an employee holds a series of consecutive temporary positions, he/she shall continue to be designated as a temporary employee.

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### **Section 7. SALARY SCHEDULES FOR TEMPORARY AND LIMITED STATUS POSITIONS**

The Personnel Board shall be responsible for establishing and maintaining salary schedules for temporary and limited status positions. No person shall be employed in a temporary or limited status position under a title or wage rate not included in the Personnel Board's approved salary schedules for such positions or in the Town's regular Classification and Compensation Plans.

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### **Section 8. IN-TRAINING STATUS**

Regular employees shall be considered to be "in-training" during their first six months of service in a position. Employees may be released from their position at any time during the in-training

period without right to appeal such action through the Town's established grievance procedure. Prior to the end of the six month in-training period, each employee's job performance will be reviewed by the department head to determine if s/he should continue in the position. When extenuating circumstances exist, the Town Manager may extend the in-training period for up to an additional six (6) months.

Both new and promoted regular employees shall complete an in-training period.

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## **Section 9. HOURS OF WORK**

### **9.1 Work Week**

The full-time work week for each employee shall be designated by the Town Manager as 37.5 or 40 hours in accordance with the duties and responsibilities of the position held. (Rev. 4/97)

### **9.2 Overtime**

1. Employees determined to be non-exempt under the Fair Labor Standards Act shall receive one and a half times their hourly rate (including longevity and other special pays as required by federal law) for time worked over 40.0 hours in the work week. In addition, Personnel Policies and Procedures may provide for pay at one and a half times the hourly rate for time worked outside of an employee's regular work schedule. In lieu of overtime pay and with the mutual consent of the employee and his/her department head, these employees may receive compensatory time off at the rate of one and one half times the number of overtime hours worked. (Rev. 4/98; 4/07)
2. Employees whose positions are exempt under the Fair Labor Standards Act shall not receive overtime pay. These employees may receive appropriate compensatory time off for prolonged work hours with the prior approval of the Town Manager. (Rev. 5/01)

### **9.3 Non-contiguous Work**

Employees determined to be non-exempt under the Fair Labor Standards Act who are assigned or recalled to work for periods that are non-contiguous with their regular workday will receive a minimum of four (4) hours pay for such work when the assignment or recall was made less than eight (8) hours prior to the scheduled start time. When eight (8) hours or more notice is given the employee for such work, a minimum of two (2) hours pay will be given. (Rev. 4/07)

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## **Section 10. PAY POLICIES**

### **10.1 Appointment Rates**

New employees and employees who receive a promotion will be appointed at a base rate of pay within the approved range for the position's classification; the Town Manager shall determine the starting rate based on his/her consideration of the individual's qualifications, available funds, market influences, internal equity and any other relevant

factors. (Rev. 4/16)

## **10.2 Increases Within the Salary Ranges**

The Town Manager and Personnel Board shall adopt a plan for providing employees with salary increases within the ranges specified in the Compensation Plan. Increases within the salary ranges may only be granted when an employee's performance is found to be satisfactory. (Rev. 4/98)

## **10.3. Incentives and Reward**

The Town Manager and Personnel Board may adopt programs which provide monetary and/or non-monetary incentives and rewards to recognize unusual accomplishments and circumstances such as temporary additional duties, useful suggestions, high productivity, outstanding achievements, etc. Such incentives and rewards may provide an employee with pay which exceeds the maximum of the salary range, however, such pay may not become a permanent part of the employee's compensation. Any program adopted under this section shall be effective only if funds are available for the purpose. (Rev. 4/97)

## **10.4 Reclassifications**

### **1. Positions Reclassified to a Higher Salary Grade**

An employee whose position is reclassified to a higher salary grade shall receive a rate of pay in the new salary range. The Town Manager may increase the employee's base rate of pay up to a percentage equivalent to the percent increment between the minimum pay of the former range and the minimum pay of the new range. When the position is in a step pay plan the employee will normally be paid a step in the new range which is closest to this percent. With prior approval of the Personnel Board the Town Manager may approve a salary outside of this guideline when circumstances relating to the position warrant a higher pay. In no case shall the employee receive a salary greater than the top of the salary range of the higher classification. (Rev. 4/95)

### **2. Positions Reclassified to a Lower Salary Grade**

If an employee's position is reclassified to a lower salary grade, the employee's current salary shall not change. If the employee's current salary is below the new range's maximum, the employee will receive salary increases in accordance with policy until the maximum is reached. If the employee's current salary is above the new range's maximum, the employee's current salary will become a personal rate and the employee shall receive no further increases in pay (including salary structure movement) until such time as the personal rate is exceeded by the new salary range.

## **10.5 Acting Pay**

An employee may be assigned to assume temporarily some or all of the duties of another position from which an incumbent is absent. Additional compensation shall be given for such assignments when all of the following conditions have been met:

- a. The employee is assigned to perform a majority of the significant duties of a budgeted, higher paid position from which an incumbent is absent.

- b. The duties of the higher paid position are assigned to and performed by the designated employee for fifteen (15) or more consecutive work days.
- c. The assignment is approved by the Town Manager.

Employees who perform the duties of a higher paid position under the above provisions, shall receive "acting" pay beginning on or retroactive to the first day of the assignment.

Acting pay shall be a rate in the salary range of the position being filled. The Town Manager may appoint an employee at an acting rate of pay up to an amount which provides the employee with a percent increase equivalent to the percent increment between the minimum pay of the employee's current range and the minimum pay of the new range. Employees who are assigned acting duties of a position in a step pay plan may be paid the step in the new range which is closest to this percent. With prior approval of the Personnel Board and when circumstances relating to the position warrant, an employee may be appointed at a rate of pay beyond this guideline. In no case shall the employee receive a salary greater than the top of the salary range of the higher classification. *(Rev. 4/95)*

Acting pay shall apply to any overtime worked in the higher classification (when eligible), but shall not apply to any paid leave taken or accrued during the acting assignment, unless authorized by the Town Manager.

**10.6 Longevity Pay**

Regular, full-time employees shall be entitled to receive "longevity" pay in recognition of years of continuous service, as follows:

<u># of Years Continuous Service</u>	<u>Longevity Pay</u>
5	\$125 per year
10	\$250 per year
15	\$400 per year
20	\$600 per year

Regular, part-time employees will receive credit for years of continuous service on the same basis as full-time employees, but will receive longevity pay prorated to their average weekly work schedule.

Town Personnel Policies and Procedures may provide further definition of the calculation of continuous service and the schedule for payment of longevity pay.

**10.7 Other Special Pays**

The Town Manager may adopt schedules to provide employees with special pays that are consistent with the municipal employment market. Examples of such compensation that may be provided beyond the maximum base rate of pay outlined in the Compensation Plan include, but are not limited to: stand-by pay, uniform pay, education assistance, and educational incentives. *(Rev. 5/14)*

## **10.8 Workers' Compensation**

In the event an employee is incapacitated as the result of an injury or illness arising out of and in connection with his/her employment with the Town and for which workers compensation is payable, s/he may use first any accumulated sick and then any other accrued leave time to supplement the difference between workers compensation payments and the regular straight time rate of pay.

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## **Section 11. SICK LEAVE**

### **11.1 Accrual**

Upon hire, each regular, full-time employee shall be credited with three (3) days of sick leave accrual. Additional sick leave will not be accrued until the employee completes three (3) months of service, at which time he/she shall begin to accrue sick leave at the rate of one day for each month of active employment. Each part-time regular employee shall accumulate sick leave on a prorated basis in proportion to the percentage of full-time hours worked. There is no maximum on the amount of sick leave that may be accumulated. *(Rev. 5/01)*

### **11.2 Use**

Sick leave is generally granted to employees for protection against loss of pay due to their own personal illness or injury, and to attend medical appointments with health care professionals. However, the Town Manager and Personnel Board may adopt policies that permit an employee to use accrued sick leave to care for an immediate family member during an illness or injury, and for any purpose for which leave may be taken under the Family and Medical Leave Act or Small Necessities Leave Act. Such policies shall define "immediate family member" for the purposes of family-related sick leave use. *(Rev. 4/16)*

Department heads may, at their discretion, require medical certification of any illness or injury for which sick leave is used.

Town Personnel Policies and Procedures may provide further definition of the accrual and use of sick leave.

### **11.3 Sick Leave Payoff**

Unused sick leave shall not be paid off when an employee terminates employment with the Town except upon retirement, as provided below.

When an employee who was hired prior to July 1, 1992 retires from Town employment, he/she shall be paid for 50% of the accumulated sick leave balance he/she holds at the date of retirement, up to a maximum of 62 days of pay (i.e., 50% of 124 days of accumulated sick leave). Employees hired on or after July 1, 1992 shall not be eligible for sick leave payoff upon retirement.

In the event of an employee's death while on the payroll of the Town (prior to retirement), his/her designated beneficiary shall be paid 50% of his/her accumulated sick leave at the date of his/her death, up to a maximum of 62 days of pay (i.e., 50% of 124 days of accumulated sick leave).

"Retirement" as used in this section shall mean when an individual begins to collect a retirement pension as an active Town retiree. An employee who voluntarily takes deferred retirement is not eligible for payment of accumulated sick leave.

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## **Section 12. HOLIDAYS**

### **12.1 Holiday Leave**

Except as noted below, one day of paid leave shall be granted to all regular status employees for each of the following days:

Holidays: *(Rev. 5/22)*

New Year's Day  
Martin Luther King Day  
Presidents' Day  
Patriots' Day  
Memorial Day  
Juneteenth Independence Day  
Independence Day  
Labor Day  
Indigenous Peoples'/Columbus Day  
Veterans' Day  
Thanksgiving Day  
Day After Thanksgiving  
Christmas Day

Observed On:

January 1  
Third Monday in January  
Third Monday in February  
Third Monday in April  
Last Monday in May  
June 19  
July 4  
First Monday in September  
Second Monday in October  
November 11  
Fourth Thursday in November  
Day After Thanksgiving  
December 25

The Personnel Board and Town Manager may adopt policies that reduce the amount of holidays granted and/or provide alternate holidays and dates of observance for employees who work in the Beede Center or other operations that remain open when Town offices are generally closed. *(New 4/08)*

Regular, part-time employees shall receive prorated holiday leave based on the ratio of their average weekly hours to the full-time workweek for their positions.

To qualify for holiday pay, an employee must be on paid status on their last regularly scheduled work day immediately preceding the holiday and on their first regularly scheduled work day immediately following the holiday.

Town Personnel Policies and Procedures may provide further definition of the leave and/or pay granted for holidays defined above.

## **12.2 Holidays Worked**

Except as noted below, when an employee who is paid on an hourly basis is required to work on New Year's Day, Christmas Day or Thanksgiving Day, s/he shall receive two (2) times his/her hourly rate of pay in addition to any holiday pay for which s/he may be eligible. When such an employee is required to work on any other observed holiday, s/he shall receive one and one-half (1 1/2) times his/her hourly rate of pay in addition to any holiday pay for which s/he may be eligible. *(Rev. 5/01)*

The Personnel Board and Town Manager may adopt a different pay policy for holidays worked by employees in the Beede Center or other operations that maintain a different schedule than Town offices. *(New 4/08)*

The Fire Chief shall be paid for holidays worked in accordance with M.G.L. Chapter 48, Section 57E, as amended from time to time. *(New 5/01)*

The Police Chief shall be paid for holidays worked in accordance with M.G.L. Chapter 147, Section 17F, as amended from time to time. *(New 5/01)*

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Town Personnel Policies and Procedures may provide further definition of the accrual and use of vacation leave.

### **13.2 Maximum Vacation Accrual**

Accumulation of vacation hours is limited to a maximum of the employee's annual accrual level, plus five (5) days. In unusual circumstances approved by the Department Head and Town Manager, an employee may accumulate more than this maximum.

### **13.3 Payoff of Vacation**

When regular status employment with the Town ends, the employee shall be paid for any unused vacation earned up to the last day worked. *(Rev. 5/22)*

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Up to five (5) days of paid leave may be granted by a department head to any regular employee when such leave is needed because of the death of a member of the employee's family or household. Definition of "family member" for the purposes of bereavement leave shall be determined by Town Personnel Policies and Procedures. The Town Manager may grant additional paid leave to an employee when warranted by special circumstances relating to a death. *(Rev. 4/04; 5/22)*

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#### **Section 16. MILITARY LEAVE**

Employees who serve as members of a reserve component of the US armed forces shall receive their regular pay, in addition to any military pay, for up to seventeen (17) days of their annual tour of duty (per M.G.L. Chapter 33, Section 59 as adopted by Town Meeting, March, 1948). Annual tour of duty does not include orientation courses and weekend or other inactive duty drills.

A reservist employee shall receive unpaid leave to attend orientation courses and weekend or other inactive duty drills unless the employee elects to voluntarily take vacation, holiday, or personal leave time.

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#### **Section 17. JURY DUTY**

Regular employees who serve on jury duty on any regularly scheduled work day shall receive the difference between their normal pay and pay received for jury duty (excluding travel allowance). An employee will report to work on any scheduled work day that his/her attendance is not required for jury duty.

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Unpaid leaves of absence not covered by the Family and Medical Leave Act of 1993 may be granted at the discretion of the Town Manager. *(Rev. 4/94)*

**18.3 Accruals During Leaves**

Employees may be required to use other accrued leave balances prior to being granted any unpaid leave of absence, as determined by Town Personnel Policies and Procedures. No paid leave time or seniority shall accrue to an employee beyond the thirtieth (30th) calendar day of an unpaid leave of absence.

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**Town of Concord**  
**Regular Status Hires and Terminations**  
**YTD 2024 (January)**

Department	1-31-2024 Headcount		YTD 2024 Hires		YTD 2024 Terminations			
	RFT	RPT	RFT	RPT	RFT		RPT	
					Resignations	Retirements	Resignations	Retirements
Finance	17	1	1					
Fire	49							
Human Resources	4							
Human Services	22	3	3					
Information Technology	8	1			1			
Library	20	6						
Light Plant	38				1			
Planning & Land Management	18	1	2		1			
Police	42		1			1		
Public Works	60		2		1			
Town Manager's Office	9							
<b>Grand Totals</b>	<b>287</b>	<b>12</b>	<b>9</b>		<b>4</b>	<b>1</b>		



## **Power Supply & Rates Administrator**

Department:	Concord Municipal Light Plant	Salary Grade:	14
Reports To:	Assistant Director of CMLP – Power Supply & Energy Management	FLSA Status:	Exempt
Appointed by:	Town Manager	Date:	July 2023

### **GENERAL SUMMARY:**

Under the general administrative direction of the Assistant CMLP Director – Power Supply & Energy Management, provides support in the areas of power supply and electric rates, while having direct responsibility for demand side management. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring 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.*

- ◆ Assists the Assistant Director of CMLP – Power Supply & Energy Management in determining power supply needs and then determining the optimal supply plan necessary to economically and reliably meet those needs.
- ◆ Design equitable rates that match the revenue requirement and meet CMLP's environmental and social goals.
- ◆ Oversees demand response and off-peak sales.
- ◆ Administers the Purchase Power Adjustment process to ensure power supply revenues are sufficient to cover power supply costs. Monitors local and national retail rates.
- ◆ Directly administers the New York Power Authority energy allocated to CMLP to ensure residential customers receive proper credit. Represents CMLP at all NYPA meetings.
- ◆ Responsible for providing adequate and economical insurance coverage for CMLP. May support this responsibility by service on the Board of the Public Utility Risk Management Association.
- ◆ Assists the Assistant Director of CMLP – Power Supply & Energy Management in preparing and presenting budgets, action plans, strategies, and policy recommendations to the Light Board and the Town Manager.
- ◆ Responds to major and complex customer inquiries.
- ◆ Reviews all power supply invoices for accuracy and contract compliance.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.

## *Power Supply & Rates Administrator*

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

### **SUPERVISORY RESPONSIBILITY:**

None

### **EDUCATION & EXPERIENCE:**

- ◆ Bachelor's Degree in Engineering or Business Administration with ten or more years of progressively responsible electric utility experience; or any equivalent combination of education and experience. Experience with a municipal electric utility a plus.
- ◆ Utility experience in cost of service, distribution, transmission, generation, ratemaking, customer service, and accounting, along with an understanding of the new energy markets.

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

- ◆ Ability to communicate effectively and tactfully with the public, coworkers, other employees, departments, officials, and other agencies.
- ◆ Makes frequent contact with others that require some persuasiveness and resourcefulness.
- ◆ Strong written communication skills.
- ◆ Ability to maintain and respect confidentiality.
- ◆ 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.
- ◆ Computer literate including experience with Microsoft Office software and email communication.

### **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. Balancing, crouching, grasping, pulling, reaching, and stooping may also be required.

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

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## **Assistant Natural Resources Director**

Department: Planning & Land Manager  
Reports To: Natural Resources Director  
Appointed by: Town Manager

Salary Grade: 9  
FLSA Status: Exempt  
Date: July 2023

### **GENERAL SUMMARY:**

Under the general supervision of the Natural Resources Director, assists the Division in the administration and enforcement of the Wetlands Protection Act, Rivers Protection Act, Concord Wetlands Bylaw, and accompanying regulations; provides support in office administration and organization, public assistance, grant administration, committee and community support, and land conservation and management. 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.*

- ◆ Assists in the planning, acquisition, administration and management of municipal conservation land; helps research and conduct on-site evaluations of parcels under consideration for acquisition, donation, conservation or agricultural restrictions.
- ◆ Assists in developing Division recommendations including review and analysis of development proposals. Assists in preparing for Natural Resources Commission (NRC) public hearings and meetings. Participates in the review and approval process; contributes to and ensures timely completion of Division responsibilities under regulatory time frames; analyzes, interprets and applies wetlands regulations and town policies in reviewing proposals and projects.
- ◆ Performs field review of wetland resource delineations, including assessment of resource impacts from proposed projects.
- ◆ Processes permit applications including Requests for Determination of Applicability and Notices of Intent; checks filings for completeness, accuracy and compliance with state and town wetland regulations. Performs site inspections and collects data with respect to permit compliance, violations and enforcement actions.
- ◆ Assists the public in interpreting relevant regulations as they apply to projects and identifying potential options; responds to inquiries, complaints and violations, enforcing applicable regulations and coordinating land management activities; provides education on wetlands, wildlife, watersheds and human impact on resources.
- ◆ Attends meetings and acts as liaison between town boards and citizen groups. Provides support to the subcommittees of the NRC.
- ◆ Assists with periodic updates to the Open Space and Recreation Plan (OSRP), including reviewing and revising narrative and maps, participating in public meetings, soliciting and incorporating feedback, and developing recommendations to guide the Town to meet open space objectives. Implements recommendations from the OSRP,

## *Assistant Natural Resources Director*

coordinates with other Town staff and boards to implement recommendations to achieve Open Space and Recreation goals and objectives.

- ◆ Assists with the preparation of grant applications for federal, state, and local funding; writes proposals and manages grants.
- ◆ Assists with the management of the town's 1,500 acres of conservation lands, including drafting land management plans that provide a diversity of habitats and other conservation values.
- ◆ May serve on various task forces as may be created to represent the NRC and the Division of Natural Resources. Participates in professional development; keeps current on important regulatory and legal developments.
- ◆ Assists in the preparation and maintenance of reports, maps, records and files in support of Division operations.
- ◆ Prepares grants and administers grant projects that obtain funding.
- ◆ 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 supervise the activities and performance of and provides functional oversight to volunteers and seasonal staff/interns. Responsibilities may include training employees; planning, assigning and directing work; appraising performance; addressing complaints and resolving problems.

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

- ◆ Bachelor's degree in Natural Sciences or a related field, with four or more years of experience in implementing, administering and enforcing wetlands and rivers protection acts or an equivalent combination of education and experience.
- ◆ Professional Wetland Scientist Certification is 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.
- ◆ Knowledge of wetland functions and values, wetland boundary delineation, local rare species requirements, land management and conservation practices, applicable policies, regulations and laws. Working knowledge of botany, geology, hydrology, forestry, natural communities, vernal pool identification and certification requirements, wildlife habitat evaluation, biodiversity, sustainability, and land use law.
- ◆ Ability to work with a high level of detail; ability to prioritize multiple tasks and deal effectively with interruptions; ability to identify and analyze complex issues and to develop appropriate recommendations.
- ◆ Possession of a valid motor vehicle operator's license required.

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

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

Frequent and extended periods of outside work, subject to all weather conditions and sometimes rugged terrain. Frequent walking, standing, climbing, bending, and lifting. May operate heavy equipment or handle toxic chemicals. Often exposed to poison ivy, ticks, and other natural hazards.

*Assistant Natural Resources Director*

Some work is performed in a 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, typewriter, 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.

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## **Customer Services Supervisor**

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

Salary Grade: 9  
FLSA Status: Exempt  
Date: July 2023

### **GENERAL SUMMARY:**

Under the general direction of the Customer Service Manager, manages the Utility Customer Service team to provide the highest quality service to town utility customers. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. 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.*

- ◆ Responsible through staff for ensuring that customers and end users receive professional, courteous support with regard to all services and products provided.
- ◆ Investigates and resolves customer complaints and inquiries.
- ◆ Responsible for the receipt and processing of customer payments at CMLP.
- ◆ Develops, implements, and supports policies and procedures that ensure the quality of the customer support function.
- ◆ Provides training to customer service and other staff as required.
- ◆ Acts as customer service interface with other departments or divisions.
- ◆ Conducts regular outreach and benchmarking with other municipal utilities regarding policies, procedures, and DPU regulation changes and updates.
- ◆ Identifies and improves business processes that leverage technology and utility systems; develops protocols and procedures to enhance effectiveness of services provided.
- ◆ Manages billing and collection processes for town utilities.
- ◆ Investigates and finds solutions to problems that occur within the billing process and re-billing process when required.
- ◆ Serves as a point of contact for public inquiries both in person and by telephone; provides information about municipal operations; answers questions about procedural requirements for accounts and other official documents.
- ◆ Supervises office outage operations to provide telephone support during outages and other emergency situations.
- ◆ 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.

## *Customer Service Supervisor*

- ◆ Works with other town departments to streamline and automate processes to affect cost savings and produce greater efficiencies.
- ◆ Creates ad hoc and customized reports for management and end users of the software.
- ◆ Specialist for customer information and billing systems, payment processing, interfaces between town utilities and related functions.
- ◆ Maintains up-to-date knowledge of system updates and new functionality and in the point person for utility enterprise solutions.
- ◆ 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:**

- ◆ Manages the day-to-day operations of the Utility Customer Service team; billing and collections functions, time and attendance, and staff training and development. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include interviewing and training employees, appraising performance, resolving problems and providing the Customer Service Administrator with recommendations concerning employee training and remedial actions.

### **EDUCATION & EXPERIENCE:**

- ◆ Bachelor's degree in related field with four or more years of progressively responsible experience, including at least two years in supervision or an equivalent combination of education and experience.

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

- ◆ Demonstrated customer service management skills and ability to effectively lead Customer Service staff.
- ◆ Ability to analyze complex issues and to develop relevant and realistic plans, programs and recommendations.
- ◆ Expert knowledge of regulations, codes, policies and procedures relevant to the department, division and/or to general public utility administration/management.
- ◆ Ability to recognize organization-wide priorities and work cooperatively to support their accomplishment for the department or division.
- ◆ Ability to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials and other agencies.

### **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.*

May be required to work extended shifts, weekends and overnight hours when the office is staffed 24 hours a day during emergency operations. Work may involve travel to meetings and other communities.

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 uses computer keyboards requiring eye-hand coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

Operates computer, printer, video display terminal, calculator, telephone, copier, facsimile machine and all other standard

## *Customer Service Supervisor*

office equipment requiring eye-hand coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

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## **Land Manager**

Department:	Planning & Land Management- Natural Resources	Salary Grade:	8
Reports To:	Natural Resources Manager	FLSA Status:	Exempt
Appointed by:	Town Manager	Date:	July 2023

### **GENERAL SUMMARY:**

Under the general direction of the Natural Resources Director, assists in the short- and long-term management of town-owned conservation land and open space. Performs field reconnaissance and collects data in support of land management projects that are planned, organized and implemented with others. Performs manual labor and general landscaping, which includes invasive species control, trail maintenance, habitat restoration, and associated field and office activities. Performs basic carpentry work associated with small bridges, kiosks, benches, and sign construction and repair. Serves as the Town's Reviewing Agent to ensure compliance with the Tree Preservation Bylaw. 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 must have knowledge of and follow safe work practices including the use of personal protective equipment and public safety measures.

### **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.*

- ◆ Operates and maintains trucks, tractor, dump trailer, brush hogs/deck mowers, weed whips, chainsaws, and other motorized equipment to mow fields and maintain trails.
- ◆ Operates and maintains light construction tools to build, maintain, and repair kiosks, benches, fencing, bog bridges, signage, and other trail and property infrastructure.
- ◆ Maps, monitors, and removes invasive plant species from Town conservation lands, and plants native plantings for restoration projects.
- ◆ Serves as the Town's Reviewing Agent and certified arborist for the Tree Preservation Bylaw, reviews applications and plans, communicates with applicants and homeowners, conducts site visits, enforces compliance in collaboration with Planning Division and Building Division.
- ◆ Assists Natural Resources Commission and Natural Resources Director with wetland tree review for administrative approvals and erosion control installations for construction projects.
- ◆ Available as certified arborist for the town for arboriculture related projects, such as evaluation of trees for pruning and removal, tree protection and mitigation, and tree/forest health inquiries from the public.
- ◆ Is available for tree emergencies following storms and high wind conditions.
- ◆ Develops and implements land management plans. Work governed by these plans includes invasive plant control, habitat restoration, inventory of plant/ wildlife biodiversity, maintenance of the trail network, field mowing, scenic vista maintenance, and stonewall reconstruction.

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- ◆ Responsible for general stewardship, monitoring, and improvement of 35 miles of trails on town land.
- ◆ Develops, organizes, and conducts volunteer projects and volunteer trail monitoring work on town-owned conservation land. Works with school groups, professional groups, individual volunteers, and Scouting groups. Assists Natural Resources Director in pollinator garden and meadow establishment, management.
- ◆ Communicates with abutting landowners to resolve property boundary disputes and concerns such as hazard tree removals, storm tree cleanups, and encroachments.
- ◆ Using GIS, GPS, and mobile devices such as iPad, develop and maintain up-to-date trail maps, maps for specific land management projects, and property inventory tasks.
- ◆ Serves as clerk-of-the-works or project manager for small construction projects, negotiates with contractors, and ensures compliance with contracts and local/state/federal requirements resulting in successful project completion.
- ◆ Oversees general upkeep and maintenance of barn and shed, monitors for structure related issues, and makes recommendations and carries out improvements within division ability.
- ◆ Oversees inventory and storage of equipment and materials and provides for the repair of equipment as necessary.
- ◆ Maintains records of actions performed to ensure a comprehensive and accurate historical record of activities is retained.
- ◆ 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:**

Directly supervises the activities and performance of and provides functional oversight to seasonal Conservation Crew. Carries out supervisory responsibility in accordance with Concord's policies and applicable laws. Responsibilities include interviewing and training employees; planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems; and making recommendations to the Natural Resources Director concerning employee hiring, rewards, and discipline. Additional supervision and guidance is expected for a variety of volunteers, from large volunteer groups for single day land stewardship projects to consistent individual volunteers who perform various volunteer duties throughout the year.

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

- ◆ Bachelor's degree in Natural Resources Management, Forestry, Environmental Studies or related field and four or more years of progressively responsible, related experience; or any equivalent combination of education and experience.
- ◆ Possession of a certified arborist license, or ability to obtain one within the first six months of hire.
- ◆ Possession of a MA pesticide applicator's license, or ability to obtain one within the first six months of hire.
- ◆ Possession of a Massachusetts 2B hoisting license, or ability to obtain one within the first six months of hire.
- ◆ Possession of a valid motor vehicle operator's license.

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

- ◆ Working knowledge of New England trees
- ◆ Working knowledge of native and invasive plants in New England.
- ◆ Basic knowledge of sustainable agricultural practices that promote soil health.
- ◆ Ability to operate heavy equipment such as tractors, deck mowers, brush hogs, chainsaws, power tools, and the ability

## Land Manager

to exercise caution when operating such equipment.

- ◆ Ability to gather and record information in the field that will inform and guide the planning of land management, conservation, and ecological restoration projects.
- ◆ Ability to plan, assign, and supervise the work of employees and volunteers engaged in a variety of conservation land management activities.
- ◆ Basic experience and understanding of parcel information, deeds, surveys, land plans, boundary monuments, and registry of deeds.
- ◆ Ability to maintain land management equipment and tools.
- ◆ Basic woodworking and carpentry skills.
- ◆ Ability to communicate effectively in both oral and written form. Ability to communicate tactfully with the public, coworkers, other employees, departments, officials, and other agencies.
- ◆ Ability to work effectively independently and as part of a team, under time constraints to meet deadlines, to recognize town-wide priorities, and work cooperatively to support their accomplishment.
- ◆ Ability to maintain detailed records of planned and completed activities (in written and graphic form).
- ◆ Proficiency with Microsoft Office.
- ◆ Familiarity with GPS and ArcMap.

### **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.*

While performing the functions of this job, the employee will be required to perform manual labor, work outside, walk long distances, work in dense brush, and lift heavy loads in all types of weather conditions including rain, heat, and humidity. Work includes exposure to mosquitoes, ticks, stinging insects, poison ivy and various environmental hazards. Employee is required to traverse uneven terrain and to stand, walk, sit, bend and reach for extended periods. Employee is frequently required to use hands to finger, handle or feel objects, tools or controls; reaches and pulls with hands and arms; stoops, kneels, balances, climbs and crawls. Specific vision abilities required include close, distance, and peripheral vision and the ability to adjust focus. Incumbent must be able to hear normal sounds, distinguish sounds as voice patterns and communicate.

Operates vehicles, basic outdoor equipment, hand and power tools, and chainsaws. Operates computer, printer, video display terminal, keyboard, calculator, telephone, camera, copier, facsimile machine and all other standard office equipment requiring eye-hand coordination and finger dexterity.

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## **Meter Supervisor**

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

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

### **GENERAL SUMMARY:**

Under the general administrative direction of the Customer Service Manager, performs supervisory and technical work related to daily operations of the Meter 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. 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.*

- ◆ Responsible for installation and operation of the Advanced Metering Infrastructure System (AMI) and automatic meter reading system (AMR).
- ◆ Assigns staff to meter-reading routes; checks completeness, accuracy and timeliness of meter reading activities.
- ◆ Assigns job tasks to Electrician and determines work schedule priorities.
- ◆ Supervises installation, testing and removal of electric meters.
- ◆ Maintains proper inventory levels.
- ◆ Responds to customer inquiries, requests and complaints regarding metering and conducts field investigations to maintain positive customer relations.
- ◆ Removes meters for non-payment of bills and coordinates remote meter disconnections/reconnections. Delivers shutoff notices per DPU regulations.
- ◆ Maintains computer records relating to installation of meters and load management devices for both electric and water.
- ◆ Meets with contractors and customers to determine location of electric and water meters. Reviews requirements for electric service with Engineering Department.
- ◆ Ensures that all functions and activities are performed using safety rules and regulations.
- ◆ Ensures all meter reading data is uploaded into CIS billing system. Inputs manual meter readings into the billing system.
- ◆ Performs special projects and related responsibilities as initiated and requested.

## *Meter Supervisor*

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

### **SUPERVISORY RESPONSIBILITY:**

- ◆ Directly supervises the activities and performance of and provides functional oversight to one Meter Technician and one Utility Electrician. Carries out supervisory responsibilities in accordance with Concord's policies and applicable laws. Responsibilities include interviewing, hiring recommendations and training employees; planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems.

### **EDUCATION & EXPERIENCE:**

- ◆ Associate's degree and four or more years of experience in a municipal light department or any equivalent combination of education and experience. At least three years of experience in the field of metering.

### **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 computer skills, especially in data management, preferred.
- ◆ Ability to maintain confidential information.

### **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. Is sometimes required to perform outdoors in all types of weather and is subject to the hazards of working with electricity. 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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## **Senior Utility Electrician**

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

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

### **GENERAL SUMMARY:**

Under the general administrative direction of the Meter Supervisor, performs skilled technical work, installing or upgrading wiring, electrical equipment and services, meters, load management devices and all related work as required. 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.*

- ◆ Converts, at customer site, overhead to underground electrical service as needed at meter socket. Installs load management devices to control electric loads of electric thermal storage heaters, electric water heaters and other equipment.
- ◆ Replaces or upgrades meters and/or sockets relating to Advanced Metering Infrastructure (AMI) and Automatic Meter Reading (AMR) upgrades.
- ◆ Performs quality control inspections of demand controllers to ensure compliance with CMLP specifications.
- ◆ Provides electrician services for Light Plant buildings and for other town buildings as requested; runs cables for computers, wires new lighting devices and electrical outlets and performs other related duties.
- ◆ Performs substation battery maintenance and cleaning. Ensures that all work is performed in accordance with applicable codes and safety regulations.
- ◆ Contacts customers to plan and schedule equipment installations including load management devices and meters. Responds to customer inquiries relating to load management and metering.
- ◆ Prepares and processes purchase requisitions consistent with department and town policies and procedures; receives and stores equipment/supplies; ensures adequate levels of inventory.
- ◆ Provides technical assistance to the Energy Services/Communications Coordinator.
- ◆ Coordinates work efforts with contract electricians providing assistance as necessary.
- ◆ May perform duties of Meter Supervisor.
- ◆ Performs special projects and related responsibilities as initiated and requested.

## *Senior Utility Electrician*

- ◆ 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 and advanced vocational/technical training; and five years of experience as a Licensed Journeyman Electrician; or any equivalent combination of education and experience.
- ◆ Must possess and maintain a valid driver's license and possess a good driving record.

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

- ◆ Thorough knowledge of the Massachusetts Electrical Code and OSHA standards. Knowledge of occupational hazards and standard safety precautions necessary in electrical work.

### **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.*

Must be able to climb ladders and lift tools required to perform different jobs. Extensive walking, standing and kneeling while outside and inside work areas. Most of the work is performed outdoors and in a noisy environment. Occasional work in cramped, hot or cold spaces. Works near high voltage lines and equipment.

Operates a wide variety of motorized equipment, including light to heavy-duty vehicles and equipment, pneumatic, power hand tools, welders, cutting torches and diagnostic testing equipment.

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## **Utility Electrician**

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

Salary Grade: 7  
FLSA Status: Non-Exempt  
Date: July 2023

### **GENERAL SUMMARY:**

Under the general administrative direction of the Meter Supervisor, performs skilled technical work, installing or upgrading wiring, electrical equipment and services, meters, load management devices and all related work as required. 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.*

- ◆ Converts, at customer site, overhead to underground electrical service as needed at meter socket. Installs load management devices to control electric loads of electric thermal storage heaters, electric water heaters and other equipment.
- ◆ Replaces or upgrades meters and/or sockets relating to Advanced Metering Infrastructure (AMO) and Automatic Meter Reading (AMR) upgrades.
- ◆ Performs quality control inspections of demand controllers to ensure compliance with CMLP specifications.
- ◆ Provides electrician services for Light Plant buildings and for other town buildings as requested; runs cables for computers, wires new lighting devices and electrical outlets and performs other related duties.
- ◆ Performs substation battery maintenance and cleaning. Ensures that all work is performed in accordance with applicable codes and safety regulations.
- ◆ Contacts customers to plan and schedule equipment installations, including load management devices and meters.. Responds to customer inquiries relating to load management and metering.
- ◆ Prepares and processes purchase requisitions consistent with department and town policies and procedures; receives and stores equipment/supplies; ensures adequate levels of inventory.
- ◆ Provides technical assistance to the Energy Services/Communications Coordinator.
- ◆ Coordinates work efforts with contract electricians providing assistance as necessary.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.

## Utility Electrician

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

### **SUPERVISORY RESPONSIBILITY:**

None

### **EDUCATION & EXPERIENCE:**

- ◆ High school education and advanced vocational/technical training; and three years of experience as a Licensed Journeyman Electrician; or any equivalent combination of education and experience.
- ◆ Must possess and maintain a valid driver's license and possess a good driving record.

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

- ◆ Thorough knowledge of the Massachusetts Electrical Code and OSHA standards. Knowledge of occupational hazards and standard safety precautions necessary in electrical work.

### **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.*

Must be able to climb ladders and lift tools required to perform different jobs. Extensive walking, standing and kneeling while outside and inside work areas. Most of the work is performed outdoors and in a noisy environment. Occasional work in cramped, hot or cold spaces. Works near high voltage lines and equipment.

Operates a wide variety of motorized equipment, including light to heavy-duty vehicles and equipment, pneumatic, power hand tools, welders, cutting torches and diagnostic testing equipment.

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***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.***



## **Energy Efficiency & Electrification Specialist**

Department:	Concord Municipal Light Plant	Salary Grade:	6
Reports To:	Energy Efficiency & Electrification Coordinator	FLSA Status:	Exempt
Appointed by:	Town Manager	Date:	July 2023

### **GENERAL SUMMARY:**

Under the general supervision of the Energy Efficiency & Electrification Coordinator, facilitates CMLP's mission of financial and technical assistance for customers desiring to control their energy use and/or reduce their carbon footprint. Administers residential, commercial, and municipal energy efficiency beneficial electrification, and distributed storage and renewable energy generation 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 municipal 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.*

- ◆ Administers CMLP's energy efficiency, beneficial electrification, distributed renewable energy generation rebate programs and distributed storage interconnection program. This includes assisting with the design or designing programs and materials, coordinating inspections, reviewing and approving rebate applications; documenting application review procedures and recordkeeping.
- ◆ Administers CMLP's residential and commercial energy audit programs, including contractor oversight, customer communication, preparation of audit customers' electricity use histories, and record keeping.
- ◆ Optimizes opportunities to engage with the state's Mass Save program offerings for all residential and commercial National Grid customers in Concord.
- ◆ Responds to customer inquiries providing energy advice and CMLP program information. Works with customers to implement energy efficiency and electrification measures.
- ◆ Organizes data and information and presents it verbally, in writing and graphically, in user-friendly ways. Identifies data patterns and trends. Ensures the accuracy of data and data analysis results.
- ◆ Collaborates with others to plan for and resolve logistical and policy issues that affect the success of energy efficiency, beneficial electrification, distributed storage, and renewable energy generation programs offered by the CMLP.
- ◆ Design and carry out effective energy and program-related meetings, activities, educational and marketing events online and in person.
- ◆ Assists with annual budget planning by estimating the community's future program participation based on local, regional and national variables.

## *Energy Efficiency & Electrification Specialist*

- ◆ Advises leadership on developing, prioritizing, managing, promoting and/or retiring programs based on the shifting needs of the community.
- ◆ Coordinates solar coaching program.
- ◆ Interprets and pre-approves engineering diagrams and technical equipment documents for all small and medium scale solar photovoltaic projects in the Town, including, where applicable, battery installations.
- ◆ Tracks program participation for required reporting to funding sources and agencies on performance results; tracks electricity consumption in municipal and school buildings, uploading results into the MassEnergyInsight portal on a regular basis.
- ◆ Edits and updates the Energy Management section of CMLP's website.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

### **SUPERVISORY RESPONSIBILITY:**

Provides supervision and functional oversight to contractors, and occasionally, to program volunteers, interns and support staff. Carries out supervisory responsibilities in accordance with town policies and applicable laws. Responsibilities include planning, assigning, and directing work; and addressing complaints and resolving problems.

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

- ◆ Bachelor's degree in a related field, plus three or more years of experience in energy efficiency and renewable energy programs; or any equivalent combination of education, training or experience.
- ◆ Experience or training in the field of Architecture, Engineering, Public Administration, Environmental Sciences, Environmental Policy/Management, Urban Planning, Social Marketing or similar field.
- ◆ Knowledge and experience in environmental management, climate change, energy efficiency, renewable energy and environmental sustainability principles.
- ◆ Experience in community engagement, marketing or promotion.
- ◆ Experience working with MassEnergyInsight platform including entering information, fixing errors, extracting data and interpreting findings within the program.
- ◆ Possession of a valid Class D motor vehicle operator's license.

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

- ◆ Bachelor's degree in a related field, plus three or more years of experience in energy efficiency and renewable energy programs; or any equivalent combination of education, training or experience.
- ◆ Experience or training in the field of Architecture, Engineering, Public Administration, Environmental Sciences, Environmental Policy/Management, Urban Planning, Social Marketing or similar field.
- ◆ Knowledge and experience in environmental management, climate change, energy efficiency, renewable energy and environmental sustainability principles.
- ◆ Experience in community engagement, marketing or promotion.
- ◆ Experience working with MassEnergyInsight platform including entering information, fixing errors, extracting data and interpreting findings within the program.
- ◆ Possession of a valid Class D motor vehicle operator's license.

**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. Occasional outdoor work may require lifting and moving materials to facilitate community education events.

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

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## **Office Accountant**

Department:	Concord Municipal Light Plant	Salary Grade:	5
Reports To:	Financial Manager/ Accountant	FLSA Status:	Non-Exempt
Appointed by:	Town Manager	Date:	July 2023

### **GENERAL SUMMARY:**

Under the general administrative direction of the Financial Administrator, performs responsible accounting and administrative work to support the operations of the CMLP. Responsible for Monthly Financial Statements including Balance Sheet, Income Statement, Comparative Statement of Sales and Expenses, Analysis of Electric Plant Accounts, Statement of Cash and Aging of Receivables. 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.*

- ◆ Gathers and researches financial information for monthly General Ledger journal entries and enters into CMLP and Telecom general ledger system, NISC, to include cash transfers for bond principal and interest payments, Town's annual transfers, prepaids.
- ◆ Record miscellaneous cash receipts for both CMLP and Telecom and enter into Town House Admins system and CMLP's NISC system.
- ◆ Serves as the back-up to the Accounts Payable Specialist. This requires review of invoices, obtaining signatures, preparing back-up paperwork, coding and entry of invoices into Munis and NISC.
- ◆ Serves as the back-up to the Office Administrator for payroll processing. This requires submitting an Excel summary spreadsheet to Town House for all Electric and Telecom employees' time entry, every other week. Must maintain confidentiality of payroll information.
- ◆ Analyzes several general ledger accounts, to be viewed by department and Auditors to include Advance for Construction, M&J and additions to plant.
- ◆ Determines electric deposits amounts received and deposits applied, to record monthly cash transfer.
- ◆ Determines Advance for Constructions amounts received and applied, to make cash transfers.
- ◆ Determine payroll cash disbursements for posting to the General Ledger.
- ◆ 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 Accounting or related field with four or more years of bookkeeping experience; or any equivalent combination of education and experience.
- ◆ Experience of standard accounting principles and procedures, record keeping, familiarity with government polices. Some knowledge of inventory procedures. Knowledge of the Uniform System of Accounts for Electric Utilities a plus.

**KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Knowledge of balance sheet, income statement, and fixed assets.
- ◆ Ability to maintain confidential information.
- ◆ Ability to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials and other agencies.

**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, 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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## **Office Coordinator- Natural Resources**

Department:	Planning & Land Management – Natural Resources	Salary Grade:	5
Reports To:	Natural Resources Manager	FLSA Status:	Non-Exempt
Appointed by:	Town Manager	Date:	July 2023

### **GENERAL SUMMARY:**

Under the general direction of the Natural Resources Director, produces professional administrative work products; maintains and/or supervises the maintenance of financial, personnel, and other records; acts as liaison with other departments and outside organization. Performs varied and responsible duties requiring a thorough knowledge of division 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.*

- ◆ Greets and assists customers entering the office and answers incoming phone calls. Gathers information, answers general questions regarding natural resources related issues and directs more complicated questions to other professional staff.
- ◆ Opens and distributes mail, reports, memos and necessary information to appropriate persons. Performs all administrative services as needed.
- ◆ Administers the Wetlands Protection Act (WPA) through filing of applications to the execution of the approved document. Collects, records and deposits fees for wetland and other permits, agricultural licenses, community garden fees, and other Division functions and services.
- ◆ Maintains the Natural Resources Division, wetlands, conservation, agricultural, Community Preservation Act (CPA), and community garden budgets; tracks expenses to ensure they are within allocated amounts, processes purchase orders and bill schedules.
- ◆ Processes biweekly payroll for Division; maintains related records; prepares change of status forms; calculates increases in pay; maintains attendance calendars for Division. Maintains and updates important Division records requiring the careful recording, classification and compilation of information.
- ◆ Maintains a wide variety of spreadsheets, records, and mailing lists for the Natural Resources Commission and its subcommittees.
- ◆ Attends bi-weekly Natural Resources Commission (NRC) meetings; prepares and files official meeting and legal notices; prepares hearing agendas and related documentation; distributes informational packets to the NRC and other interested parties, posts relevant meeting materials to the website, notifies participants of meeting dates, time, and location; takes, transcribes and distributes meeting minutes.
- ◆ Confirms that NRC applications and supporting information is complete through coordination with professional staff;

## Office Coordinator- Natural Resources

receives direction from professional staff that support boards and committees. Shares responsibility in notifying applicants when an application is incomplete or additional information is required.

- ◆ Tracks schedules of NRC and subcommittees meetings staffed by the Division; prepares posting of minutes and distributes related mailings. Shares responsibility for tracking room reservations for NRC and subcommittee meetings. Posts monthly schedules of these meetings.
- ◆ Primary responder to Building Permit signoffs requiring an understanding of NRC jurisdiction and the ability to review engineered drawings.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

### **SUPERVISORY RESPONSIBILITY:**

May provide direction to summer staff and interns.

### **EDUCATION & EXPERIENCE:**

- ◆ Associate's Degree with four or more years of progressively responsible administrative experience; or any equivalent combination of education and experience; municipal experience preferred.

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

- ◆ Excellent interpersonal skills; Strong proficiency 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 maintain confidentiality and sensitivity in conversations.
- ◆ General knowledge of local government and its operations helpful. Familiarity with pertinent state and local laws relating to departmental operations preferred.
- ◆ Ability to organize time, adhere to legal deadlines, work independently and accomplish tasks despite frequent interruptions.
- ◆ Ability to maintain detailed statistics, records and clerical records and to maintain confidential information.
- ◆ Ability to compose correspondence and to prepare, type and proofread reports, minutes, decisions, and other documents as to form and logic flow. Ability to maintain detailed budget accounts, financial records and clerical records.

### **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, 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.***

*Office Coordinator- Natural Resources*

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## **Senior Meter Technician**

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

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

### **GENERAL SUMMARY:**

Under the general administrative direction of the Meter Supervisor, 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.*

- ◆ 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.
- ◆ 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 send information to billing, updates meter information and updates route information.

## *Senior Meter Technician*

- ◆ 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 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:**

- ◆ 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.

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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## **Accounts Payable Specialist**

Department: Concord Municipal Light Plant  
Reports To: Financial Manager/ Accountant  
Appointed by: Town Manager

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

### **GENERAL SUMMARY:**

Under the general administrative direction of the Financial Manager/Accountant, performs the accounts payable task to generate the bill payable schedules for the weekly town warrant. Assists in the monthly closing to update the trial balance and general ledger for the financial statement. Prepares account analyses used by management and for the year-end audit. Communicates with vendors requesting a variety of information to maintain proper vendor files and reconcile invoices for proper payment.

### **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.*

- ◆ Generates wire transfer bill schedules for the weekly town warrant. Closely communicates with the Rate Administrator to retrieve the necessary invoices and relevant information for processing.
- ◆ Reviews and classifies all invoices, credit card payments, electric refunds, water and sewer refunds, advanced construction refunds, travel expense reports, underground rebates, solar rebates, electric vehicle rebates and heat pump rebates for CMLP, Broadband, Minuteman Media Network, and the IT department, obtaining proper approvals.
- ◆ Reconciles invoices, gathering all supporting documents, for proper payment. Generates accounts payable cash reconciliation reports to prepare for month end cash disbursement.
- ◆ Assists in the monthly closing.
- ◆ Prepares journal entries to adjust erroneous entries when necessary.
- ◆ Develops and prepares summary financial reports, accounting reconciliations and other related financial documents.
- ◆ Prepares the weekly check run report.
- ◆ Communicates with vendors regarding overdue payments and missing invoices. Reconciles invoices for proper payment. Obtains a variety of information from new vendors and updates address information; maintains vendor files.
- ◆ Analyzes the account level detail for the year-end audit.
- ◆ 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 Accounting with one or more years of accounting and bookkeeping experience or any equivalent combination of education and experience.

**KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Knowledge of standard bookkeeping principles, procedures, records and forms; office procedures, practices and terminology.
- ◆ Good mathematical skills and excellent record keeping skills.
- ◆ Expertise and skill in utilizing personal computers and basic Windows Office software applications.
- ◆ Ability to maintain detailed records.
- ◆ Ability to communicate effectively and tactfully with vendors, co-workers, other employees, departments, officials and other agencies.

**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, 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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## **Customer Services Specialist**

Department:	Concord Municipal Light Plant	Salary Grade:	4
Reports To:	Customer Service Manager	FLSA Status:	Non-Exempt
Appointed by:	Town Manager	Date:	July 2023

### **GENERAL SUMMARY:**

Under the general supervision of the Customer Service Manager, performs customer service for the CMLP relating to account support and maintenance for Town utilities (Electric, Water, Sewer, and Broadband services). Opens and routes incoming mail and packages to office employees. Accurately performs varied and responsible duties in a timely manner with minimal errors while adhering to all Town and CMLP policies and procedures intended to limit exposure to risk. Position requires a thorough knowledge of departmental operations, regulatory guidelines, 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, 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.*

- ◆ Acts as point of contact for public inquiries by phone, email, and walk-in customers. Ensures continuous customer service coverage is provided for front counter, phone, and email. Provides information about municipal operations; answers questions about procedural requirements for Electric, Water, Sewer, and Broadband accounts; and other official documents.
- ◆ Updates and maintains residential and commercial customer account information for Town utility services to include New Service Application creating logged call or service orders and scanning pertinent documentation as directed for:
  - a. transfers and new accounts
  - b. temporary and permanent commercial service
  - c. customer contact information changes
  - d. high bill complaints
- ◆ Receives and processes cash and check payments for transmittal to Treasury office including payments for accounts, deposits, temporary service, and refunds .
- ◆ Performs collections and notice process for active/inactive Electric, Water/Sewer, and Broadband accounts as well as lien process. Process includes creating and monitoring delinquency notices and disconnects for non-payment on active accounts.
- ◆ Assists customers with enrolling in SmartHub customer portal and ongoing questions. Troubleshoot any problems, working with the billing system support team as needed.
- ◆ Qualifies customers for Electric reduced rate program. Maintains Excel report and reviews accounts for continued eligibility; generates required letters and cancels/renews as required.
- ◆ Maintains MA State Tax Exempt Certificates for commercial customers. Runs monthly Excel reports, sends renewal

## *Customer Services Specialist*

letters, and cancels/renews exempt status as appropriate to ensure compliance with State regulations.

- ◆ Performs general clerical duties including data entry in customer information and billing system, maintaining Excel spreadsheets, composing letters and emails, filing, answering phones, distribution of mail and packages within CMLP. Maintains front counter area.
- ◆ Assists during emergency power restoration efforts that may be required of all employees. Such assistance may require working nights, weekends, or holidays and may result in considerable extra hours.
- ◆ 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 degree or two-year college certificate and two or more years of relevant customer service, collections or bookkeeping experience; or any equivalent combination of education and experience.
- ◆ Cash handling and billing system experience, particularly in a utility is 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 co-workers.
- ◆ Knowledge of and proficiency in using Office 365 and other software products.
- ◆ Strong attention to detail, organizational, and effective time management skills demonstrating ability to handle multiple priorities.
- ◆ Strong telephone and business email etiquette.
- ◆ Trustworthiness and ability to maintain confidentiality and demonstrate sensitivity.
- ◆ Skill in taking initiative and acting promptly to handle customer requests in a timely manner with attention to detail and accuracy.
- ◆ Proven problem-solving skills including ability to research complex customer inquiries.
- ◆ Demonstrated willingness to be part of a team; performing whatever duties are necessary.
- ◆ Ability to work well with limited supervision.

### **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. Is sometimes required to perform outdoors in all types of weather and is subject to the hazards of working with electricity. 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

## *Customer Services Specialist*

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.***



## **Meter Technician**

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

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

### **GENERAL SUMMARY:**

Under the general administrative direction of the Meter Supervisor, 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.*

- ◆ Installs single and three-phase 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.
- ◆ 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 send information to billing, updates meter information and updates route information.
- ◆ Maintains vehicle and equipment in a clean and presentable condition.

## *Meter Technician*

- ◆ 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:**

None

### **EDUCATION & EXPERIENCE:**

- ◆ High school education or equivalent; completion of specialized courses in metering; and two 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 the Town's basic meter school.

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

- ◆ 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.

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.***



## **Administrative Specialist- Assessor's Office**

Department: Finance/ Assessing  
Reports To: Town Assessor  
Appointed by: Town Manager

Salary Grade: 3  
FLSA Status: Non-Exempt  
Date: July 2023

### **GENERAL SUMMARY:**

Under the general supervision of the Town Assessor, prepares all motor vehicle excise tax warrants, including the written warrants and computer processing of the Registry of Motor Vehicle (RMV) file, reviews and processes all motor vehicle abatement applications including monthly reports for the Treasurer/Collector and the Town Accountant, research, analyses and updates deed information in the CAMA database. 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 front line customer service, by phone, e-mail, counter customers, and any/all other forms, responding to inquiries and disseminating accurate information, referring complex matters to other staff as appropriate. Responsible for understanding all basic operations and practices of the assessing division in order to provide excellent customer service.
- ◆ Accepts periodic excise tax files from the RMV and prepares warrants for the approval of the Board of Assessors and transmittal to the Tax Collector.
- ◆ Accepts and processes all motor vehicle excise tax abatements. Provides information and assistance to taxpayers in understanding and carrying out abatement application transactions.
- ◆ Creates, verifies, and produces all weekly and monthly excise tax abatements and reports them to the Treasurer/Collector and the Town Accountant.
- ◆ Assists in the processing of all chapter land applications.
- ◆ Assists in reviewing and verifying exemption applications for veteran, older adults and blind qualified taxpayers, this includes reviewing income and asset information on broad spectrum of regulations.
- ◆ Assists in reviewing with maintenance of various records and databases of information, including personal property, real estate motor vehicles and real estate abatement applications.
- ◆ Responds to public inquiries both in person and by telephone; provides information about assessing operations; answers questions about procedural requirements for various abatements, exemptions, and chapter properties.

## *Administrative Specialist- Assessor's Office*

- ◆ Records any funds received from assessing operations.
- ◆ Performs special projects such as abutters lists for Planning Board, Natural Resources, Building Department, Zoning Board of Appeals, and the Select Board; as well as 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:**

- ◆ High School diploma plus one or more years of experience in general clerical work; municipal assessing experience preferred; or any equivalent combination of education and experience.

### **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.
- ◆ Working knowledge of office procedures, practices, and terminology. Basic knowledge of bookkeeping techniques. General knowledge of municipal government and its operations as well as pertinent state and local laws.
- ◆ Ability to work with a high level of detail; ability to prioritize multiple tasks and deal effectively with interruptions; ability to identify and analyze complex issues and to develop appropriate recommendations.

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

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

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

Operates computer, printer, 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.***

TOWN OF CONCORD  
Personnel Policy and Procedure #7-2

**Miscellaneous Compensation Schedule –**  
**Recreation Date Effective: ~~2/21/2024~~ 3/13/2024**

**POSITION TITLE**

➤ **Recreation Associate**

*Temporary and Limited-Status employees of Recreation Department shall hold the position of "Recreation Associate." Recreation Associates may perform more than one function for the department and may be paid at different rates of pay. The approved function titles and pay ranges are contained in this schedule.*

**FUNCTION TITLE**

**MINIMUM**

**MAXIMUM**

**SWIM & FITNESS - GENERAL**

Waterfront Director	\$21.00	\$35.00
Aquatics Generalist	\$15.00	\$25.00
Head Lifeguard	\$21.00	\$30.00
Lifeguard	\$15.75	\$20.00
Water Safety Instructor	\$17.00	\$25.00
Water Fitness Instructor	\$36.00	\$50.25
Swim Coach		
<i>Assistant</i>	\$15.50	\$19.50
<i>Head</i>	\$20.00	\$31.00
Swim Aide	\$15.00	
Group Exercise Instructor	\$46.00	\$75.00*
		* - Max is \$63.04 for S/F Specialist
Fitness Trainer	\$16.00	\$27.00
Private Personal Fitness Trainer	\$35.00	\$50.00

**SUMMER PROGRAMS**

Summer Program Instructor	\$15.75	\$40.00
Summer Program Assistant	\$15.00	\$25.75
Counselor in Training Coordinator	\$15.00	\$25.75
Camp Director	\$25.25	\$45.00
Assistant Camp Director	\$20.00	\$35.00
Summer Health Care Supervisor	\$20.00	\$30.00
Camp Specialist	\$15.75	\$24.25
Lead Counselor	\$16.75	\$18.25
Counselor	\$15.00	\$16.75
Junior Counselor	\$15.00	\$15.00

**CHILDCARE PROGRAMS**

Lead Teacher	<del>\$22.00</del> <u>\$24.50</u>	\$30.00
Teacher	<del>\$18.50</del> <u>\$20.75</u>	<del>\$25.00</del>
Assistant Teacher	<del>\$15.00</del> <u>\$17.75</u>	<del>\$18</del> <u>\$21.50</u>
Site Coordinator	\$25.00	\$30.00
Group Leader	\$17.75	\$25.00
Assistant Group Leader	\$15.00	\$17.75

<u>FUNCTION TITLE</u>	<u>MINIMUM</u>	<u>MAXIMUM</u>
<u>GENERAL RECREATION</u>		
Intern	\$15.00	\$18.00
Nurse	\$25.00	\$50.00
Beede Member Service Assistant	\$15.00	\$17.50
Office Clerk	\$15.00	\$22.25
Office Assistant	\$15.75	\$26.50
Inclusion Aide	\$18.00	\$30.00
Private Program Instructor	\$20.00	\$60.00
Program Instructor	\$20.00	\$45.00
Program Assistant	\$15.00	\$18.00
Program Director	\$20.00	\$40.00
Site Supervisor, Level 1	\$15.00	\$18.00
Site Supervisor, Level 2	\$19.00	\$22.00

TOWN OF CONCORD  
Personnel Policy and Procedure #7-3

**Miscellaneous Compensation Schedule – Human Services**

**Date Effective:** ~~July 1, 2022~~ 3/13/2024

*This Miscellaneous Compensation Schedule shall be used to determine function titles and pay ranges for regular-status employees holding a position in one of the Human Services Grades of the Classification and Compensation Plan.*

**POSITION TITLE**

➤ **Human Services Assistant (HS-A)**

**FUNCTION TITLE**

**MINIMUM**

**MAXIMUM**

~~Senior Van Driver~~

~~\$18.54~~

~~\$25.75~~

➤ **Human Services Specialist (HS-1)**

**FUNCTION TITLE**

**MINIMUM**

**MAXIMUM**

➤ Group Exercise Instructors

\$46.00

\$75.00

~~Activity Coordinator~~

~~\$17.51~~

~~\$25.75~~

~~Outreach Coordinator~~

~~\$23.69~~

~~\$36.05~~

~~Community Services Coordinator~~

~~\$27.00~~

~~\$45.90~~

~~Geriatric Health Nurse~~

~~\$25.75~~

~~\$41.20~~

~~Geriatric & Public Health Nurse~~

~~\$25.75~~

~~\$41.20~~

~~Social Services Supervisor~~

~~\$26.25~~

~~\$41.50~~

➤ **Child Care/Education Specialist (HS-2)**

**FUNCTION TITLE**

**MINIMUM**

**MAXIMUM**

*(There are no approved HS-2 functions at this time)*

TOWN OF CONCORD  
Personnel Policy and Procedure #7-2

**Miscellaneous Compensation Schedule –  
Human Services**  
***Date Effective: 3/13/2024***

**Recreation**

**POSITION TITLE**

➤ **Recreation Associate**

*Temporary and Limited-Status employees of Recreation Department shall hold the position of “Recreation Associate.” Recreation Associates may perform more than one function for the department and may be paid at different rates of pay. The approved function titles and pay ranges are contained in this schedule.*

<b><u>JOB TITLE BY DEPARTMENT</u></b>	<b><u>MINIMUM</u></b>	<b><u>MAXIMUM</u></b>
<b>SWIM &amp; FITNESS- GENERAL</b>		
Waterfront Director	\$21.00	\$35.00
Aquatics Generalist	\$15.00	\$25.00
Head Lifeguard	\$21.00	\$30.00
Lifeguard	\$15.75	\$20.00
Water Safety Instructor	\$17.00	\$25.00
Water Fitness Instructor	\$36.00	\$50.25
Swim Coach		
Assistant	\$15.50	\$19.50
Head	\$20.00	\$31.00
Swim Aide	\$15.00	
Group Exercise Instructor	\$46.00	\$75.00*
		* - Max is \$63.04 for S/F Specialist
Fitness Trainer	\$16.00	\$27.00
Private Personal Fitness Trainer	\$35.00	\$50.00
<b>SUMMER PROGRAMS</b>		
Summer Program Instructor	\$15.75	\$40.00
Summer Program Assistant	\$15.00	\$25.75
Counselor in Training Coordinator	\$15.00	\$25.75
Camp Director	\$25.25	\$45.00
Assistant Camp Director	\$20.00	\$35.00
Summer Health Care Supervisor	\$20.00	\$30.00
Camp Specialist	\$15.75	\$24.25
Lead Counselor	\$16.75	\$18.25
Counselor	\$15.00	\$16.75
Junior Counselor	\$15.00	\$15.00
<b>CHILDCARE PROGRAMS</b>		
Lead Teacher	\$24.50	\$30.00
Teacher	\$20.75	\$25.00
Assistant Teacher	\$17.75	\$21.50
Site Coordinator	\$25.00	\$30.00
Group Leader	\$17.75	\$25.00
Assistant Group Leader	\$15.00	\$17.75

**GENERAL RECREATION**

Intern	\$15.00	\$18.00
Nurse	\$25.00	\$50.00
Beede Member Service Assistant	\$15.00	\$17.50
Office Clerk	\$15.00	\$22.25
Office Assistant	\$15.75	\$26.50
Inclusion Aide	\$18.00	\$30.00
Private Program Instructor	\$20.00	\$60.00
Program Instructor	\$20.00	\$45.00
Program Assistant	\$15.00	\$18.00
Program Director	\$20.00	\$40.00
Site Supervisor, Level 1	\$15.00	\$18.00
Site Supervisor, Level 2	\$19.00	\$22.00

**Council on Aging**

**POSITION TITLE**

➤ **Human Services Specialist**

*Temporary and Limited-Status employees in Council on Aging shall hold the position of "Human Services Specialist." The approved function titles and pay ranges are contained in this schedule.*

**JOB TITLE BY DEPARTMENT**

**MINIMUM**

**MAXIMUM**

**HUMAN SERVICES - GENERAL**

Group Exercise Instructors	\$46.00	\$75.00
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# Personnel Board Charge

## DRAFT

### Mission Statement:

The Town of Concord desires to have personnel policies and procedures, and a Personnel By Law, that support and sustain a healthy work environment for Town employees. We endeavor to become a welcoming community with a strong reputation of fair, consistent and equitable leaders who foster teamwork, embrace all employees, supporting their growth and development towards excellence in all fields of municipal governance.

[goal: condense above to one sentence]

The Personnel Board for the Town of Concord endeavors to support the development of a town that is a welcoming community, with employees who work in an environment that is fair, consistent and equitable; with leaders who foster teamwork and support the growth and development of all employees.

### Purpose and Scope:

In support of this Mission, the Personnel Board is a volunteer Board that serves in an advisory role to both the Select Board and the Town Manager. The Personnel Board is also responsible for providing oversight in the administration of the Personnel Bylaw, ensuring that the Bylaw establishes an equitable and efficient system of personnel administration for Concord's non-union, regular employees.

### Membership:

The Personnel Board is to consist of five volunteer members, appointed by the Select Board. Each member will serve staggered three-year terms, with a limit of 6 years (or two terms) for any one person to serve on the Personnel Board. Select Board approval of a second term is required. At least some members shall have professional or personal experience or expertise in personnel administration and/or finance, or a related field; the latter to better ascertain and understand the financial impact of proposals on both the Town and employees. Board members to elect Chair or Co-Chairs from amongst its members on an annual basis, with either a Clerk also specified or duties to manage Minutes for the Personnel Board to be outlined.

### Duties and Responsibilities:

The Personnel Board shall have advisory responsibility for the administration of the Personnel Bylaw (Wage and Salary Classification Plan) of the Town, including the following:


- a) the Personnel Board will review and confirm job classifications, minimum and maximum wage brackets, and salary schedules for all non-union, regular town positions with the Town Manager and the HR Director for approval by Town Meeting, with the exception of:

1. Jobs under the direction and control of the School Committee, provided that school employees may be included in the Plan as requested by the School Committee; and
  2. Employees with personal employment contracts.
- b) In cooperation with the Town Manager and Human Resources Director, recommends non-wage provisions governing the positions under the Plan for approval by the Town Meeting consistent with applicable laws, including such items as vacations, hours, days and weeks of work, insurance benefits, leaves of absence, sick leave, military leave, jury duty, workers' compensation, overtime, etc.
  - c) Provides written recommendation to the Town Meeting about any Warrant Article pertaining to non-union employees and/or employees affected by the Personnel Bylaw.
  - d) Reviews job descriptions for all positions included in the Plan to ensure they are properly classified and align with the overall HR strategy for the Town.
  - e) At reasonable intervals, review job classification rates of pay under the Wage and Salary Classification Plan, taking into account such factors as pay rates for like jobs in comparable Massachusetts' towns, cost-of-living indexes and current rates of pay for the like jobs for unionized employees in Concord Town and School positions, and make recommendations as appropriate to the Town Meeting.
  - f) The Personnel Board will receive the appeal of any employee aggrieved by the operation of any provisions of the Classification and Compensation Plan. In addition, the Personnel Board will receive appeals for non-union regular employees related to other aspects of employment concerns. The Personnel Board will investigate and consider the disputed questions involved, holding private and/or public hearings as appropriate, rendering a recommendation to the Town Manager and the Select Board to take action relative to the dispute as may be authorized in the Classification and Compensation Plan.
  - g) Upon request of the Town Manager, provide input into the hiring and annual performance review of the Human Resources Director, who provided staff assistance to the Personnel Board.
  - h) The Personnel Board will resolve all questions and disputes relative to interpretation of the provisions of the Classification & Compensation Plan as may be referred to by the employees and officials of the Town.
  - i) Personnel Board to provide policy advice to the Town Manager on collective bargaining matters as requested.

**Communication:** In support of overall town governance, town citizens and town employees, the Personnel Board will be responsible for regular communications with each stakeholder group.



- The Personnel Board will serve as a key support for the Town Manager and Select Board in communicating relevant information about procedural changes (e.g. with the Bylaw).
- The Personnel Board will support the development and maintenance of an Employee Handbook.
- Working with the Town Manager and HR Director, the Personnel Board will support development of a regular communication strategy to share information on basic employment data, and recognize outstanding service by town employees.

**Governance:** The Personnel Board has no decision-making authority, but as specified in the Personnel Bylaw, the Town Manager, with advice from the Personnel Board, do have joint authority to adopt policies and procedures to implement and interpret the Personnel Bylaw.

-  The Personnel Board is to meet at a regular, scheduled time with meeting date/times posted on the town website consistent with the Open Meeting Law. The Personnel Board will stive to post Meeting materials on the town website at least five (5) days prior to the scheduled meeting date.
- At least three (3) members of the committee are necessary for a quorum. Under current Massachusetts public meeting law, attendees can join in person or via webcast.
- Consistent with the provision of the Massachusetts Open Meeting Law, executive sessions are allowed.
- Each year, the Personnel Board is to elect leadership positions as specified in the Personnel Bylaw.
- Any changes to the Personnel Board Charge must be approved by the Select Board.
- Any changes to the Personnel Board Bylaw must be approved by Town Meeting.

**Human Resources:** In support of the Town Manager and the HR Department, the Personnel Board shall work regularly, with supporting data, to identify and rectify challenges with recruitment, employee turnover, performance review processes. In all these advisory capacities, the Personnel Board shall work to stabilize a diverse, equitable and inclusive workforce.

- The HR Dashboard will be jointly designed and the cadence of updates agreed upon, between the HR Department and the Personnel Board, with approval from the Select Board and the Town Manager. Once established, the HR Dashboard will be reviewed annually to confirm ongoing relevance and updated as needed. Regular updates of the dashboard will be required.

**Employee Relations:** The Personnel Board will support  non-union, regular town employees in developing and maintaining a positive work culture and environment.  The Personnel Board will review regular employee surveys and make recommendations to the HR Director, Town Manager and Select Board as to how the Town might respond and improve the work culture for Town employees

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# Compensation and Classification System and Town Budget (Salary)

- Two Independent Entities
- Comp and Classification System Enables the Town to Have a Uniform Standard to Evaluate Jobs and to Place Each Into a Salary Grade with Specific Salary Ranges Consistent with the Massachusetts Equal Pay Provisions\*
- Town Annual Salary Budget Recommended by Finance Committee in Collaboration with Town Manager and the Select Board and Approved at Town Meeting

\* Based on Job Descriptions Prepared by the Town and Approved by the Personnel Board

DRAFT

## Comp and Classification System

### Example

<u>Employee</u>	<u>Title *</u>	<u>Grade</u>
Alan	Asst Fire Chief	15
Betty	Public Health Nurse	10
Charlotte	Office Assistant	5
Dan	Town Clerk	12
Elmer	Senior Planner	8



## Town Budget

### Example

<u>Budget Item</u>	<u>Amount (\$)</u>
General Government	
• Town Manager's Office	730,350
• Human Resources	573,682



Finance



Planning and Land Management



- Based on Job Descriptions Prepared by the Town and Approved by the Personnel Board

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