

TOWN OF CONCORD PERSONNEL BOARD  
AGENDA

**Wednesday, November 13, 2024**

**5:30 p.m.**

**55 Church Street & Zoom Video Conference**

**Join Zoom Meeting**

<https://us02web.zoom.us/j/84851131518?pwd=rBqw7IHMOa15JBSE1rYcTMkaJGhQvg.1>

Meeting ID: 848 5113 1518

Passcode: 310883

- 1. Call to Order**
- 2. Approval of Minutes**
  - June 12, 2024
  - October 9, 2024
- 3. Assistant Town Manager/ Interim Human Resources Director's Report**
  - Draft Evaluation & Goal Setting Forms for review and feedback
- 4. Review and vote PPP 12-1 Administration of Holiday Pay for Beede Center Employees**
- 5. Classification Actions**
  - Review and vote proposed new job description and classification
    - Director of Community Development
    - Procurement Manager
    - Lead Swim Coach
  - Review of updated job descriptions
    - Executive Assistant to the Town Manager
    - Executive Assistant to the Select Board
    - Office Administrator – Finance
    - Program Director – Childcare Services
- 6. Possible vote to approve Personnel Board charge for presentation to the Select Board**
- 7. Adjournment**

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

- Minutes of June 12, 2024
- Minutes of October 9, 2024

**Town of Concord**  
**Regular Status Hires and Terminations**  
**YTD 2024 (October 31, 2024)**

Department	10-31-2024 Headcount		YTD 2024 Hires		YTD 2024 Terminations			
	RFT	RPT	RFT	RPT	RFT		RPT	
					Resignations	Retirements	Resignations	Retirements
Finance	20		4					
Fire	51		2					
Human Resources	5		1		1			
Human Services	24	3	6	1	4	1		
Information Technology	9	1	2		1			
Library	19	6	2		4			
Light Plant	38		1		4	1		
Planning & Land Management	20	1	5		3			
Police	44		5		3	2		
Public Works	59		10		9	1		
Town Manager's Office	10		2					
<b>Grand Totals</b>	<b>300</b>	<b>11</b>	<b>41</b>	<b>1</b>	<b>29</b>	<b>5</b>		



## Town Of Concord Performance Evaluation & Goal Setting for Merit Pay Non-Union Employees, Grades 1 - 14

Employee Name: \_\_\_\_\_ Employment Date: \_\_\_\_\_  
Classification Title: \_\_\_\_\_ Grade: \_\_\_\_\_  
Department: \_\_\_\_\_ Date in Position: \_\_\_\_\_

The Town of Concord is committed to delivering exceptional service with integrity and accountability, grounded in our respect for diversity, shared history, and continuous improvement. We value the life-work balance and well-being of our employees, integrating their experience with fresh perspectives to foster innovation and ensure the Town of Concord remains relevant and resilient. By creating an inclusive environment where every employee contributes to our mission of excellence, we preserve our traditions while investing in the future of our community.

### OVERALL RATING

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**QUALITY PERFORMANCE**

The employee consistently meets, and may at times exceed, the requirements of the position with few problems or mistakes. Work is accomplished in an accurate, efficient and timely manner; the employee interacts effectively with others; all work rules, policies and procedures are consistently followed; and goals are regularly met.

- 1- Top Performer Who Consistently Exceeds Objectives for Notable Achievements**
- 2- Solid Performer Who Consistently Meets and Occasionally Exceeds Objectives**
- 3- Satisfactory or Emerging Performer with Areas for Development**

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**NOT YET A QUALITY PERFORMANCE**

The employee is performing below the level expected or required in certain important tasks or responsibilities. Additional training, supervision, counseling, or special attention is warranted to give the employee the opportunity to correct problem areas. **Reach out to Human Resources prior to discussion with the employee for assistance with a Performance Improvement Plan.**

- 4- Not Yet a Quality Performance**

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This evaluation form also contains a provision for entering narrative comments, including an opportunity to enter responses to specific questions and an opportunity to list any comments you believe appropriate and pertinent to the rating period.

**PERFORMANCE CRITERIA**

<b>TOWN OF CONCORD EMPLOYEE VALUES</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
a. Consistently exhibits the values of a Town of Concord employee, demonstrating integrity in all dealings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Exhibits a positive attitude toward the job with a consistently pleasant manner; willingness to cooperate with peers and supervisors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Ability to effectively handle complaints and problems both on the phone and in person; propensity for resolving conflict rather than creating animosity.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Expresses innovative ideas and perspectives for continuous improvement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Supports an inclusive environment with employees, vendors and the public.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				
<b>JOB KNOWLEDGE</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
a. Acquires and maintains the technical skills and knowledge required by the job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Understanding of departmental rules, procedures, workflow, policies, and operations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Willingness and initiative to acquire additional knowledge and assume new tasks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Knowledge of when to answer a question, when and how to refer it to someone else, and to whom it should be referred.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				

<b>QUALITY OF WORK</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
a. Thoroughness, accuracy, orderliness and consistency with which work is performed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Acceptance of constructive feedback and ability to take appropriate action to correct and improve.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Measures business decisions with customer/public satisfaction in mind.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Information shared publicly is accurate, thorough and complete.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Adherence to safety and wellness protocols, wherever appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				
<b>QUANTITY OF WORK</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
a. Volume, timeliness, and pace of the work produced on a regular basis.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				
<b>COMMUNICATION SKILLS</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
a. Ability to communicate clearly and concisely, both orally and in writing as required by the job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Maintains open communication with others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Exhibits active listening skills; ability to understand directions, information and questions communicated by others and obtain additional information needed to respond correctly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMMUNICATION SKILLS (continued)

Comments:

**DEPENDABILITY**

	1	2	3	4
a. Punctuality and conscientious attendance in arrival, being ready to start work on time and taking breaks when scheduled.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. No pattern of unexcused sick leave.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Willingness to take on extra work when required by circumstances.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Ability of supervisor to rely on work being completed accurately and in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Participates fully during emergency operations as required, in preparation, response or recovery activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

**JUDGEMENT**

	1	2	3	4
a. Presence of mind and ability to make decisions without direct supervision.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Ability to grasp a situation and develop appropriate and logical conclusions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Ability to learn from decision making.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Ability and willingness to evaluate and change work methods to improve efficiency and operations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

**FOR EMPLOYEES WITH SUPERVISORY FUNCTIONS:**

<b>LEADERSHIP SERVICE DELIVERY</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
a. Consistently exhibits the values of a Town of Concord employee, including personal integrity and accountability; creates an inclusive, respectful work environment and requires the same of staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Displays high working standards and attitude that is a model for staff, volunteers, and the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Organizes resources and tasks effectively; manages multiple priorities, projects, and tasks achieving goals within scheduled time and fiscal limits.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Enforces and ensures compliance with Town's and required safety management, loss prevention goals, and adheres to Town's health and safety policies and procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				
<b>PERSONNEL MANAGEMENT</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
a. Supports organizational goals and objectives and maximizes performance and productivity of others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Values, supports, and encourages fresh, new approaches to evaluating departmental services and serving citizens; encourages others to express innovative ideas and perspectives for continuous improvement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Observes employee performance and behavior on an on-going basis and through performance feedback, coaching and evaluations as appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Addresses performance issues and/or employee behaviors that might adversely affect the morale of staff, the quality of services, or the image of the Town by taking timely and appropriate action to resolve such issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Success in training employees in skills required for their position, providing for flexibility in back-up; coaches employees for optimal performance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Fosters continued professional development, personal growth and learning among staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

**EVALUATOR'S COMMENTS**

A summary statement regarding the employee's performance including commendations, achievement of goals, factors that influenced achievements, areas for improvement, etc. Use additional sheets of paper if necessary.

## Goal-Setting for Merit Pay

The supervisor and employees should collaboratively complete the sections below to identify performance objectives and/or project tasks that provide the greatest contribution to the success of the division/department or Town during the next evaluation period. "Consistent Performance" Goals should be attainable with considerable effort. "Stretch Performance" Goals should require greater coordination/effort. You may consider a developmental opportunity, activity, on-the-job experience or continuing education that will challenge the employee to improve performance. Be specific about expected areas for improvement where needed and be specific when describing the intended outcome. The supervisor will provide the completed draft form to their Department Head for approval.

**A. Consistent Performance Goals:** *(Identify priority responsibilities, programs and/or projects that will be evaluated in the next review cycle.)*

1.

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2.

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3.

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**B. Stretch Performance Goals:** *(Identify priority projects, programs, and/or responsibilities that will be evaluated in the next review cycle.)*

1.

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2.

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3.

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I acknowledge that I have provided input in the goal setting process.

Employee:

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Printed Name:

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Supervisor:

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Date Reviewed:

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## Signatures and Employee Comments

**Supervisor:**

This evaluation is based on my observation and knowledge. It represents my best judgment of the employee's performance:

Supervisor Signature: \_\_\_\_\_

**Approved:**

Immediate Supervisor: \_\_\_\_\_

Department Head: \_\_\_\_\_

Town Manager (if required): \_\_\_\_\_

**Employee:**

I have received a copy of this evaluation report, it has been explained to me, and I have had an opportunity to provide input or comments relative to it.

Employee Signature: \_\_\_\_\_

Evaluation Meeting Date: \_\_\_\_\_

**Employee Comments:**

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**Department Supervisor Instructions**

Once the evaluation meeting has occurred, supervisor should provide a printed final copy for the employee to review and sign. Once the final document has been signed by both parties, the original will be provided to the Assistant Human Resources Director for the personnel file of the employee and the Assistant Human Resources Director will provide an electronic copy to the employee and the supervisor.



## Town Of Concord Performance Evaluation & Goal Setting for Merit Pay Leadership Team & Senior Managers, Grades 15-18

Employee Name: \_\_\_\_\_ Employment Date: \_\_\_\_\_  
Classification Title: \_\_\_\_\_ Grade: \_\_\_\_\_  
Department: \_\_\_\_\_ Date in Position: \_\_\_\_\_

The Town of Concord is committed to delivering exceptional service with integrity and accountability, grounded in our respect for diversity, shared history, and continuous improvement. We value the life-work balance and well-being of our employees, integrating their experience with fresh perspectives to foster innovation and ensure the Town of Concord remains relevant and resilient. By creating an inclusive environment where every employee contributes to our mission of excellence, we preserve our traditions while investing in the future of our community.

### OVERALL RATING

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**QUALITY PERFORMANCE**

The employee consistently meets, and may at times exceed, the requirements of the position with few problems or mistakes. Work is accomplished in an accurate, efficient and timely manner; the employee interacts effectively with others; all work rules, policies and procedures are consistently followed; and goals are regularly met.

- 1- Top Performer Who Consistently Exceeds Objectives for Notable Achievements**
  - 2- Solid Performer Who Consistently Meets and Occasionally Exceeds Objectives**
  - 3- Satisfactory or Emerging Performer with Areas for Development**
- 

**NOT YET A QUALITY PERFORMANCE**

The employee is performing below the level expected or required in certain important tasks or responsibilities. Additional training, supervision, counseling, or special attention is warranted to give the employee the opportunity to correct problem areas. **Reach out to Human Resources prior to discussion with the employee for assistance with a Performance Improvement Plan.**

- 4- Not Yet a Quality Performance**
- 

This evaluation form also contains a provision for entering narrative comments, including an opportunity to enter responses to specific questions and an opportunity to list any comments you believe appropriate and pertinent to the rating period.

## PERFORMANCE CRITERIA

<b>1. DEPARTMENTAL LEADERSHIP/SERVICE DELIVERY/PERSONNEL MANAGEMENT</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
a. Provides effective oversight and direction of Town programs and services for which position has responsibility.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Identifies long- and short-term Departmental goals that anticipate future needs; initiates programs/projects to achieve goals and establishes appropriate timetables to enhance or expand services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Work is organized and prioritized appropriately; plans ahead, anticipates needs and recognizes potential problems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Consults with Town Manager/Supervisor regarding Department workload management when necessary.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Consistently exhibits the values of a Town of Concord employee, including personal integrity and accountability; creates an inclusive, respectful work environment and requires the same of staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Values, supports, and encourages fresh, new approaches to evaluating Departmental services and serving citizens or users of departmental services; encourages others to express innovative ideas and perspectives for continuous improvement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Observes employee performance and behavior on an on-going basis and through performance feedback, coaching and evaluations as appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Addresses performance issues and/or employee behaviors that might adversely affect the morale of staff, the quality of services, or the image of the Town by taking timely and appropriate action to resolve such issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Fosters continued professional development, personal growth and learning among staff; promotes training and development opportunities for employees at all levels of the organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Promotes use of technology and innovation in service delivery within Department.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1. (continued)	1	2	3	4
k. Enforces and ensures compliance with required safety management and loss prevention goals and adheres to Town's health and safety policies and procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				
2. FINANCIAL MANAGEMENT	1	2	3	4
a. Effectively develops and communicates long-range budgeting and capital planning needs of the Department and considers needs, goals and priorities as set by the Select Board and Town Administration.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Presents budget information in a manner that promotes full understanding of the Department's issues and needs; requests reflect the Department's major objectives and are accurate and well-substantiated.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Effectively and efficiently manages Department budget and resources; maximizes use of funding to meet Departmental goals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Seeks to identify and secure alternative sources of funding for Department initiatives and goals. Researches local, state, federal and private resources to accomplish goals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Effectively manages capital projects to ensure that they are accomplished on time and within budget.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				

<b>3. COMMUNITY LEADERSHIP/ PUBLIC LEADERSHIP/ PUBLIC RELATIONS/ COMMUNICATION</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
a. Provides leadership within the community by being visible and approachable; conveys an attitude and feeling of professionalism when interacting with the public by demonstrating courtesy, sensitivity and tactfulness and promotes the same behavior in Town employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Effectively communicates information, orally, and in writing, to the public and co-workers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Provides timely communication to keep the public informed of pertinent matters and conducts outreach activities to improve dissemination of information to the diverse local community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Cooperates with other Town departments and other agencies to achieve common goals; is proactive in developing and sustaining partnerships with other regional, state and federal governmental agencies which improve Departmental functions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Ensures organized responses and timely follow through to public requests and complaints.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				
<b>4. PERSONAL &amp; PROFESSIONAL LEADERSHIP DEVELOPMENT</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
a. Demonstrates integrity in all dealings and a commitment to the Town of Concord Values, displaying high working standards and an attitude that is a model for staff, volunteers, and the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>4. continued</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>b.</b> Addresses situations involving conflict calmly and constructively by reducing tensions, focusing on the actual issue and reconciling differences.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>c.</b> Effectively and promptly responds to concerns and inquiries and takes timely and appropriate follow up action.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>d.</b> Demonstrates flexibility by adjusting to unexpected situations/requirements; uses new methods for improved efficiency.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>e.</b> Demonstrates critical thinking and the display of sound decision-making in directing the Department. Decision-making processes indicate fairness and impartiality and are based on logic and reason.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>f.</b> Demonstrates commitment to continuously enhancing his or her own professional knowledge.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:				

**EVALUATOR'S COMMENTS**

A summary statement regarding the employee's performance including commendations, achievement of goals, factors that influenced achievements, areas for improvement, etc. Use additional sheets of paper if necessary.

## Goal-Setting for Merit Pay

The supervisor and employee should collaboratively complete the sections below to identify performance objectives and/ or project tasks that provide the greatest contribution to the success of the division/department or Town during the next evaluation period. "Consistent Performance" Goals should be attainable with considerable effort. "Stretch Performance" Goals should require greater coordination/ effort. You may consider a developmental opportunity, activity, on-the-job experience or continuing education that will challenge the employee to improve performance. Be specific about expected areas for improvement where needed and be specific when describing the intended outcome. The supervisor will provide the completed draft form to their Department Head for approval.

**A. Consistent Performance Goals:** *(Identify priority responsibilities, programs and/or projects that will be evaluated in the next review cycle.)*

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_

**B. Stretch Performance Goals:** *(Identify priority projects, programs, and/or responsibilities that will be evaluated in the next review cycle.)*

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_

I acknowledge that I have provided input in the goal setting process.

Employee: \_\_\_\_\_ Printed Name: \_\_\_\_\_

Supervisor: \_\_\_\_\_ Date Reviewed: \_\_\_\_\_

## Signatures and Employee Comments

### Supervisor:

This evaluation is based on my observation and knowledge. It represents my best judgment of the employee's performance:

Supervisor Signature: \_\_\_\_\_

### Approved:

Immediate Supervisor: \_\_\_\_\_

Department Head: \_\_\_\_\_

Town Manager (if required): \_\_\_\_\_

### Employee:

I have received a copy of this evaluation report, it has been explained to me, and I have had an opportunity to provide input or comments relative to it.

Employee Signature: \_\_\_\_\_

Evaluation Meeting Date: \_\_\_\_\_

### Employee Comments:

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### Department Supervisor Instructions:

*Once the evaluation meeting has occurred, supervisor should provide a printed final copy for the employee to review and sign. Once the final document has been signed by both parties, the original will be provided to the Assistant Human Resources Director for the personnel file of the employee and the Assistant Human Resources Director will provide an electronic copy to the employee and the supervisor.*

TOWN OF CONCORD  
~~Personnel Policy and Procedure #12-1~~  
**Administration of Holiday Pay for Beede Center Employees**  
**For Elimination/ Duplicative**

*Effective Date: November 13, 2024*  
*(Replaces version dated June 16, 2022)*

**Purpose and Scope**

The purpose of this document is to establish policies and procedures for the administration of Section 12 of the Personnel Bylaws regarding holiday pay for employees hired to work in the Beede Center after March 1, 2006. Employees hired prior to that date shall adhere to the Town’s holiday leave policies for all other employees covered by the Town of Concord’s Personnel Bylaw, as may be amended from time to time. The Beede Center operates as a business-like enterprise in the highly competitive swim and fitness market. In order to offer services comparable to competing entities in this market, the Beede Center must be open for business on a seven-day-per-week schedule throughout the year, excluding a limited number of holidays for which the Beede Center is closed. Beede Center employees are hired with this expectation from a market where such schedules are commonplace. It is expected that Beede Center employees’ compensation and benefits will reflect this unique labor market.

**Policy**

**Accrual of Leave:**

Full-time, Regular Status employees of the Beede Center shall be granted 104 hours of holiday leave each calendar year in recognition of the following holidays on which the Beede Center’s operating hours are modified:

<b>2025 HOLIDAY SCHEDULE</b>	
<b>HOLIDAY</b>	<b>DATE OBSERVED</b>
New Year’s Day 2025	Wednesday, January 1, 2025
Martin Luther King, Jr. Day	Monday, January 20, 2025
Presidents’ Day	Monday, February 17, 2025
Patriots’ Day	Monday, April 21, 2025
Memorial Day	Monday, May 26, 2025
Juneteenth Independence Day	Thursday, June 19, 2025
Independence Day	Friday, July 4, 2025
Labor Day	Monday, September 1, 2025
Indigenous Peoples’ Day	Monday, October 13, 2025
Veterans’ Day	Tuesday, November 11, 2025
Thanksgiving Day	Thursday, November 27, 2025
Day After Thanksgiving	Friday, November 28, 2025
Christmas Day	Thursday, December 25, 2025

Holiday leave shall accrue as each holiday occurs throughout the year, with 8 hours granted for holidays on which the Beede Center is closed all day. Holiday leave for Regular Status employees working less than 40 hours per week shall be pro-rated based upon each employee’s average hours worked per week, as reported on their Change of Status Form.

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.

When an employee leaves the employ of the Town, they shall be paid for any unused holiday leave earned up to the last day worked.

#### Maximum Holiday Accrual

Accumulation of holiday leave is limited to a maximum of sixteen hours for full-time employees. The maximum accumulation for part-time employees shall be prorated based upon each employee's average hours worked per week.

#### Use of Accrued Leave:

Employees must use accrued holiday leave when a holiday falls on their regularly scheduled work day. If an employee does not have enough holiday leave accrued to cover all hours not worked on a holiday, the employee may choose to use their accrued vacation or personal leave time, or they shall have unpaid leave. Alternatively, Beede Center management may assign equivalent hours of work within the same work week to provide the employee with his/her regular weekly compensation.

Employees may use their accrued holiday leave hours for equivalent time-off with pay on another scheduled work day with prior written approval of the Recreation Director or his/her designee. Such approval will not be unreasonably withheld but will be determined by the staffing needs of the Beede Center on the day(s) in question.

#### Holidays Worked:

*Non-exempt*, Beede Center employees who are scheduled or called to work on Thanksgiving Day, New Year's Day, or a holiday on which the Center is closed all day, shall receive time-and-one-half their hourly rate of pay for the number of hours actually worked that day.

*Exempt*, Regular Status Beede Center employees who are scheduled or called to work on Thanksgiving Day, New Year's Day, or a holiday on which the Center is closed may, with the Recreation Director's approval, take compensatory time off on another day on which it does not adversely impact Beede Center operations.

#### Observation of Religious Holidays

In addition to the legal holidays observed by the Town, an employee may take time off to observe a special or religious holiday, provided that work schedules can be accommodated without undue hardship to the department. Requests for such time off should be submitted to the department head at least two-weeks in advance of the proposed absence. Employees may request this time as leave without pay or, depending on the nature of the employee's work, may be approved by the department head to:

- "float" holiday pay by working on an observed holiday and apply the holiday leave to time off with pay on another date,
- adjust their schedule to make up equivalent time with pay within the same workweek, or
- use earned personal or vacation time.

Department heads are encouraged to accommodate and approve employees' requests for time off for religious observances and practices to the extent practicable. If a department head is unable to grant the employee the time off requested, they should discuss the employee's request with human resources prior to denying it.

*Approved by Personnel Board & Town Manager 6/16/2022*



## **Director of Community Development**

Department: Community Development  
Reports To: Town Manager  
Appointed By: Town Manager

Salary Grade: 16  
FLSA Status: Exempt  
Date: October 2024

### **GENERAL SUMMARY:**

Under the direction of the Town Manager, and as a member of the Town's Senior Management Team, the Director of Community Development provides strategic leadership and oversees the operations of multiple divisions, including Building & Inspections, Natural Resources, Planning, and Public Health. The Director is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under their direction and control. Key responsibilities include developing and implementing housing and transportation policies, managing long-range planning efforts, and ensuring the smooth execution of departmental initiatives. This role requires a thorough understanding of departmental operations and the ability to exercise judgment and initiative, 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.*

- ◆ Responsible for providing administrative direction and control over the divisions of Building & Inspections, Natural Resources, Planning, and Public Health. Ensure that all divisions have the resources needed to achieve departmental and Town goals.
- ◆ Oversees long-term planning efforts, including grants, administration, and special visioning projects.
- ◆ Collaborates with other departments, such as Public Works, Economic Vitality, and Sustainability on projects as needed, ensuring department activities are aligned with community goals. May also collaborate with the Deputy Town Manager to support key Town initiatives.
- ◆ Acts as liaison to Town Counsel on issues of land use and litigation with Boards or Committees where staff support is provided, such as land acquisition, and housing regulatory agreements. Frequently interacts with various Boards and Committees, attends their meetings, recommends agenda topics to ensure they have the necessary information to fulfill their responsibilities, and facilitates communications between parties.
- ◆ Provides support and guidance to division leaders, town staff, and the public in areas including, but not limited to, planning, land development, land use, zoning, transportation, environmental and wetlands protection, open space conservation, historic preservation, and housing initiatives, ensuring a balanced approach across division efforts.
- ◆ Prepares and presents the annual budget for the department; monitors budget and is responsible for ensuring that it is effectively managed; adjusts expenditure patterns as necessary to control costs.

## *Director of Community Development*

- ◆ Works closely with division leaders to complete Requests for Proposals (RFPs) for new projects, providing project management for various Community Development assignments. Collaborates with division leaders to set work priorities, ensure timely task completion, and coordinate with consultants to deliver quality service.
- ◆ Fosters a positive office culture that promotes collaboration, transparency, and approachability, while providing exceptional customer service.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance at the workplace is required.

### **SUPERVISORY RESPONSIBILITY:**

Directly supervises the Town Planner, Building Commissioner (for administrative matters), Natural Resources Director, and Public Health Director. Provides functional oversight to those four divisions, ensuring that all work is performed in compliance with established policies and procedures and with applicable safety regulations. Carries out supervisory responsibilities in accordance with policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

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

- ◆ Master's degree in Planning, Public Administration, or a related field, and ten or more years of experience in areas such as planning, land development, environmental protection, public health, or related fields, with demonstrated leadership in managing complex projects and cross-functional teams; or any equivalent combination of education and experience.
- ◆ Certification from the American Institute of Certified Planners (AICP) or comparable credential preferred.
- ◆ Must have the ability to travel to and attend various day and evening meetings in a variety of locations.

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

- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; excellent public relations skills to effectively deal with all members of the public in a courteous and tactful manner; strong leadership skills and ability to develop productive relationships with diverse groups of stakeholders; skilled at working with boards and committees.
- ◆ Knowledge of regulatory and enforcement strategies for land development and management which includes planning, land acquisition, land use, zoning, environmental and wetlands protection, open space conservation, historic preservation and housing initiatives.
- ◆ Ability to plan, assign and supervise the work of subordinates. Ability to prepare, present and administer budgets and capital expenditure/projects.
- ◆ 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 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.*

*Director of Community Development*

Conducts occasional visits to construction sites, subject to variable weather conditions and sometimes rugged terrain. Frequent walking, standing, climbing, bending, and lifting.

Majority of work is performed in a normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Work is performed in a quiet work environment, with frequent 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.***



## **Procurement Manager**

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

Salary Grade: 10  
FLSA Status: Exempt  
Date: November 2024

### **GENERAL SUMMARY:**

Under the general supervision of the Chief Financial Officer, and in accordance with state and local laws, the Procurement Manager is responsible for overseeing the entire procurement life cycle, from identifying purchasing needs and developing procurement strategies to managing contracts and ensuring compliance with legal and regulatory requirements. The Procurement Manager serves as a central resource and expert on procurement practices, working closely with all Town departments to provide guidance on procurement policies, optimize purchasing processes, and drive value through strategic sourcing. 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.*

- ◆ Responsible for oversight of the procurement processes utilized in all town departments, to ensure legal and policy compliance. Writes, reviews and edits invitations for bid, requests for proposals, price quote solicitations, specifications, legal advertisements, contracts and related correspondence for compliance with applicable laws, regulations, procedures and clarity.
- ◆ Oversees the approval process for bids, proposals and price quotes received from vendors; conducts public bid openings; makes recommendations to the Chief Financial Officer and Town Manager for the award to the responsible and responsive vendor pertaining to bids, proposals and price quotes; posts and makes public the results of the award.
- ◆ Develop and update procurement policies and procedures; offer training to department heads and staff on compliance requirements.
- ◆ Maintain procurement records, including bid documents, contracts, and compliance reports, adhering to the Secretary of the Commonwealth's record retention schedule.
- ◆ Monitor vendor performance and contract compliance, conducting reference checks and cost analyses to ensure value for money.
- ◆ Assist departments with resolving procurement-related issues and provide recommendations on purchasing strategies.
- ◆ Stay current with state and federal procurement laws and participate in relevant training programs, such as the Massachusetts Certified Public Purchasing Official (MCPPO) certification.
- ◆ Produce procurement-related correspondence, including award notifications, rejection letters, and contractual notices.

## *Procurement Manager*

- ◆ 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 have functional supervision over designated personnel within the Finance team.

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

- ◆ Bachelor's degree in Finance, Public Administration, Business Management or related; five or more years of progressively responsible experience in procurement, preferably within a municipal or public sector setting; or any equivalent combination of education and experience.
- ◆ Massachusetts Certified Public Purchasing Official (MCPPO) certification required.
- ◆ Must have the ability to travel to and attend various day and evening meetings in a variety of locations.

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

- ◆ Knowledge of Massachusetts General Laws relating to municipal government, including the Uniform Procurement Act and other procurement laws and regulations. Familiarity with local municipal bylaws.
- ◆ Familiarity with COMMBUYS and other state procurement systems.
- ◆ Strong organizational skills with an ability to manage multiple priorities and meet deadlines.
- ◆ Proficiency in Microsoft Office Suite and other relevant software.
- ◆ Ability to communicate clearly and effectively with co-workers and the public, both orally and in writing, maintain confidentiality, and keep detailed records.
- ◆ 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.
- ◆ Strong organizational skills and attention to detail/accuracy.

### **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***

*Procurement Manager*

***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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**Lead Swim Coach – Beede Swim and Fitness Center**

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

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

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

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

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

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

**GENERAL SUMMARY:**

Under the general supervision of the Aquatics Manager and Aquatics Supervisor, performs varied tasks in instructing and administering Swim Team programs. Responsible for maintaining and improving upon the competitive swim program in all areas under their direction and control. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

**ESSENTIAL JOB FUNCTIONS:**

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

- ◆ Provides participants of various ages and abilities with workouts and advises on swimming technique.
- ◆ Actively engages with participants and takes lead on delivering practices and feedback to swimmers in the absence of a Head Coach.
- ◆ Remains aware of all fitness and pool related classes and programs run by the Recreation Division.
- ◆ Provides adequate notice if unable to work a scheduled shift; arranges for a substitute coach and obtains approval from Management.
- ◆ Arrives on time and is ready to work when each assigned practice begins.
- ◆ Attends mandatory in-service training sessions and staff meetings.



**SUPERVISORY RESPONSIBILITY:**

None.

**EDUCATION & EXPERIENCE:**

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

**KNOWLEDGE, SKILLS & ABILITIES:**

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

**WORKING CONDITIONS & PHYSICAL DEMANDS:**

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

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

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

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

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

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## **Executive Assistant to the Town Manager**

Department: Town Manager's Office  
Reports To: Town Manager  
Appointed by: Town Manager

Salary Grade: 6  
FLSA Status: Exempt  
Date: July 2023

### **GENERAL SUMMARY:**

Under the general supervision of the Town Manager, performs complex administrative work ensuring the efficient operation of the Town Manager's Office. Maintains and assists others with the maintenance of governmental, financial, personnel and other records. Works both independently and collaboratively in performing varied and responsible duties that require a thorough knowledge of the Town's operations, policies, procedures and practices; a high degree of familiarity with government regulations and applicable laws and proficiency with various computer applications. Duties typically involve the evaluation and interpretation of policies and circumstances requiring the exercise of judgement and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Appointee is called upon to handle a significant amount of complex details, each varying from the other in substance and content, requiring flexibility in the approach to work and assignments.

### **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 assistance to the public, Town staff and **committee/board members** in person and via telephone. Answers incoming calls; responds to questions regarding Town procedures and operations; resolves citizen issues or re-directs questions and requests to the appropriate Town department.
- ◆ Opens, processes, routes, and responds to **Departmental-incoming** mail; skims mail to maintain knowledge of all incoming correspondence. Utilizes a high degree of judgment, discretion, and professional office protocols while working with and communicating regarding highly confidential and sensitive Town-wide information and contemplated policy actions.
- ◆ Composes correspondence and other communications to staff, citizens, officials, and others; gathers input from other parties as needed. Takes primary role and assists others in writing, editing, and disseminating various Town reports and communications including, but not limited to the Annual Town Report and **Town Manager's weekly reports**.
- ◆ Prepares and processes payroll, accounts payable, warrants, personnel status changes, and related documents for multiple operational units as assigned, utilizing software systems as applicable; authorizes payments on behalf of the Town Manager **and/or Deputy Town Manager. May assist in carrying out organizational and communication tasks on behalf of committees.**
- ~~◆ Serves as lead coordinator and the main point of contact for Annual and Special Town Meetings by coordinating the many logistical issues associated with their occurrence; drafts yearly calendar for Select Board and Town Manager approval; collects, edits and transcribes warrant articles submitted by various Town committees, boards, and citizen petitioners; coordinates printing of meeting warrants; compiles all necessary information and correspondence regarding meetings and ensures information is readily available to the public; works with various vendors and Town departments regarding meeting logistics and needs; attends pre-Town Meeting Moderator and staff workshops;~~

## Executive Assistant to the Town Manager

~~attends Town meeting sessions, public hearings, and other gatherings and assists with audio-visual, technological, and/or logistical requirements as assigned.~~

- ◆ Serves as a point of intake and referral for requests to use Town property to ensure that concerns such as public safety and proper liability coverage are addressed. Collects insurance certificates and applications for property use, and coordinates with staff for approvals and services.
- ◆ Maintains extensive confidential records including vendor and contract information, public and private correspondence, litigation files, land leases, collective bargaining history and positions, acquisition records and other important departmental documents; posts and records information; updates data and records; checks, sorts, records, and files various materials. May assist in responding to public record requests.
- ◆ Creates and maintains up-to-date records of administrative and operational procedures; provides functional written and verbal guidance to others in completion of tasks and projects; identifies and implements opportunities for process improvement.
- ◆ Serves as a building coordinator; communicates with building users and facilities staff regarding a wide variety of matters including use-protocols, supplies, energy-conservation, equipment, security, cleaning, maintenance, room set-ups and reservations, signage, and parking; monitors common areas such as hallways, breakrooms, and restrooms to ensure they are orderly and have necessary supplies.
- ◆ ~~May support various boards or committees as needed; attends meetings; prepares and posts, agendas or committee correspondence; posts notices; arranges and sets-up rooms and equipment for in-person meetings. Supports Select Board in the absence of other administrative staff.~~
- ◆ ~~Processes requests for use of Town property including coordination with Community Safety Officer and records events in master schedule; administers processes for the placement of signage on Town property.~~
- ◆ ~~May assist in posting information and notices on the Town's website and social media accounts; maintains and designs parts of the Town's website as assigned.~~
- ◆
- ◆ Assists in scheduling meetings and maintaining electronic calendars for the Town Manager, ~~Deputy Town Manager, Select Board and Town Moderator~~; updates website meeting calendars where necessary.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

### **SUPERVISORY RESPONSIBILITY:**

None.

### **EDUCATION & EXPERIENCE:**

- ◆ Bachelor's Degree and four or more years of increasingly responsible experience in a related capacity, such as customer service and administrative work, website/design work, communications, etc.; or any equivalent combination of education and experience.
- ◆ Municipal experience preferred.

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

- ◆ High degree of familiarity with Town government and a working knowledge of municipal operations and applicable laws.
- ◆ Proficiency using the Microsoft 365 suite and other administrative computer applications including video conferencing, collaboration, publishing, web design, accounts payable, financial management and human resources software solutions. Knowledge of processes, practices and requirements relevant to municipal government operations.

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- ◆ Excellent interpersonal and customer service skills. Strong written and social media communication skills. Ability to communicate professionally, effectively and tactfully with the public, co-workers, department heads and other Town employees, officials and other agencies.
- ◆ Strong time management and organizational skills; ability to work accurately and efficiently with a high level of detail; ability to prioritize work, deal effectively with interruptions and effectively perform multiple tasks independently within deadlines; ability to interpret directions in a fast-paced work environment; ability to identify and analyze complex issues and to develop appropriate recommendations.
- ◆ Ability to apply considerable discretion in maintaining highly 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.*

Work is performed in a normal office environment, which is not subject to extreme variations of temperature, noise, odors, etc., and is subject to constant interruptions. Occasional periods working in public assembly areas. Frequently subjected to interruptions, the demands of other individuals, and the volume and /or rapidity with which tasks must be accomplished in fast-paced environment.

Must be able to lift and carry files, boxes and supplies weighing up to twenty-five pounds; ability to climb, crouch and/or bend to access office and storage areas required.

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

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

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



## **Executive Assistant to the Town Manager**

Department: Town Manager's Office  
Reports To: Town Manager  
Appointed by: Town Manager

Salary Grade: 6  
FLSA Status: Exempt  
Date: July 2024

### **GENERAL SUMMARY:**

Under the general supervision of the Town Manager, performs complex administrative work ensuring the efficient operation of the Town Manager's Office. Maintains and assists others with the maintenance of governmental, financial, personnel and other records. Works both independently and collaboratively in performing varied and responsible duties that require a thorough knowledge of the Town's operations, policies, procedures and practices; a high degree of familiarity with government regulations and applicable laws and proficiency with various computer applications. Duties typically involve the evaluation and interpretation of policies and circumstances requiring the exercise of judgement and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Appointee is called upon to handle a significant amount of complex details, each varying from the other in substance and content, requiring flexibility in the approach to work and assignments.

### **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 assistance to the public, Town staff and committee/board members in person and via telephone. Answers incoming calls; responds to questions regarding Town procedures and operations; resolves citizen issues or re-directs questions and requests to the appropriate Town department.
- ◆ Opens, processes, routes, and responds to incoming mail; skims mail to maintain knowledge of all incoming correspondence. Utilizes a high degree of judgment, discretion, and professional office protocols while working with and communicating regarding highly confidential and sensitive Town-wide information and contemplated policy actions.
- ◆ Composes correspondence and other communications to staff, citizens, officials, and others; gathers input from other parties as needed. Takes primary role and assists others in writing, editing, and disseminating various Town reports and communications including, but not limited to the Annual Town Report and Town Manager's weekly reports.
- ◆ Prepares and processes payroll, accounts payable, warrants, personnel status changes, and related documents for multiple operational units as assigned, utilizing software systems as applicable; authorizes payments on behalf of the Town Manager and/or Deputy Town Manager. May assist in carrying out organizational and communication tasks on behalf of committees.
- ◆ Serves as a point of intake and referral for requests to use Town property to ensure that concerns such as public safety and proper liability coverage are addressed. Collects insurance certificates and applications for property use, and coordinates with staff for approvals and services.
- ◆ Maintains extensive confidential records including vendor and contract information, public and private correspondence,

## *Executive Assistant to the Town Manager*

litigation files, land leases, collective bargaining history and positions, acquisition records and other important departmental documents; posts and records information; updates data and records; checks, sorts, records, and files various materials. May assist in responding to public record requests.

- ◆ Creates and maintains up-to-date records of administrative and operational procedures; provides functional written and verbal guidance to others in completion of tasks and projects; identifies and implements opportunities for process improvement.
- ◆ Serves as a building coordinator; communicates with building users and facilities staff regarding a wide variety of matters including use-protocols, supplies, energy-conservation, equipment, security, cleaning, maintenance, room set-ups and reservations, signage, and parking; monitors common areas such as hallways, breakrooms, and restrooms to ensure they are orderly and have necessary supplies.
- ◆ May support various boards or committees as needed; attends meetings; prepares and posts agendas or committee correspondence; posts notices; arranges and sets-up rooms and equipment for in-person meetings. Supports Select Board in the absence of other administrative staff.
- ◆ Processes requests for use of Town property including coordination with Community Safety Officer and records events in master schedule; administers processes for the placement of signage on Town property.
- ◆ May assist in posting information and notices on the Town's website and social media accounts; maintains and designs parts of the Town's website as assigned.
- ◆
- ◆ Assists in scheduling meetings and maintaining electronic calendars for the Town Manager, Select Board and Town Moderator, updates website meeting calendars where necessary.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

### **SUPERVISORY RESPONSIBILITY:**

None.

### **EDUCATION & EXPERIENCE:**

- ◆ Bachelor's Degree and four or more years of increasingly responsible experience in a related capacity, such as customer service and administrative work, website/design work, communications, etc.; or any equivalent combination of education and experience.
- ◆ Municipal experience preferred.

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

- ◆ High degree of familiarity with Town government and a working knowledge of municipal operations and applicable laws.
- ◆ Proficiency using the Microsoft 365 suite and other administrative computer applications including video conferencing, collaboration, publishing, web design, accounts payable, financial management and human resources software solutions. Knowledge of processes, practices and requirements relevant to municipal government operations.
- ◆ Excellent interpersonal and customer service skills. Strong written and social media communication skills. Ability to communicate professionally, effectively and tactfully with the public, co-workers, department heads and other Town employees, officials and other agencies.
- ◆ Strong time management and organizational skills; ability to work accurately and efficiently with a high level of detail; ability to prioritize work, deal effectively with interruptions and effectively perform multiple tasks independently within deadlines; ability to interpret directions in a fast-paced work environment; ability to identify and analyze complex issues and to develop appropriate recommendations.

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- ◆ Ability to apply considerable discretion in maintaining highly 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.*

Work is performed in a normal office environment, which is not subject to extreme variations of temperature, noise, odors, etc., and is subject to constant interruptions. Occasional periods working in public assembly areas. Frequently subjected to interruptions, the demands of other individuals, and the volume and /or rapidity with which tasks must be accomplished in fast-paced environment.

Must be able to lift and carry files, boxes and supplies weighing up to twenty-five pounds; ability to climb, crouch and/or bend to access office and storage areas required.

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

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

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



## Executive Assistant to the Select Board

Department: Town Manager's Office  
Reports To: Town Manager  
Appointed by: Town Manager

Salary Grade: 6  
FLSA Status: Exempt  
Date: July 2023

### GENERAL SUMMARY:

Under the general supervision of the Town Manager, performs complex administrative work primarily supporting the Select Board and including reception responsibilities for the Town Manager's Office, creating a welcoming environment for all guests, ensuring the efficient operation of the Town Manager's Office. Maintains and assists others with the maintenance of governmental, financial, personnel and other records. Works both independently and collaboratively in performing varied and responsible duties that require a thorough knowledge of the Town's operations, policies, procedures and practices; a high degree of familiarity with government regulations and applicable laws and proficiency with various computer applications. Duties typically involve the evaluation and interpretation of policies and circumstances requiring the exercise of judgement and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Appointee is called upon to handle a significant amount of complex details, each varying from the other in substance and content, requiring flexibility in the approach to work and assignments.

### ESSENTIAL JOB FUNCTIONS:

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

- ◆ Provides administrative support to the Town Manager's Office, including the Select Board, Town Manager, ~~Deputy Town Manager,~~ and Public Information & Communications Manager. Composes, prepares and distributes important and time-sensitive correspondence and reports; creates and edits forms, procedures, and documents. Acts as liaison with Town staff, elected officials, the general public, consultants, and external agencies regarding department operations and special projects.
- ◆ ~~Greets and assists customers; answers and routes phone calls; provides information and instructions; resolves problems; researches questions; communicates official plans, policies, and procedures to staff and members of the public; handles unusual or difficult situations, which may involve assisting distraught, angry, or otherwise upset individuals.~~
- ◆ ~~Assists in the support of other boards and committees as assigned. Regularly attends evening Select Board and other meetings as needed to provide technical and administrative support. Serves as licensing clerk for the Select Board.~~
- ◆ Arranges for Select Board and other public meetings as assigned. Prepares agendas, meeting notices, board motions, license/permit application data, minutes, correspondence, committee member appointment records, information packets, and visual aids. Reserves space, arranges meeting rooms, and posts related materials on Town website. Coordinates meeting broadcast with Minuteman Media Network. Regularly attends evening Select Board and other meetings as needed to provide technical and administrative support. Serves as licensing clerk for the Select Board.
- ◆ Serves as lead coordinator and the main point of contact for Annual and Special Town Meetings by coordinating the many logistical issues associated with their occurrence; drafts yearly calendar for Select Board and Town Manager approval; collects, edits and transcribes warrant articles submitted by various Town committees, boards, and citizen petitioners; coordinates printing of meeting warrants; compiles all necessary information and correspondence regarding meetings and ensures information is readily available to the public; works with various vendors and Town departments regarding meeting logistics and needs; attends pre-Town Meeting Moderator and staff workshops;

## Executive Assistant to the Select Board

~~attends Town meeting sessions, public hearings, and other gatherings and assists with audio-visual, technological, and/ logistical requirements as assigned. Assists in the compilation of presentation materials for Town Meetings, Public Hearings, and other special events.~~ Attends Public Hearings and Town Meetings as required.

◆ Provides support to boards and committees as assigned.

- ◆ ~~Responds to information requests from agencies, outside organizations and citizens relating to alcohol, common victuallar, inn holder, taxi, and other annual and temporary licensing and permits. Collects, records, deposits and refunds fees for permits, licenses and other functions and services.~~
- ◆ ~~Processes requests for use of Town property including coordination with Community Safety Officer and records events in master schedule; administers processes for the placement of signage on Town property.~~
- ◆ May assist with payment of invoices. ~~Pays and processes coded bills~~ using municipal financial software. May assist in preparing and submitting information related to payroll processing ~~for the office.~~ Assists in the procurement of supplies, equipment, services, etc. for the Town Manager's Office.
- ◆ Assists in posting information and notices on the Town's website and social media accounts; maintains and designs parts of the Town's website as assigned.
- ◆ May assist in editing and print preparations related to the Annual Town Report.
- ◆ Coordinates public ceremonies and celebrations and related events as directed by the Select Board.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

### **SUPERVISORY RESPONSIBILITY:**

None.

### **EDUCATION & EXPERIENCE:**

- ◆ Bachelor's Degree and four or more years of increasingly responsible experience in a related capacity, such as customer service and administrative work, website/design work, communications, etc.; or any equivalent combination of education and experience.
- ◆ Municipal experience preferred.
- ◆ Education or training in website development, graphic design, or other technological processes, 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 officials, volunteers, and coworkers. Ability to apply discretion to communications and to maintain confidential information.
- ◆ Thorough working knowledge of office procedures, practices and terminology. High level of technological skill, including those skills related to website design. Familiarity with photo editing software, HTML and .PDF conversion techniques.
- ◆ Ability to work independently and with a high level of detail, to prioritize multiple tasks, and to 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.*

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 quiet office 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, audio-visual equipment, calculator, telephone, copier and all other standard office equipment requiring eye-hand coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching and stooping is required to set up and operate audiovisual equipment.

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

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



## **Executive Assistant to the Select Board**

Department: Town Manager's Office  
Reports To: Town Manager  
Appointed by: Town Manager

Salary Grade: 6  
FLSA Status: Exempt  
Date: July 2024

### **GENERAL SUMMARY:**

Under the general supervision of the Town Manager, performs complex administrative work primarily supporting the Select Board and including reception responsibilities for the Town Manager's Office, creating a welcoming environment for all guests. Maintains and assists others with the maintenance of governmental, financial, personnel and other records. Works both independently and collaboratively in performing varied and responsible duties that require a thorough knowledge of the Town's operations, policies, procedures and practices; a high degree of familiarity with government regulations and applicable laws and proficiency with various computer applications. Duties typically involve the evaluation and interpretation of policies and circumstances requiring the exercise of judgement and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Appointee is called upon to handle a significant amount of complex details, each varying from the other in substance and content, requiring flexibility in the approach to work and assignments.

### **ESSENTIAL JOB FUNCTIONS:**

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

- ◆ Provides administrative support to the Town Manager's Office, including the Select Board, Town Manager, and Public Information & Communications Manager. Composes, prepares and distributes important and time-sensitive correspondence and reports; creates and edits forms, procedures, and documents. Acts as liaison with Town staff, elected officials, the general public, consultants, and external agencies regarding department operations and special projects.
- ◆ Greets and assists customers; answers and routes phone calls; provides information and instructions; resolves problems; researches questions; communicates official plans, policies, and procedures to staff and members of the public; handles unusual or difficult situations, which may involve assisting distraught, angry, or otherwise upset individuals.
- ◆ Arranges for Select Board and other public meetings as assigned. Prepares agendas, meeting notices, board motions, license/permit application data, minutes, correspondence, committee member appointment records, information packets, and visual aids. Reserves space, arranges meeting rooms, and posts related materials on Town website. Coordinates meeting broadcast with Minuteman Media Network. Regularly attends evening Select Board and other meetings as needed to provide technical and administrative support. Serves as licensing clerk for the Select Board.
- ◆ Serves as lead coordinator and the main point of contact for Annual and Special Town Meetings by coordinating the many logistical issues associated with their occurrence; drafts yearly calendar for Select Board and Town Manager approval; collects, edits and transcribes warrant articles submitted by various Town committees, boards, and citizen petitioners; coordinates printing of meeting warrants; compiles all necessary information and correspondence regarding meetings and ensures information is readily available to the public; works with various vendors and Town departments regarding meeting logistics and needs; attends pre-Town Meeting Moderator and staff workshops; attends Town meeting sessions, public hearings, and other gatherings and assists with audio-visual, technological, and/ logistical requirements as assigned. Attends Public Hearings and Town Meetings as required.

## *Executive Assistant to the Select Board*

- ◆ Provides support to boards and committees as assigned.
  
- ◆ May assist with payment of invoices using municipal financial software. May assist in preparing and submitting information related to payroll processing. Assists in the procurement of supplies, equipment, services, etc. for the Town Manager's Office.
- ◆ Assists in posting information and notices on the Town's website and social media accounts; maintains and designs parts of the Town's website as assigned.
- ◆ May assist in editing and print preparations related to the Annual Town Report.
- ◆ Coordinates public ceremonies and celebrations and related events as directed by the Select Board.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

### **SUPERVISORY RESPONSIBILITY:**

None.

### **EDUCATION & EXPERIENCE:**

- ◆ Bachelor's Degree and four or more years of increasingly responsible experience in a related capacity, such as customer service and administrative work, website/design work, communications, etc.; or any equivalent combination of education and experience.
- ◆ Municipal experience preferred.
- ◆ Education or training in website development, graphic design, or other technological processes, 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 officials, volunteers, and coworkers. Ability to apply discretion to communications and to maintain confidential information.
- ◆ Thorough working knowledge of office procedures, practices and terminology. High level of technological skill, including those skills related to website design. Familiarity with photo editing software, HTML and .PDF conversion techniques.
- ◆ Ability to work independently and with a high level of detail, to prioritize multiple tasks, and to 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.*

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 quiet office environment, with constant interruptions. Frequently subjected to the demands of other individuals and the volume and /or rapidity with which tasks must be accomplished.

*Executive Assistant to the Select Board*

Operates computer, printer, audio-visual equipment, calculator, telephone, copier and all other standard office equipment requiring eye-hand coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching and stooping is required to set up and operate audiovisual equipment.

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

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



## Office Administrator - Finance

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

Salary Grade: 6  
FLSA Status: Non-Exempt  
Date: ~~July 2023~~ November 2024

### GENERAL SUMMARY:

Under the general supervision of the Chief Financial Officer (CFO), provides a wide variety of complex and routine administrative support to the Finance Department. Duties require a high level of competence in utilizing technology and communicating verbally and in writing. Performs moderately difficult office tasks requiring initiative and independent judgment in the application of prescribed policies, procedures, and methods and in working directly with officials, Town staff, and customers. 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 in certain instances town-wide operations) and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

### ESSENTIAL JOB FUNCTIONS:

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

- ◆ Provides administration and clerical support to the Finance Department and related boards and committees. Creates, edits and distributes a variety of documents including reports, postings, notices, minutes, and correspondence. Maintains filing systems. Checks, sorts, records and files various materials. Maintains calendars for the Department. Updates and maintains Finance Department webpages on the Town's website.
- ◆ Makes arrangements for board/committee meetings as assigned. Prepares agendas, meeting notices, board motions, minutes, correspondence, committee member appointment records, information packets and visual aids. Reserves space, arranges meeting rooms and posts related materials on the Town website. Coordinates meeting broadcasts with MMN, greets and assists the public, employees, and vendors in person, on the phone, and via email; gathers information, answers general questions, supplies information relating to the policies, rules and regulations of the Department, and directs more complicated questions to other professional staff or departments as appropriate to the circumstances.
- ◆ Assists in carrying out organizational and communication tasks on behalf of committees that work directly with the Chief Financial Officer, including the Finance Committee, Financial Audit Advisory Committee and the Trustees of Town Donations. Prepares meeting packets and agendas and ensures proper posting in a timely fashion. Prepares meeting minutes as assigned.
- ◆ Receives, processes, reconciles and maintains files for all Town gift accounts, including accounting and reporting of a large volume and variety of funds; prepares necessary documents and correspondence for gift acceptance, approvals and acknowledgments. Assists in monthly reconciliation of Trustee of Town Donations accounts.

- ◆ Working with Procurement, prepares, analyzes, and processes documents related to Procurement for all Town

~~Departments, including posting bids, contracts, and updates on the Town's Procurement website. Prepares payment schedules, tracks expenses, verifies receipts, and handles quotes, contracts, and purchase orders. Coordinates bid openings and maintains respondent lists. Tracks invoices related to utility expenses across all town departments and buildings. Monitors and follows up on missing invoices as well as examines and questions significant variances within monthly invoices using municipal financial software. Prepares and processes documents related to procurement and payables for all aspects of the Finance Department using municipal financial software. Prepares payment/bill schedules; codes, tracks and monitors expenses to insure they are within allocated amounts; ensures products or services purchased have been received; prepares and monitors requests for quotes, contracts and purchase orders; tracks invoices related to utility expenses across all town departments and buildings, follows up on missing invoices as well as examines and questions significant variances within monthly invoices.~~

- ◆ ~~Manages vendors within the accounting system (Munis) including setting up and verifying accuracy of W-9s. Works closely with departments to obtain necessary information on a timely basis.~~
- ◆ ~~Manages the Town's Amazon business account including setting up and removing users as needed. Maintains approval workflow within the Town's Amazon business account.~~
- ◆
- ◆ Maintains, organizes, and updates all Facilities capital projects plans and spreadsheets to maintain accurate records within town-wide software systems, applying financial policies and procedures relative to state and local procurement regulations; seeks assistance from supervisors when exceptions to procedures arise. Responsible for electronically sending plans and specifications for bids to all requesting vendors, maintains list for all bids. Records quotes from vendors for IFB openings. Submits all vendor names to the Secretary of the Commonwealth of Mass. - Central Register.
- ◆ Maintains records related to the Finance budget; compiles and updates budget details, accounts and summaries; monitors expenditures and balances within accounts; assists CFO with preparation of annual budget; prepares monthly, annual and quarterly reports.
- ◆ Calculates and prepares payroll and personnel records for Finance staff related to sick leave, holiday leave and vacations. Prepares payroll detail worksheets and payroll summary authorizations, prepares change of status forms.
- ◆ Organizes, prepares, and places supply orders. Ensures proper procurement is adhered to and that supplies are delivered as required, reconciling purchase slips to invoices, and ensuring timely encumbrances and payments. Monitors all vendors to ensure procurement limits are followed.
- ◆ 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 or two-year college certificate, plus three to five years of progressively responsible administrative experience, including customer service, clerical, website/design work, or communications; or any equivalent combination of education and experience. Municipal experience, and education or training in website development, graphic design, or other technological processes, preferred.

**KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Thorough working knowledge of office procedures, practices and terminology. Knowledge of basic bookkeeping techniques. Knowledge of municipal government and its operations as well as state and local laws related to the position.
- ◆ 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 officials, volunteers, and coworkers. Ability to apply discretion to communications and to maintain

## Office Administrator – Finance

confidential information.

- ◆ Ability to compose correspondence and to prepare, type and proofread reports as to form and logic flow. Ability to maintain detailed budget accounts, financial records and clerical records.
- ◆ High level of technological skill, including those skills related to website design. Familiarity with photo editing software, HTML and .PDF conversion techniques. Proficiency using Microsoft Office Suite, accounts payable, and other related software applications.
- ◆ Ability to work independently and with a high level of detail, to prioritize multiple tasks, and to deal effectively with interruptions; ability to identify and analyze complex issues and to develop appropriate recommendations.
- ◆ Strong time management and organizational skills; ability to work accurately and efficiently with a high level of detail; ability to prioritize work, deal effectively with interruptions and effectively perform multiple tasks independently within deadlines.

### **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, calculator, telephone, copier, camera, measuring devices and 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.***



## **Office Administrator - Finance**

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

Salary Grade: 6  
FLSA Status: Non-Exempt  
Date: November 2024

### **GENERAL SUMMARY:**

Under the general supervision of the Chief Financial Officer (CFO), provides a wide variety of complex and routine administrative support to the Finance Department. Duties require a high level of competence in utilizing technology and communicating verbally and in writing. Performs moderately difficult office tasks requiring initiative and independent judgment in the application of prescribed policies, procedures, and methods and in working directly with officials, Town staff, and customers. 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 in certain instances town-wide operations) and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

### **ESSENTIAL JOB FUNCTIONS:**

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

- ◆ Provides administration and clerical support to the Finance Department and related boards and committees. Creates, edits and distributes a variety of documents including reports, postings, notices, minutes, and correspondence. Maintains filing systems. Checks, sorts, records and files various materials. Maintains calendars for the Department. Updates and maintains Finance Department webpages on the Town's website.
- ◆ Makes arrangements for board/committee meetings as assigned. Prepares agendas, meeting notices, board motions, minutes, correspondence, committee member appointment records, information packets and visual aids. Reserves space, arranges meeting rooms and posts related materials on the Town website. Coordinates meeting broadcasts with MMN, greets and assists the public, employees, and vendors in person, on the phone, and via email; gathers information, answers general questions, supplies information relating to the policies, rules and regulations of the Department, and directs more complicated questions to other professional staff or departments as appropriate to the circumstances.
- ◆ Assists in carrying out organizational and communication tasks on behalf of committees that work directly with the Chief Financial Officer, including the Finance Committee, Financial Audit Advisory Committee and the Trustees of Town Donations. Prepares meeting packets and agendas and ensures proper posting in a timely fashion. Prepares meeting minutes as assigned.
- ◆ Receives, processes, reconciles and maintains files for all Town gift accounts, including accounting and reporting of a large volume and variety of funds; prepares necessary documents and correspondence for gift acceptance, approvals and acknowledgments. Assists in monthly reconciliation of Trustee of Town Donations accounts.
- ◆ Working with Procurement, prepares, analyzes, and processes documents related to Procurement for all Town Departments, including posting bids, contracts, and updates on the Town's Procurement website. Prepares payment schedules, tracks expenses, verifies receipts, and handles quotes, contracts, and purchase orders. Coordinates bid

## Office Administrator – Finance

openings and maintains respondent lists. Tracks invoices related to utility expenses across all town departments and buildings. Monitors and follows up on missing invoices as well as examines and questions significant variances within monthly invoices using municipal financial software.

- ◆ Manages vendors within the accounting system (Munis) including setting up and verifying accuracy of W-9s. Works closely with departments to obtain necessary information on a timely basis.
- ◆ Manages the Town's Amazon business account including setting up and removing users as needed. Maintains approval workflow within the Town's Amazon business account.
- ◆ Maintains, organizes, and updates all Facilities capital projects plans and spreadsheets to maintain accurate records within town-wide software systems, applying financial policies and procedures relative to state and local procurement regulations; seeks assistance from supervisors when exceptions to procedures arise. Responsible for electronically sending plans and specifications for bids to all requesting vendors, maintains list for all bids. Records quotes from vendors for IFB openings. Submits all vendor names to the Secretary of the Commonwealth of Mass. - Central Register.
- ◆ Maintains records related to the Finance budget; compiles and updates budget details, accounts and summaries; monitors expenditures and balances within accounts; assists CFO with preparation of annual budget; prepares monthly, annual and quarterly reports.
- ◆ Calculates and prepares payroll and personnel records for Finance staff related to sick leave, holiday leave and vacations. Prepares payroll detail worksheets and payroll summary authorizations, prepares change of status forms.
- ◆ Organizes, prepares, and places supply orders. Ensures proper procurement is adhered to and that supplies are delivered as required, reconciling purchase slips to invoices, and ensuring timely encumbrances and payments. Monitors all vendors to ensure procurement limits are followed.
- ◆ 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 or two-year college certificate, plus three to five years of progressively responsible administrative experience, including customer service, clerical, website/design work, or communications; or any equivalent combination of education and experience. Municipal experience, and education or training in website development, graphic design, or other technological processes, preferred.

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

- ◆ Thorough working knowledge of office procedures, practices and terminology. Knowledge of basic bookkeeping techniques. Knowledge of municipal government and its operations as well as state and local laws related to the position.
- ◆ 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 officials, volunteers, and coworkers. Ability to apply discretion to communications and to maintain confidential information.
- ◆ Ability to compose correspondence and to prepare, type and proofread reports as to form and logic flow. Ability to maintain detailed budget accounts, financial records and clerical records.
- ◆ High level of technological skill, including those skills related to website design. Familiarity with photo editing software, HTML and .PDF conversion techniques. Proficiency using Microsoft Office Suite, accounts payable, and other related software applications.

- ◆ Ability to work independently and with a high level of detail, to prioritize multiple tasks, and to deal effectively with interruptions; ability to identify and analyze complex issues and to develop appropriate recommendations.
- ◆ Strong time management and organizational skills; ability to work accurately and efficiently with a high level of detail; ability to prioritize work, deal effectively with interruptions and effectively perform multiple tasks independently within deadlines.

**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, calculator, telephone, copier, camera, measuring devices and 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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## Program ~~Director~~ Supervisor- Childcare Services

Department:	Human Services- Recreation	Salary Grade:	MISC 2
Reports To:	Childcare Services Manager	FLSA Status:	Non-Exempt
Appointed By:	Town Manager	Date:	October 2024

### **GENERAL SUMMARY:**

Under the general supervision of the Childcare Services Manager, the Program Director will assist with administrative and managerial duties in overseeing the operations of the childcare services division within the Recreation Department which includes: Before School, After School, and Carousel. The incumbent will serve as administrative support in all programs and may serve as a group leader/site coordinator in the After School Program (as needed).

Responsibilities include supporting the supervision of programs, recruiting both children and staff, managing registrations, developing curricula, and maintaining children's records. The incumbent will assist in managing childcare programs and their staff across all Town locations, contributing to program oversight, recruitment, registration processes, curriculum development, and record-keeping. The incumbent will also be responsible for assisting with maintenance of licensing requirements by the Department of Early Education and Care (EEC). May provide direct supervision of employees to ensure quality classroom management and curriculum development ensuring that a high standard of care is provided for all program participants.

Hours of this position are Monday-Friday, 2:00pm-6:00pm and is a 10-month school year position following the Concord Public School calendar from late August until early June.

### **ESSENTIAL JOB FUNCTIONS:**

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

- ◆ Provides administrative support in all childcare programs and may step in as a substitute group leader/site coordinator in the After School Program. Responsible to provide programs that ensures inclusive, developmentally and culturally appropriate learning experiences, and age-appropriate education activities.
- ◆ Facilitates an environment that is physically and emotionally safe for children and staff while fostering an atmosphere of positive communication and partnership with parents/guardians.
- ◆ Assists in the maintenance of all required records for all programs, including children's files, health records and required forms and reports for EEC.
- ◆ Participate in staff meetings and professional development training, as required by EEC and the Manager for Child Care Services.
- ◆ Assists with recruiting and scheduling staff and assigning staff to maintain ratios at each site. Fills in as necessary for absent staff.
- ◆ Plan and purchase food, materials, and supplies for the Concord Carousel and After School Programs, in partnership with the Child Care Coordinator.
- ◆ Research and schedule (with staff input) program-wide field trips, in-school performances, cultural enrichment, service learning and school events.

- ◆ Arrange transportation to the After School sites and for all program field trips.
- ◆ Performs special projects and related responsibilities as initiated and requested; performs other related duties.
- ◆ Must attend staff orientation and required meetings as requested or assigned.
- ◆ Comply with personnel policies of the Town of Concord, Concord Recreation and EEC/Childcare Programs.

#### **SUPERVISORY RESPONSIBILITY:**

Supports the overall supervision of programs in alignment with goals, philosophy, and curriculum, ensuring adherence to current child development and learning standards. Coordinates staff schedules and assigns classrooms/age groups according to program needs, as directed by the Childcare Services Manager.

#### **EDUCATION & EXPERIENCE:**

- ◆ Must be at least 20 years old (per EEC Minimum Requirements for the hiring of Site Coordinators).
- ◆ High school diploma or equivalent is required. Bachelor's degree in Early Childhood Education (ECE), Child Development, or a related field strongly preferred.
- ◆ A minimum of 5 years of experience in an early childhood education or childcare setting, including at least 2 years in a leadership or supervisory role.
- ◆ Must meet the EEC education and work experience requirements for a Site Coordinator, which typically includes a combination of education and direct supervisory experience.
- ◆ Must be certified in pediatric CPR, First Aid, and AED prior to employment, as per EEC regulations.
- ◆ EEC Site Coordinator qualifications required; Director II for Department of Early Childhood Education preferred.
- ◆ Completion of EEC Essentials Training is required prior to the start of employment.
- ◆ Must comply with EEC Background Record Check (BRC) regulations, including CORI, SORI, DCF, and fingerprinting, and meet all Professional Qualification Registry requirements.

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

- ◆ Ability to assist with maintenance of records for program licensing; possess strong working knowledge of health care policies and guidelines including all applicable laws regarding childcare. Knowledge of Massachusetts accreditations or program licensing is essential.
- ◆ Ability to create and maintain a dynamic, team-building approach to job performance bringing a constructive, problem-solving orientation to all tasks. Strong ability to develop, articulate, and interpret program philosophies and policies.
- ◆ Assist with preparation of reports required by EEC and Massachusetts Department of Public Health.
- ◆ Serve on related committees and attend required meetings as requested or assigned.
- ◆ Assist with the operation and supervision of childcare programs at multiple locations and follow all regulations and requirements put forth by EEC regulations.

- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; effectively deal with all members of the public in a courteous and tactful manner; supervise subordinates and establish and maintain good working relationships with coworkers and with the Concord Public School Transportation Department.
- ◆ Knowledge of standard office procedures, practices, forms and equipment.
- ◆ Ability to work with a high level of detail, to prioritize multiple tasks and to 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.*

Moderate physical effort is generally required which involves frequent lifting of up to 60 pounds. While performing the functions of this job, the employee is required to stand, walk, talk, sit and hear for extended periods. Regularly required to use hands to finger, handle, and feel objects or equipment. Reaches with hands and arms, crawls and climbs. May operate equipment which causes loud noises and high levels of vibrations.

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 operates strength and cardiovascular exercise equipment.

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.

***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.***



## Program Supervisor- Childcare Services

Department:	Human Services- Recreation	Salary Grade:	MISC 2
Reports To:	Childcare Services Manager	FLSA Status:	Non-Exempt
Appointed By:	Town Manager	Date:	October 2024

### GENERAL SUMMARY:

Under the general supervision of the Childcare Services Manager, the Program Director will assist with administrative and managerial duties in overseeing the operations of the childcare services division within the Recreation Department which includes: Before School, After School, and Carousel. The incumbent will serve as administrative support in all programs and may serve as a group leader/site coordinator in the After School Program (as needed).

Responsibilities include supporting the supervision of programs, recruiting both children and staff, managing registrations, developing curricula, and maintaining children's records. The incumbent will assist in managing childcare programs and their staff across all Town locations, contributing to program oversight, recruitment, registration processes, curriculum development, and record-keeping. The incumbent will also be responsible for assisting with maintenance of licensing requirements by the Department of Early Education and Care (EEC). May provide direct supervision of employees to ensure quality classroom management and curriculum development ensuring that a high standard of care is provided for all program participants.

Hours of this position are Monday-Friday, 2:00pm-6:00pm and is a 10-month school year position following the Concord Public School calendar from late August until early June.

### 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.*

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- ◆ Participate in staff meetings and professional development training, as required by EEC and the Manager for Child Care Services.
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- ◆ Comply with personnel policies of the Town of Concord, Concord Recreation and EEC/Childcare Programs.

**SUPERVISORY RESPONSIBILITY:**

Supports the overall supervision of programs in alignment with goals, philosophy, and curriculum, ensuring adherence to current child development and learning standards. Coordinates staff schedules and assigns classrooms/age groups according to program needs, as directed by the Childcare Services Manager.

**EDUCATION & EXPERIENCE:**

- ◆ Must be at least 20 years old (per EEC Minimum Requirements for the hiring of Site Coordinators).
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- ◆ Must be certified in pediatric CPR, First Aid, and AED prior to employment, as per EEC regulations.
- ◆ EEC Site Coordinator qualifications required; Director II for Department of Early Childhood Education preferred.
- ◆ Completion of EEC Essentials Training is required prior to the start of employment.
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- ◆ Serve on related committees and attend required meetings as requested or assigned.
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# DRAFT

## Personnel Board Charge

### Background

The Concord Personnel Board was established by Town Bylaw in 1921 and reaffirmed in the Concord Town Charter approved in May 1952. The Select Board is responsible for the appointment of the Concord Personnel Board with the number of members, the number of terms and their lengths, to be stipulated in the Personnel Bylaw. The latest revision of the Personnel Bylaw was approved at Town Meeting on April 29, 2024.

**Commented [WM1]:** is 1921 correct?

**Commented [EC2R1]:** In the PSTF report, it mentions that the Select Board was directed under the 1955 Town Charter "to appoint a number of committees, including the Personnel Board" (see Appendix A, first page).

### Board Responsibilities

The Personnel Board has responsibility for the administration of Concord's Personnel Bylaw in addition to supporting the Bylaw's intention of maintaining an equitable and efficient system of personnel administration. ~~By approval of the April 29, 2024 Personnel Bylaw, and to ensure that covered employees have the necessary understanding of non-wage benefits, the Personnel Board has both administrative as well oversight responsibilities for the Employee Handbook applying to all Concord Town positions except elected officers, employees with personal contracts, employees covered by a collective bargaining agreement, and employees of the school department.~~

**Commented [EC3]:** Bill, I can see that you have wanted to keep the Charge to one page. I'm wondering, though, that there is more focus on the Bylaw as the governing document than it does help employees to understand what we do for them. On the earlier version, we have a list of responsibilities. I'm fine to take out the categories from that version (governance, communications, employee relations), but I think this statement, and the statement in paragraph 3 re: a quick overview of the scope of the bylaw---well, it just seems to make this document redundant.

My understanding was that the Charge was more about operational responsibilities, a document that was an agreement between the Select Board and the Personnel Board?

**Commented [EC4R3]:** Questions answered!

The Personnel Board has both advisory and administrative responsibilities; by supporting the Town Manager in maintaining an efficient system of personnel administration for Town employees; by recommending programs and practices to ensure the Town's workforce is diverse, equitably treated, and inclusive of others; and by providing administrative oversight as specified in the Personnel Bylaw and the Employee Handbook.

~~The Personnel Bylaw is the authority in defining the duties and responsibilities of the Personnel Board. The Personnel Board Charge is intended to give Town Citizens a quick overview of the scope of the Personnel Bylaw and to give Town Citizens direction in designating and locating the various governing documents.~~

**Commented [WM5]:** Where to find the April 29, 2024 Personnel Bylaw?

~~By approval of the April 29, 2024 Personnel Bylaw, and to ensure that covered employees have the necessary understanding of non wage benefits, the Personnel Board has both administrative as well oversight responsibilities for the Employee Handbook.~~

### Governing Documents

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

**Commented [EC6]:** I like the idea of having these references with links to the documents, that would make things easier for employees!

**Commented [EC7]:** Is there another bylaw that should be referenced?

- 2024 Employee Handbook

Personnel Board Goals and Initiative – FY 25 and beyond:

- ~~Strategy and Implementation~~ Strategize and advise on the implementation of the ~~p~~Performance and ~~a~~Appraisal ~~s~~System
- ~~Monitoring of~~ Overall ~~C~~lass and ~~c~~ompensation ~~s~~ystem ~~e~~quity and plan ~~i~~mplementation
- ~~Review and a~~Assess tracking of ~~and~~ ~~T~~rack ~~e~~mployee morale over time
- ~~Assess and s~~upport strategic ~~r~~ecruitment and ~~r~~etention

**Commented [EC8]:** Comments from Bill and Liz:  
We like these objectives, but the PB does not have the responsibility to implement or track—we can advise on what should be implemented, what should be tracked.

(09 Sept 2024)

# DRAFT

## Personnel Board Charge

### Background

The Concord Personnel Board was established by Town Bylaw in 1921 and reaffirmed in the Concord Town Charter approved in May 1952. The Select Board is responsible for the appointment of the Concord Personnel Board with the number of members, the number of terms and their lengths, to be stipulated in the Personnel Bylaw. The latest revision of the Personnel Bylaw was approved at Town Meeting on April 29, 2024.

### Board Responsibilities

The Personnel Board has responsibility for the administration of Concord's Personnel Bylaw in addition to supporting the Bylaw's intention of maintaining an equitable and efficient system of personnel administration. By approval of the April 29, 2024 Personnel Bylaw, and to ensure that covered employees have the necessary understanding of non-wage benefits, the Personnel Board has both administrative as well as oversight responsibilities for the Employee Handbook.

The Personnel Board has both advisory and administrative responsibilities; by supporting the Town Manager in maintaining an efficient system of personnel administration for Town employees; by recommending programs and practices to ensure the Town's workforce is diverse, equitably treated, and inclusive of others; and by providing administrative oversight as specified in the Personnel Bylaw and the Employee Handbook.

### Governing Documents

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

Personnel Board Goals and Initiative – FY 25 and beyond:

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