

**TOWN OF CONCORD PERSONNEL BOARD
AGENDA**

Wednesday, November 12, 2025

5:30 p.m.

55 Church Street & Zoom Video Conference

Join Zoom Meeting

<https://us02web.zoom.us/j/83888093365?pwd=3sYgvPnlmkoCQomzW1UbzWqzaKwCr.1>

Meeting ID: 838 8809 3365

Passcode: 519564

- 1. Call to Order**
- 2. Approval of Minutes**
 - August 13, 2025
 - October 8, 2025
- 3. Assistant Town Manager/ Director of Human Resources Report**
 - Employee Events
 - Handbook Update
 - Personnel Reporting
- 4. Classification Actions**
 - Review and vote new job descriptions
 - Advanced Metering Infrastructure (AMI) Analyst (Grade LP-7)
 - Production Coordinator (Grade 2)
 - Review of updated job descriptions
 - Assistant Fire Chief
 - Police Lieutenant
 - Customer Service Supervisor
 - Geriatric Health Nurse
- 5. Tracking Employee Satisfaction Discussion**
- 6. Personnel Board Membership**
- 7. Adjournment**

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

- Minutes of August 13, 2025
- Minutes of October 8, 2025

TOWN OF CONCORD PERSONNEL BOARD

Meeting Minutes

August 13, 2025

55 Church Street / Zoom

Present: Bill Mrachek, Josh Fay, Katherine Ryan
Also Attended: Jessica Porter, Assistant Town Manager/Director of Human Resources,
Erin McMorrow, Assistant Human Resources Director
Kerry Lafleur, Town Manager
Nicole Gately, Human Resources Generalist

1. Call to Order

- At 5:44PM, pursuant to Chapter 2 of the Acts of 2023, Chair B. Mrachek called the meeting of the Personnel Board to order when a quorum was present.

2. Approval of Minutes

- J. fay moved to approve the meeting minutes from 5/14/2025. K. Ryan seconded. Roll call vote was unanimous to approve meeting minutes.
- K. Ryan moved to approve the meeting minutes from 7/9/2025. F. Fay seconded. Roll call vote was unanimous to approve meeting minutes.

3. Assistant Town Manager/Director of Human Resources Report

- J. Porter introduced Nicole Gately who started as the new Human Resources Generalist with Concord.
- N. Gately provided a brief introduction, noting she has about 20 years of experience working in human resources in both the private and public sectors. She will focus on assisting departments with recruitment, new hire orientations, as well as Human Resources administrative functions.
- J. Porter provided an update on the implementation of MUNIS. She noted that payroll is fully implemented and they are still working to implement the accruals process in MUNIS. She noted that functions in MUNIS, including recruiting, personnel actions, Employee Self Service (ESS) are still in process. These functions will allow the Town to move away from using Cornerstone.
- J. Porter reported they are still waiting on the employee handbook from legal, which has been delayed. They hope to roll out the new handbook this fall if possible.
- J. Porter noted there has been a confusion and misunderstanding regarding reports on hiring and terminations provided to the Personnel Board. She reported that the headcount numbers provided to the Personnel Board were accurate, but they were not tied to payroll or the budget. She noted that vacancies were not being counted as part of the prior reporting to the Personnel Board, which may have made it appear the Town was hiring new employees but did not have FTEs associated to the positions. She reported that MUNIS has the capacity for full vacancy/position control and will have some more robust reporting as it is fully implemented. She noted the

Town is currently utilizing three different systems, which provides challenges with reporting.

- K. Lafleur provided an overview and history of the three different systems used by human resources. She provided a visual chart showing the different systems. She reported the following on these systems:
 - In October 2023, the Town was using MUNIS for budget tracking, ADP for payroll, and Cornerstone for the Human Resources Information System (HRIS)
 - Cornerstone was purchased in 2017 or 2018 as the HRIS, with the understanding it would interconnect with the payroll system ADP, but that did not happen.
 - She reported that there was also no connection between ADP payroll and the MUNIS budgeting system. This posed challenges because the FTE numbers in the budget book, but the reports out of ADP don't match. However, she noted the FTE numbers from APD are accurate, but there wasn't a good mechanism to reconcile FTEs to the budget because ADP is only tracking individuals in positions that were paid. This resulted in a manual reconciliation process, but the ADP FTEs wouldn't match to what is in the budget book.
 - She gave an example that the Concord Municipal Light Plant FTE headcount is in the reports Human Resources provided to the Personnel Board. However, she noted that these positions are associated with enterprise funds, rather than the general fund, so the FTE numbers won't necessarily match.
 - She noted that ADP is set-up to report on "home departments", and provided an example of the Town Managers Office, which in ADP shows 10 FTEs. However, she noted that there are 10 staff members payroll that is signed off by the Town Manager, but they may be paid out of different budgets.
 - In July 2025, she reported that we have both budget and payroll in the same system with the MUNIS implementation. However, Cornerstone HRIS is still outside of MUNIS. She reported that it is easier to link payroll to budget in MUNIS. However, position control is not yet connected to payroll and budget, as it is still housed in Cornerstone. She noted that the Town is still manually mimicking what will eventually be an automated position control in MUNIS.
 - She reported that the goal is to have the MUNIS position control is fully implemented by January 2026. She noted that that the contract renewal for Cornerstone is in October, and the Town may not renew that that contract.
 - She reported that once MUNIS is fully implemented, they will be able to pull multiple reports for different purposes, which will help with reporting on FTEs.
- B.Mrachek asked if the Town is confident that MUNIS can integrate Cornerstone, or will there need to be data manipulation?
- J. Porter reported that Cornerstone is only being used for job applications. She noted that the position control is being built into MUNIS by consultants. She noted that the next step is for the MUNIS recruitment and personnel action forms to be built in MUNIS. Once this is completed, an applicant will apply through MUNIS and their

data will then be pre-populated into the Employee Master in MUNIS if they are hired. She noted that the jobs will be posted using position control in MUNIS.

- K. Lafleur noted that for existing employees, the data transfer came from ADP, not Cornerstone, and that has already been completed.
- J. Porter also noted that all of the positions in MUNIS are mapped to an org, which is the department, and an object which is the salary for that department.
- B. Mrachek noted that the progression of jobs, or example employees who have worked in Concord for 30 years. He asked how far can you go back with history of employees?
- J. Porter reported that MUNIS will only have history from 7/1/2025 and ADP will have history prior to that date. She reported that Jason Bulger is working with Finance to capture historical data form ADP. She also noted the Town has paper files, in terms of payroll that is in ADP. Pay will say payroll check but isn't broken out with OT, etc. it's difficult for costing for collective bargaining, etc.
- J. Porter reported that human resources are moving to digital personnel files and are in the process of scanning all of those in a fully backed up in system. B Mrachek asked if there a written plan to scan personnel documents and a timeline? J. Porter noted there isn't a formal plan, but the Town Archivist has developed a file structure and every employee with have the same tree of folders for personnel documents.
- B. Mrachek asked where the Retirement Board gets their information? Cost, salary, dates of service, etc. J. Porter noted that the Retirement Board receives change of status forms and there is a new member enrollment form for retirement because retirement has their own system. K. Lafleur noted that the Retirement Board is an independent agency.
- J. Porter noted an email exchange that the public records requested asked be included in the Personnel Board meeting material. The email highlights some of the difficulties regarding information from the 3 different systems we discussed.
- B. Mrachek asked who is designated to receive public records requests. J. Porter reported that Nate Smith is the records access officer and he manages all records requests.
- E McMorrow provided a report on the employee turnover and new hires included in the meeting materials. She noted there is a list of new hires pulled from MUNIS, and the turnover report was manual and they are tracking retirements and separations in a spreadsheet. J. Fay asked if involuntary terminations were included in this data? J. Porter noted that resignations and involuntary terminations are coded the same.

4. Tracking Employee Satisfaction

- B. Mrachek reported he spoke with Mark Howell and thought it would be helpful to have another discussion on what the role of the personnel board in the process to track employee satisfaction.
- M. Howell reported that the Select Board recognizes that the Personnel Board spends more time on staffing, personnel matters and process related to employment, than the Select Board can. He reported the Select Board is looking to establish the practice of soliciting input in our annual evaluation of both the Town Manager and the

accomplishment of organization goals. He noted that goals can be used for tracking & retaining staff. He also asked if it is possible to track the length of vacancies and how are we doing to fill vacancies over time. He noted that employee satisfaction is useful to track longitudinally if the Town has data over time.

- M. Howell reported that Select Board is interested in the Personnel Board providing an annual report on what they feel are key employment indicators that show we have efficient and effective administration in human resources.
- M. Howell also noted that a key goal the Select Board reviews is organizational resiliency, and being an attractive employer for hiring and retaining staff is part of that goal.
- K. Ryan inquired whether other boards and committees to participate in the evaluation of the Town Manager? M. Howell noted the ask is just for the Personnel Board in order to provide the Select Board with additional information to complete their evaluation.
- B. Mrachek discussed who would be responsible for collecting data on an employee satisfaction survey and whether that is a function of human resources, or the Personnel Board.
- J. Porter noted that if an employee provides feedback that they are not happy in Concord, that can be subjective data. J. Fay noted that it appears the Select Board is asking for more objective data that could be provided by human resources and the Personnel Board can participate and help facilitate that process.
- M. Howell noted that there is data that can be collected over time, such as turnover, vacancies, etc., that can help inform recurring processes such as reclassification and market competitiveness.
- K. Lafleur noted that the Town Manager serves as the appointing authority for most positions, with the exception of a few that require Select Board approval. She noted that human resources aspects of the organization do not come before the Select Board often as a result. She also noted that the appeal process where employees can come to the Personnel Board to appeal a decision by the Town Manager, and she felt this could be an area that the Personnel Board could provide feedback to the Select Board.
- B. Mrachek noted that conducting an employee climate survey every 2 years as a goal for human resources in the future.
- M. Howell reported that the motivation is to recognize that employees are an important stakeholder in the town, and that we have interest in making sure that employee base receives our attention and appreciation, so Concord is a desirable place to work.
- B. Mrachek reported that the Personnel Board can discuss this our next meeting to use Mark Howell's input and future ideas here on what we can contribute.

5. Classification Actions

- E. McMorrow presented 3 updated job description for the Building Commissioner, Business Manager for Public Works and Management Analyst for Public Works. She noted these changes were updates and did not need a vote by the Personnel Board.

- J. Porter reported that there has been some shifting in HR since she started. At that time HR had 6 FTEs, including the Director, Assistant Director, 2 HR Generalist, a Business Systems position, and an Administrative Assistant. She noted that as part of last budget process HR shifted down to 5 FTEs, with a Director, Assistant Director, one HR Generalist, and we have repurposed the Business Systems position as a Benefits Manager. We also have a Human Services Generalist, which is dedicated to Human Services, but also does help with some HR functions.
- J. Porter reported this new position is a result of the changes in HR as we digitize and implement MUNIS it will provide some efficiencies. She noted one area that has been identified as a need, is an employee that can focus on long-term workforce goals including retention. The position will focus on employee trainings, as well as the goal setting processes to help set goals and tracking, they are completed. The position will also focus on succession planning, internal career development, but in the short term focusing on training, including workplace training, sexual harassment, as well DEI training. This position will also help with any other projects as assigned in HR. The new position will keep HR at 5 FTEs.
- B. Mrachek asked how many exempt positions in HR. J. Porter reported that there are 3 exempt positions in HR, the Director, Assistant Director, and Benefit Manager, the HR Generalist and this new position are non-exempt.
- B. Mrachek noted that the job description uses the word 'manages' which may not fit in a non-exempt position.
- J. Fay noted surprised it was a non-exempt role as the description appears to be more of an exempt position.
- E. McMorrow noted that all of the HR Generalist position came out as non-exempt in the classification & compensation study. K. Lafleur noted that it can be difficult with positions in that middle range to determine exempt or non-exempt status.
- J. Porter noted she can review the position with legal and post the position pending the review on FLSA status.
- J. Fay moved to approve Employee Development & Engagement Specialist position pending resolution of the FLSA status of the role, with counsel's guidance. KR seconded the motion. Roll call vote was unanimous approval.

6. Personnel Board Membership

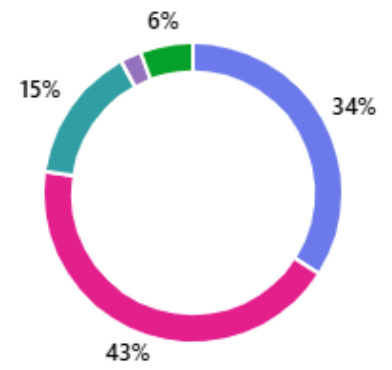
- B. Mrachek noted the Personnel Board is struggling with recruiting members for the 2 open positions on the Board. He will reach out to Laurie Austen regarding recruitment.
- J. Porter will also reach out as well, and sent several applications for Board members.

7. Adjournment

- J. Fay moved to adjourn at 7:11pm. K. Ryan seconded. Roll call vote was unanimous.

5. How would you rate your overall experience with the October employee events?

● 😍	Loved it	30
● 😊	Liked it	38
● 😐	It was okay	13
● 😞	Didn't enjoy it	2
● 🙄	Didn't participate	5

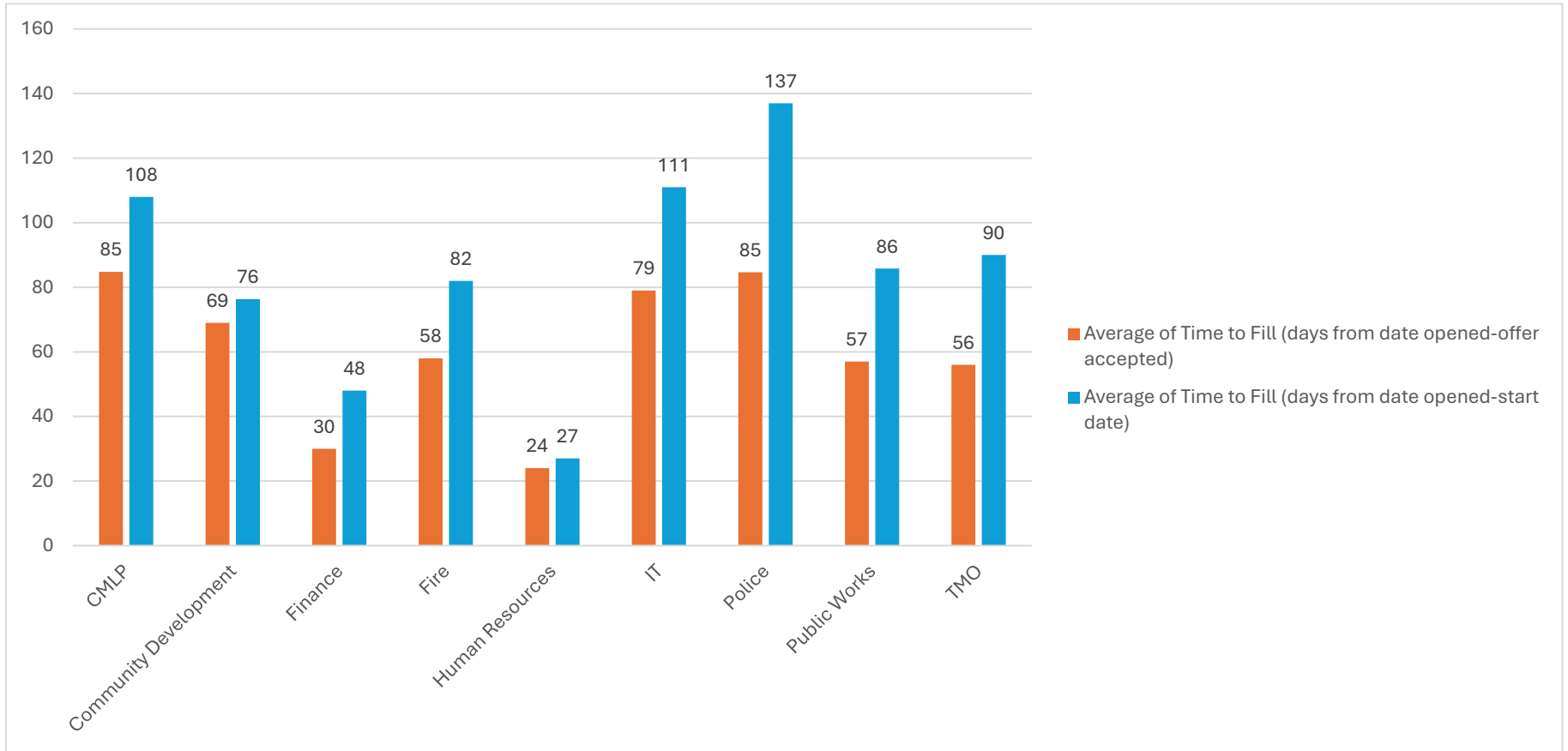


Turnover Regular Status

October 2025			
	Type of Separation		
Location	Resignation	Retirement	Grand Total
CPW		1	1
Health	2		2
TMO	1		1
Grand Total	3	1	4

Cumulative July - October 2025				
	Type of Separation			
Location	Resignation	Retirement	Separation	Grand Total
CMLP		1		1
CPW		1		1
Building	1			1
Health	4			4
Finance			1	1
Fire		2		2
Library	1			1
TMO	1			1
Grand Total	7	4	1	12

YTD 2025 Hiring (Regular Status)



Average of Time to Fill (days from date opened-offer accepted): 65 Days

Average of Time to Fill (days from date opened-start date): 94 Days

2025 YTD (Calendar) Hiring

LOCATION	FULL TIME	LIMITED STATUS	TEMPORARY	Grand Total
BEEDE SWIM & FITNESS CENTER	1	33	9	43
BOARD OF HEALTH DIVISION	1			1
BUILDING INSPECTOR DIVISION	2	1		3
CONCORD FIRE DEPARTMENT	2			2
CONCORD POLICE DEPARTMENT	6	5	1	12
CONCORD PUBLIC WORKS	2		1	3
ELECTION WORKERS		4		4
FACILITIES DIVISION	2			2
FINANCE DEPARTMENT	3			3
HIGHWAY & GROUNDS DIVISION	3			3
HUMAN RESOURCES DEPARTMENT	2			2
IT DEPARTMENT	1			1
LIBRARY	1	6	1	8
MUNICIPAL LIGHT PLANT	7		1	8
NATURAL RESOURCES DIVISION	1		1	2
PARKS AND TREES	2			2
PLANNING DIVISION	1			1
RECREATION DEPARTMENT	1	3	44	48
TOWN ENGINEER	2			2
TOWN MANAGER'S OFFICE	2			2
TREASURER-COLLECTOR DIVISION	1			1
WATER & SEWER	1		1	2
Grand Total	44	52	59	155



October Personnel Updates

Welcome to Concord!

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



Rose Kaforski

Assistant Natural
Resources Director

Community Development
Natural Resources



Tyler O'Brien

Management
Analyst

Concord Public Works



Lindsey Denney

Employee Development &
Engagement Specialist

Human Resources



Joseph Padykula

Firefighter/EMT

Fire

Retirements!

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

Robert Hill

After nearly 8 years of dedicated service, Bob Hill retired from his Business Manager role with Concord Public Works.

We wish him a happy and healthy retirement!



Advanced Metering Infrastructure (AMI) Analyst

Department: Concord Municipal Light Plant

Salary Grade: LP-7

Reports To: Customer Service Manager

FLSA Status: Exempt

Appointed by: Town Manager

Date: November 2025 ****Pending**

Personnel Board Approval**

GENERAL SUMMARY:

The AMI (Advanced Metering Infrastructure) Analyst plays a critical role in optimizing and maintaining the company's smart metering system. This position focuses on monitoring system performance, ensuring secure, accurate, and timely meter data flow, and coordinating with various teams to troubleshoot system issues. The AMI Analyst will analyze large, complex datasets to identify trends and exceptions within the AMI system and maintain operational efficiency. This role requires strong data manipulation and analytical skills, exceptional problem-solving abilities, and a deep operational understanding of metering infrastructure, physical inventory, and data management. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring flexibility in approach to workload.

ESSENTIAL JOB FUNCTIONS:

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

Data Analysis & Reporting

- ◆ Develops and generates reports, dashboards, and Key Performance Indicators (KPIs) to track AMI system health, data quality, and operational efficiency.
- ◆ Creates interactive dashboards and visualizations for operational and executive review.
- ◆ Analyzes large volumes of AMI data (e.g., consumption data, meter events, network performance metrics) to identify anomalies, trends, and opportunities for improvement.

Advanced Metering Infrastructure (AMI) Analyst

- ◆ Collaborates with cross-functional teams to define data requirements, enhance data quality, and support business initiatives leveraging AMI data.
- ◆ Documents processes, procedures, and system configurations related to AMI operations and data analysis. Provide technical support and training to internal users on AMI system functionalities and data interpretation.

System Monitoring & Troubleshooting

- ◆ Monitors the performance and health of the AMI system, including meter-to-billing processes, network communication, and data integrity.
- ◆ Identifies root causes of data discrepancies, communication failures, and system errors, and propose solutions. Log tickets or work directly with vendor's technical support to resolve network issues.
- ◆ Troubleshoots unreachable meters and meter events utilizing the Eaton Yukon AMI Head-End System and NISC Meter Data Management System in a timely and consistent manner.
- ◆ Issues Service Orders in NISC Work Management system to troubleshoot meters requiring in-person visits.
- ◆ Responds to AMI-related system emergencies outside of the normal responsibilities and work hours to meet CMLP and customers' needs.

Technical Operations & System Integration

- ◆ Supports the integration of AMI data with CMLP's NISC enterprise systems (billing, outage management, GIS).
- ◆ Assists in the testing and deployment of new AMI technologies, firmware updates, and system enhancements.
- ◆ Stays informed about industry best practices, new AMI technologies, and regulatory changes.

Inventory & Asset Management

- ◆ Acts as the primary technical liaison between the AMI/IT team and Metering Operations/Warehouse regarding meter and network device inventory, material forecasting, and firmware change management to ensure a smooth deployment and maintenance lifecycle.
- ◆ Manages the integrity of the AMI asset inventory in the NISC system, ensuring all meter and network devices are accurately mapped, tracked, and synchronized with operational data (e.g., in-service dates, asset status, firmware versions).

Additional Duties

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

SUPERVISORY RESPONSIBILITY:

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

EDUCATION & EXPERIENCE:

- ◆ Bachelor's degree in computer science, Information Technology, Engineering, Mathematics or a related analytical field.

Advanced Metering Infrastructure (AMI) Analyst

- ◆ Four to six years' experience in AMI meter applications, data management, system analysis, preferably within the utility or energy sector.
- ◆ Must possess and maintain a valid driver's license and possess a good driving record.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with members of the public in a courteous and tactful manner.
- ◆ Ability to utilize SQL, Python, or other scripting languages to query, extract, transform, and analyze AMI data from the MDM and other enterprise systems.
- ◆ Project management experience or participation in system implementation projects.
- ◆ Knowledge of Microsoft 365 applications with emphasis on Excel and SharePoint, productivity applications.
- ◆ Strong understanding of AMI systems, utility metering infrastructure, communication networks (e.g., RF mesh, cellular), and meter data management (MDM) concepts.
- ◆ Knowledge of utility business processes including billing, outage management, and asset management.
- ◆ Excellent problem-solving abilities and attention to detail.
- ◆ Project management experience or participation in system implementation projects.
- ◆ Understanding of cybersecurity principles as they relate to AMI systems.
- ◆ Ability to work independently and as part of a team in a fast-paced environment.
- ◆ Excellent analytical, problem-solving, and critical thinking skills.
- ◆ Ability to work with large, complex data sets and extract meaningful insights.
- ◆ Strong communication skills, both written and verbal, with the ability to explain complex technical concepts to non-technical stakeholders.
- ◆ Detail-oriented with a commitment to data accuracy and system reliability.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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

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

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

Advanced Metering Infrastructure (AMI) Analyst

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.



Production Coordinator

Department:	Technology	Salary Grade:	2
Reports To:	Media Manager	FLSA Status:	Non-Exempt
Appointed by:	Town Manager	Date:	November 2025

GENERAL SUMMARY:

Under the general supervision of the Media Manager, performs a variety of technical and creative duties related to filming, editing, and distributing video content for the Public-Education-Government (PEG) Cable Access Stations for the Towns of Concord and Carlisle known as *Minuteman Media Network*. Responsible for operating remote studios and field production equipment, filming and editing government meetings and community events, and ensuring timely posting of recorded content to appropriate platforms. Assists with equipment inventory, organization, and setup for both in-person and remote productions, and provides troubleshooting support for A/V systems. Maintains regular communication with Town staff, committees, and community partners to coordinate coverage needs and confirm the receipt and posting of meeting recordings. Incumbent is regularly called upon to handle significant amounts of tasks and details, each varying in substance, content, and need requiring a flexible approach to one's workload.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Operates all remote studios and field production for the Town's Cable Access Television Station(s) for the Towns of Concord and Carlisle known as *Minuteman Media Network*.
- ◆ Films, edits, and posts a variety of government and community content.
- ◆ Receives, edits, and posts Zoom recordings from Town Boards and Committees.
- ◆ Troubleshoots technical issues both on-site and remotely.
- ◆ Assists the Production Manager with equipment inventory, maintenance, and organization.

Production Coordinator

- ◆ Develops quick-start guides and equipment packing lists for remote productions.
- ◆ Plans, assembles, and operates portable A/V setups based on location needs.
- ◆ Ensures all meetings and events are properly edited and posted; follows up with committee chairs as needed.
- ◆ Monitors Town and MMN calendars for meeting updates or scheduling changes.
- ◆ Coordinates and assists with room setup for in-person events.
- ◆ Provides general office support, including cleaning, organizing, and restocking supplies.
- ◆ Participates in pre-planning meetings and collaborates with community partners.
- ◆ Maintains effective communication with Town staff, committee members, and local organizations.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance at the workplace is required.

SUPERVISORY RESPONSIBILITY:

None.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Associates degree in Communications or Film/Video, plus a minimum of one to three years in station and/or media network management.
- ◆ Working knowledge of community television marketing, video production and network strategies.
- ◆ Extensive knowledge of and ability to work with Apple/iOS technology, cable media and other related technological equipment; ability to create and edit videos and podcasts suitable to mass distribution.
- ◆ Familiarity with Concord and Carlisle town operations is a plus.
- ◆ Ability to work nights and weekends to cover meetings, events and other areas of interest for the general public.
- ◆ Valid driver's license and access to reliable transportation.

KNOWLEDGE, SKILLS & ABILITIES:

Production Coordinator

- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with all members of the public in a courteous and tactful manner; ability to establish and maintain good working relationships with coworkers. Excellent organizational skills and attention to detail.
- ◆ Complete working knowledge of FCC Regulations and municipal cable franchise agreements. Thorough knowledge of town and state laws, regulations, policies and standards as they relate to PEG programming and management.
- ◆ Must be able to deal effectively and expeditiously with frequent interruptions. Proficient in identifying and analyzing complex IT issues and ability to develop appropriate recommendations, work assignments, and solutions to immediate and long-term technological needs.
- ◆ Extensive knowledge and technological troubleshooting skills; must have the ability to act quickly and effectively in situations where timeliness is paramount.
- ◆ Ability to work with a high level of detail and to delegate and prioritize tasks to maintain efficiency and effectiveness.
- ◆ Proven experience in video production, A/V setup, and post-production workflows; proficiency in video editing software such as Adobe Premiere or Final Cut Pro; familiarity with live streaming and remote recording platforms including Zoom, OBS, and Wirecast; comfortable using both Mac and PC systems; and ability to lift and transport A/V equipment.

WORKING CONDITIONS & PHYSICAL DEMANDS:

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act, must be able to perform the 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.

Conducts frequent visits to sites and assists with equipment, video production, and community events, subject to all weather conditions and extremes and sometimes rugged terrain. May be subject to extreme variations in weather, temperature and environment. Prolonged periods of walking, standing, climbing, bending, and lifting required; must be able to lift and carry heavy equipment weighing up to fifty pounds.

Work in the office and studio is performed in a television studio-type environment, not subject to extreme variations of temperature, but regularly subjected to frequent interruptions and the demands of other individuals needing assistance or requesting service.

Regularly operates television equipment, computers, cameras, laptops, cellular phones, video display terminals, DSLR cameras, servers, and other standard studio equipment requiring eye-hand coordination and finger dexterity at or to normal range.

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.



Assistant Fire Chief - EMS and Training

Department: Fire
Reports To: Fire Chief
Appointed by: Town Manager

Salary Grade: 15
FLSA Status: Exempt
Date: ~~May~~
2023 November
2025

GENERAL SUMMARY:

There are two Assistant Fire Chief positions in the department, and both have different responsibilities, however, each is responsible for the duties and job functions found in this [document summary](#).

Under the general direction of the Fire Chief, performs supervisory, administrative, and professional work in assisting the Chief in planning, organizing, and directing the operations of the fire department to protect life and property; helps formulate and implement policies; assists with procurement of supplies and equipment, staff training and asset management; assists Chief in overseeing the delivery of Fire Prevention, Emergency Medical Service, Fire Suppression, Rescue, Hazardous Materials. Assists the Fire Chief in managing Emergency Management operations and programs. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the Assistant Fire Chief's 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 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 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.

Communication

- Exceptional written and verbal communication skills, with the ability to clearly articulate the department's position across a variety of audiences and in diverse settings. Represents the department in a variety of inter-department, inter-agency, and inter-community collaboration efforts and decision-making processes.
- Attend a variety of meetings with boards to present the department's views on municipal issues where fire department input is relevant.

- Serve as a department spokesperson to the press, media, and the public.

EMS and ALS Program

- Oversee the department's EMS operations, including ensuring compliance with protocols, standards, and performance expectations.
- Oversee development and implementation of EMS training programs, certifications, and continuing education.
- Ensure all required EMS licenses and certifications are obtained, tracked, and kept current for the service and all personnel.
- Manage the department's Advanced Life Support (ALS) program, including paramedic training, equipment upgrades, licensing, and AFG grant compliance.
- Ensure operational readiness for ALS delivery. Oversee transition benchmarks and maintain alignment with state (OEMS) and medical director requirements.
- Maintains ALS program compliance post-licensure, including adherence to all Standard Operating Guidelines (SOGs), medical protocols, and regulatory standards.
- Evaluate ALS program performance and make strategic recommendations for continuous improvement and long-term sustainability.

Training

- Oversee all EMS and fire training initiatives.
- Collaborate closely with the department's Training Specialist and EMS Coordinators to develop, implement, and monitor comprehensive training programs.
- Ensure training content is consistent with NFPA standards, state requirements, and best practices.
- Forecast future training needs based on emerging risks, technology, and service demands.
- Track and verify that all training records are properly documented.

Data and Performance Analytics

- Use data analytics to collect, validate, and interpret incident, EMS, training, and prevention data to identify trends, improve response performance, support staffing/resource decisions, and inform risk-reduction strategies.
 - Analyze turnout, response, and on-scene times to optimize deployment and unit staffing.
 - Monitor EMS metrics and outcomes for protocol compliance and quality improvement.
 - Track training competencies and drill effectiveness to target high-impact training needs.

- Analyze incidents and inspections to prioritize community risk-reduction efforts.

Leadership and Workforce Development

- Provides leadership in preparing and motivating the department's workforce to protect life and property, promotes community engagement and citizenship, collaborating with other Town officials as appropriate; oversee and coordinates daily operations of the department in areas assigned; oversees training functions for the department to ensure all staff members have the knowledge and proficiency needed to perform their duties.
- Implements norms of behavior and standards of performance to support a work environment that promotes safety, professionalism, and respect. Ensures supervisory actions are within the scope of the Town's policies and procedures. Administers the department's Collective Bargaining Agreements on behalf of the Town Manager and Fire Chief in a manner that fosters mutual trust. Addresses employee concerns; conducts internal investigations as assigned; initiates corrective actions as needed.

Budget and Resource Planning

- Recommends priorities and needs for annual budget requests; monitors expenditures for consistency with budget; takes corrective action as required to meet approved budget levels; authorizes expenditures of funds consistent with town policies and procedures; prepares grant requests; assists with developing and managing a capital replacement plan for facilities and vehicles. Oversee the maintenance of fire department assets.
- Is familiar with the municipal budgeting processes and possesses a basic understanding of Massachusetts state procurement laws to support operational planning and resource management.

Policy, Reporting, and Records Management

- Formulates departmental policies, rules, regulations, general orders, and directives, subject to the final authorization of the Fire Chief or the Town Manager when required.
- Prepares or oversees the preparation of a variety of regular and special reports related to departmental programs, plans and services. Ensures the maintenance of departmental reports, records and files is consistent with requirements for HIPAA, confidentiality, and public disclosure.
- Serves as administrator, under direction of the Chief, of statistical data and records of department activities.
- Under the direction of the Fire Chief, coordinates the department's human resources activities with the Town's Human Resources Department.
- Assists the Fire Chief in promoting the alignment of department and divisional goals and objectives with those of the Town Manager and Board of Selectmen. Reviews progress and success in attaining department goals and objectives. Keep the Fire Chief fully informed of department activities and operations. Provides department staff with routine and informative reports of departmental programs, plans, and services.

Operational Supervision and Emergency Response

- In conjunction with the Fire Chief, is responsible for supervising the operations of the Fire Department to include the protection of life and property in fire suppression, fire prevention, emergency medical services, and emergency management operations.
- Responds to emergency scenes as required and assumes an appropriate role within the Incident Command System as dictated by the needs of the incident.
- Supervises the activities and performance of and provides functional oversight to employees of the department including Captains, Lieutenants, Firefighters, and Administrative Staff.
- 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 and professional standards; rewarding and disciplining employees; addressing complaints and resolving problems; and sustaining a succession plan.
- Serve as the Acting Fire Chief when assigned by the Fire Chief.

Additional Duties

- Demonstrates the ability to quickly become familiar with emerging technologies and assess their potential benefits to the department. Makes informed recommendations for integration to enhance operations, training, and service delivery.
- Assists the Fire Chief in managing the Emergency Management Operations and programs.
- ~~Responds to emergency scenes as required and assumes an appropriate role within the Incident Command System as dictated by the needs of the incident.~~
- ~~Provides leadership in preparing and motivating the department's workforce to protect life and property, suppress crime, and promote community engagement and citizenship, collaborating with other Town officials as appropriate; oversees and coordinates daily operations of the department in areas assigned; coordinates training functions for the department to ensure all staff members have the knowledge and proficiency needed to perform their duties.~~
- ~~Implements norms of behavior and standards of performance to support a work environment that promotes safety, professionalism, and respect. Ensures supervisory actions are within the scope of the Town's policies and procedures; administers the department's Collective Bargaining Agreements on behalf of the Town Manager and Fire Chief in a manner that fosters mutual trust; addresses employee concerns; conducts internal investigations as assigned; initiates corrective actions as needed.~~
- ~~Recommends priorities and needs for annual budget requests; monitors expenditures for consistency with budget; takes corrective action as required to meet approved budget levels; authorizes expenditures of funds consistent with town policies and procedures; prepares grant requests; develops and manages a capital replacement plan for facilities and vehicles.~~
- ~~Prepares or oversees the preparation of a variety of regular and special reports related to departmental programs, plans and services; ensures the maintenance of departmental reports, records and files is~~

~~consistent with requirements for confidentiality and public disclosure. Serves as administrator, under direction of the Chief, of statistical data and records of department activities.~~

- ~~• Represents the department in a variety of inter-department, inter-agency, and inter-community collaboration efforts and decision-making processes; attends a variety of meetings with boards to present the department's views on municipal issues where fire department input is relevant; serves as a department spokesperson to the press, media, and the general public.~~
- ~~• Assists the Fire Chief in promoting the alignment of department and divisional goals and objectives with those of the Town Manager and Board of Selectmen. Reviews progress and success in attaining department goals and objectives. Keeps the Fire Chief fully informed of department activities and operations. Provides department staff with routine and informative reports of departmental programs, plans, and services.~~
- ~~• In conjunction with the Fire Chief, responsible for supervising the operations of the Fire Department to include the protection of life and property in fire suppression, fire prevention, emergency medical services, and emergency management operations.~~
- ~~• Formulates departmental policies, rules, regulations, general orders, and directives, subject to the final authorization of the Fire Chief or the Town Manager when required.~~
- ~~• Serves as the Acting Fire Chief when assigned by the Fire Chief.~~
- ~~• Oversees the maintenance of fire department assets.~~
- 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:

Supervises the activities and performance of and provides functional oversight to employees of the department including Captains, Lieutenants, Firefighters, and Administrative Staff. 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 and professional standards; rewarding and disciplining employees; addressing complaints and resolving problems; and sustaining a succession plan.

EDUCATION & EXPERIENCE:

- Bachelor's degree in Fire Science, Public Administration, or a closely related field, plus seven to ten years of progressively responsible experience in fire or emergency management, including three years of experience at the shift commander level, including fireground experience supervising multiple companies and complex incidents; or any equivalent combination of

education and experience.

- Possesses formal training in the National Incident Management System (NIMS) and Incident Command System (ICS), with the ability to apply these frameworks effectively in emergency operations, planning, and inter-agency coordination.
- Valid Driver's License.
- ~~Certification in Incident Command System (ICS).~~
- ~~Massachusetts EMT License within one year of employment in position.~~
- ~~_____~~
- Must be, and remain, a non-smoker (MGL C41, S101A).

PREFERRED QUALIFICATIONS:

- Massachusetts Firefighting Academy Chief Fire Officer Program completion,
- National Fire Academy (NFA) Executive Fire Officer Program completion,
- Chief Fire Officer (CFO) designation by Center for Public Safety Excellence, or
- Massachusetts Fire Chief credential by Massachusetts Fire Service Commission.

SPECIAL REQUIREMENTS:

- Annual criminal history check (CORI) as required by 105 CMR 170.000 for ambulance services.

KNOWLEDGE, SKILLS & ABILITIES:

- Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with all members of the public in a courteous and tactful manner; ability to establish and maintain good working relationships with coworkers. Ability to lead and supervise subordinates and to transmit general instructions in the form of detailed orders.
- Thorough knowledge of the areas of responsibility of a modern all-hazards fire department including but not limited to fire suppression, fire prevention, emergency medical services, hazardous materials, and technical rescue. Additionally, the ability to adapt to new threats, emerging technologies, and new areas of fire service responsibilities.
- 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:

Work is performed with frequent and extended periods both in a normal office environment with constant interruptions, and outdoors, subject to all weather conditions and extremes. Frequently subjected to the demands of other individuals and the volume and /or rapidity with which tasks must be accomplished.

Continuous walking, standing, climbing, frequent periods requiring sustained uncomfortable physical positions. May operate equipment which causes loud noises and high levels of vibrations. Exercises caution when operating heavy equipment or handling toxic chemicals or other materials. Occasionally works near moving mechanical parts and in high, precarious places and is exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals and risk of electric shock. May work in hazardous environments with heat, smoke, limited visibility, and the need for self-contained breathing apparatus. May provide emergency medical care and be exposed to biological hazards and contagious disease.

Operates motor vehicle, 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.



Assistant Fire Chief - EMS and Training

Department: Fire
Reports To: Fire Chief
Appointed by: Town Manager

Salary Grade: 15
FLSA Status: Exempt
Date: November 2025

GENERAL SUMMARY:

There are two Assistant Fire Chief positions in the department, and both have different responsibilities, however, each is responsible for the duties and job functions found in this summary.

Under the general direction of the Fire Chief, performs supervisory, administrative, and professional work in assisting the Chief in planning, organizing, and directing the operations of the fire department to protect life and property; helps formulate and implement policies; assists with procurement of supplies and equipment, staff training and asset management; assists Chief in overseeing the delivery of Fire Prevention, Emergency Medical Service, Fire Suppression, Rescue, Hazardous Materials. Assists the Fire Chief in managing Emergency Management operations and programs. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the Assistant Fire Chief's 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 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 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.

Communication

- Exceptional written and verbal communication skills, with the ability to clearly articulate the department's position across a variety of audiences and in diverse settings. Represents the department in a variety of inter-department, inter-agency, and inter-community collaboration efforts and decision-making processes.
- Attend a variety of meetings with boards to present the department's views on municipal issues where fire department input is relevant.
- Serve as a department spokesperson to the press, media, and the public.

EMS and ALS Program

- Oversee the department's EMS operations, including ensuring compliance with protocols, standards, and performance expectations.
- Oversee development and implementation of EMS training programs, certifications, and continuing education.
- Ensure all required EMS licenses and certifications are obtained, tracked, and kept current for the service and all personnel.
- Manage the department's Advanced Life Support (ALS) program, including paramedic training, equipment upgrades, licensing, and AFG grant compliance.
- Ensure operational readiness for ALS delivery. Oversee transition benchmarks and maintain alignment with state (OEMS) and medical director requirements.
- Maintains ALS program compliance post-licensure, including adherence to all Standard Operating Guidelines (SOGs), medical protocols, and regulatory standards.
- Evaluate ALS program performance and make strategic recommendations for continuous improvement and long-term sustainability.

Training

- Oversee all EMS and fire training initiatives.
- Collaborate closely with the department's Training Specialist and EMS Coordinators to develop, implement, and monitor comprehensive training programs.
- Ensure training content is consistent with NFPA standards, state requirements, and best practices.
- Forecast future training needs based on emerging risks, technology, and service demands.
- Track and verify that all training records are properly documented.

Data and Performance Analytics

- Use data analytics to collect, validate, and interpret incident, EMS, training, and prevention data to identify trends, improve response performance, support staffing/resource decisions, and inform risk-reduction strategies.
 - Analyze turnout, response, and on-scene times to optimize deployment and unit staffing.
 - Monitor EMS metrics and outcomes for protocol compliance and quality improvement.
 - Track training competencies and drill effectiveness to target high-impact training needs.
 - Analyze incidents and inspections to prioritize community risk-reduction efforts.

Leadership and Workforce Development

- Provides leadership in preparing and motivating the department's workforce to protect life and property, promotes community engagement and citizenship, collaborating with other Town officials as appropriate; oversee and coordinates daily operations of the department in areas assigned; oversees training functions for the department to ensure all staff members have the knowledge and proficiency needed to perform their duties.
- Implements norms of behavior and standards of performance to support a work environment that promotes safety, professionalism, and respect. Ensures supervisory actions are within the scope of the Town's policies and procedures. Administers the department's Collective Bargaining Agreements on behalf of the Town Manager and Fire Chief in a manner that fosters mutual trust. Addresses employee concerns; conducts internal investigations as assigned; initiates corrective actions as needed.

Budget and Resource Planning

- Recommends priorities and needs for annual budget requests; monitors expenditures for consistency with budget; takes corrective action as required to meet approved budget levels; authorizes expenditures of funds consistent with town policies and procedures; prepares grant requests; assists with developing and managing a capital replacement plan for facilities and vehicles. Oversee the maintenance of fire department assets.
- Is familiar with the municipal budgeting processes and possesses a basic understanding of Massachusetts state procurement laws to support operational planning and resource management.

Policy, Reporting, and Records Management

- Formulates departmental policies, rules, regulations, general orders, and directives, subject to the final authorization of the Fire Chief or the Town Manager when required.
- Prepares or oversees the preparation of a variety of regular and special reports related to departmental programs, plans and services. Ensures the maintenance of departmental reports, records and files is consistent with requirements for HIPAA, confidentiality, and public disclosure.
- Serves as administrator, under direction of the Chief, of statistical data and records of department activities.
- Under the direction of the Fire Chief, coordinates the department's human resources activities with the Town's Human Resources Department.
- Assists the Fire Chief in promoting the alignment of department and divisional goals and objectives with those of the Town Manager and Board of Selectmen. Reviews progress and success in attaining department goals and objectives. Keep the Fire Chief fully informed of department activities and operations. Provides department staff with routine and informative reports of departmental programs, plans, and services.

Operational Supervision and Emergency Response

- In conjunction with the Fire Chief, is responsible for supervising the operations of the Fire Department to include the protection of life and property in fire suppression, fire prevention, emergency medical services, and emergency management operations.
- Responds to emergency scenes as required and assumes an appropriate role within the Incident Command System as dictated by the needs of the incident.
- Supervises the activities and performance of and provides functional oversight to employees of the department including Captains, Lieutenants, Firefighters, and Administrative Staff.
- 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 and professional standards; rewarding and disciplining employees; addressing complaints and resolving problems; and sustaining a succession plan.
- Serve as the Acting Fire Chief when assigned by the Fire Chief.

Additional Duties

- Demonstrates the ability to quickly become familiar with emerging technologies and assess their potential benefits to the department. Makes informed recommendations for integration to enhance operations, training, and service delivery.
- Assists the Fire Chief in managing the Emergency Management Operations and programs.
- 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:

Supervises the activities and performance of and provides functional oversight to employees of the department including Captains, Lieutenants, Firefighters, and Administrative Staff. 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 and professional standards; rewarding and disciplining employees; addressing complaints and resolving problems; and sustaining a succession plan.

EDUCATION & EXPERIENCE:

- Bachelor's degree in Fire Science, Public Administration, or a closely related field, plus seven to ten years of progressively responsible experience in fire or emergency management, including three years of experience at the shift commander level, including fireground experience supervising multiple companies and complex incidents; or any equivalent combination of education and experience.

- Possesses formal training in the National Incident Management System (NIMS) and Incident Command System (ICS), with the ability to apply these frameworks effectively in emergency operations, planning, and inter-agency coordination.
- Valid Driver's License.
- Massachusetts EMT License within one year of employment in position.
- Must be, and remain, a non-smoker (MGL C41, S101A).

PREFERRED QUALIFICATIONS:

- Massachusetts Firefighting Academy Chief Fire Officer Program completion,
- National Fire Academy (NFA) Executive Fire Officer Program completion,
- Chief Fire Officer (CFO) designation by Center for Public Safety Excellence, or
- Massachusetts Fire Chief credential by Massachusetts Fire Service Commission.

SPECIAL REQUIREMENTS:

- Annual criminal history check (CORI) as required by 105 CMR 170.000 for ambulance services.

KNOWLEDGE, SKILLS & ABILITIES:

- Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with all members of the public in a courteous and tactful manner; ability to establish and maintain good working relationships with coworkers. Ability to lead and supervise subordinates and to transmit general instructions in the form of detailed orders.
- Thorough knowledge of the areas of responsibility of a modern all-hazards fire department including but not limited to fire suppression, fire prevention, emergency medical services, hazardous materials, and technical rescue. Additionally, the ability to adapt to new threats, emerging technologies, and new areas of fire service responsibilities.
- 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:

Work is performed with frequent and extended periods both in a normal office environment with

constant interruptions, and outdoors, subject to all weather conditions and extremes. Frequently subjected to the demands of other individuals and the volume and /or rapidity with which tasks must be accomplished.

Continuous walking, standing, climbing, frequent periods requiring sustained uncomfortable physical positions. May operate equipment which causes loud noises and high levels of vibrations. Exercises caution when operating heavy equipment or handling toxic chemicals or other materials. Occasionally works near moving mechanical parts and in high, precarious places and is exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals and risk of electric shock. May work in hazardous environments with heat, smoke, limited visibility, and the need for self-contained breathing apparatus. May provide emergency medical care and be exposed to biological hazards and contagious disease.

Operates motor vehicle, 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.



Police Lieutenant

Department: Police
Reports To: Police Chief & Police Captain
Appointed by: Town Manager

Salary Grade: 13
FLSA Status: Exempt
Date: ~~July 2023~~ November 2025

GENERAL SUMMARY:

Under the general direction of the Police Chief and supervision of the Police Captain, performs supervisory, administrative and professional work in assisting the Chief and Captain in planning, organizing, and directing the operations of the police department to protect life and property; helps formulate and implement policy; assists with procurement of supplies and equipment, staff training and fleet management; assists Chief in overseeing operations of call and computer centers. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of detail, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Provides leadership in preparing and motivating the department's workforce to protect life and property, suppress crime, and promote community engagement and citizenship, collaborating with other Town officials as appropriate; oversees and coordinates daily operations of the department in areas assigned; coordinates training functions for the department to ensure all staff members have the knowledge and proficiency needed to perform their duties.
- ◆ Implements norms of behavior and standards of performance to support a work environment that promotes safety, professionalism, and respect. Ensures supervisory actions are within the scope of the Town's policies and procedures; administers the department's Collective Bargaining Agreements on behalf of the Town Manager and Police Chief in a manner that fosters mutual trust; addresses employee concerns; conducts internal investigations as assigned; initiates corrective actions as needed.
- ◆ Recommends priorities and needs for annual budget requests; monitors expenditures for consistency with budget; takes corrective action as required to meet approved budget levels; authorizes expenditures of funds consistent with town policies and procedures; prepares grant requests; develops and manages a capital replacement plan for facilities and vehicles.
- ◆ Prepares or oversees the preparation of a variety of regular and special reports related to departmental programs, plans and services; ensures the maintenance of departmental reports, records and files is consistent with requirements for confidentiality and public disclosure. Serves as administrator, under direction of the Chief, of statistical data and records of department activities.
- ◆ Represents the department in a variety of inter-department, inter-agency, and inter-community collaboration efforts and decision-making processes; attends a variety of meetings with boards to present the department's views on municipal issues where police input is relevant; serves as a department spokesperson to the press, media and the

Police Lieutenant

general public.

- ◆ Assists the Police Chief in promoting the alignment of department and divisional goals and objectives with those of the Town Manager and Select Board. Reviews progress and success in attaining department goals and objectives. Keeps the Police Chief fully informed of department activities and operations. Provides department staff with routine and informative reports of departmental programs, plans, and services.
- ◆ Routinely answers calls for service and supervises line level shifts.
- ◆ Formulates departmental policies, rules, regulations, general orders and directives, subject to the final authorization of the Police Chief or the Town Manager when required.
- ◆ Manages the department's computer information systems, including preparation of recommendations for new systems and applications.
- ◆ Oversees the maintenance of police vehicles and building facilities.
- ◆ 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:

Supervises the activities and performance of and provides functional oversight to employees of the department including sergeants, uniform and support services staff, ~~dispatch center staff~~, crossing guards, and staff assigned to community programs. 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 and professional standards; rewarding and disciplining employees; addressing complaints and resolving problems; and sustaining a succession plan.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Bachelor's degree in Criminal Justice, Law Enforcement, Public Administration or a closely related field, plus seven consecutive years of experience as a police officer ~~with at least four years of progressively responsible supervisory and/or administrative experience~~; must be full time member of the Concord Police Department and hold the rank of Sergeant; or any equivalent combination of education and experience.
- ◆ Possession of a License to Carry Firearms and qualifications to process firearms licenses.
- ◆ Possession of a valid motor vehicle operator's license.
- ◆ Must be, and remain, a non-smoker.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with all members of the public in a courteous and tactful manner; ability to establish and maintain good working relationships with coworkers. Ability to lead and supervise subordinates and to transmit general instructions in the form of detailed orders.
- ◆ Knowledge of the principles and practices of police administration, and of approved police methods and procedures. Thorough knowledge of town, state and federal laws and regulations affecting police work. Knowledge of criminal law and modern techniques of criminal investigations. Knowledge and skill in operating automated police systems, internet, on-line databases, and all other equipment and technology utilized in police operations.
- ◆ Ability to work with a high level of detail; ability to prioritize multiple tasks and deal effectively with interruptions; ability to identify and analyze complex issues and to develop appropriate recommendations.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

Police Lieutenant

accommodation to be determined by management on a case-by-case basis.

Frequent and extended periods of outside work, subject to all weather conditions and extremes. Continuous walking, standing, climbing, frequent periods requiring sustained uncomfortable physical positions. Frequently subjected to the demands of other individuals and the volume and /or rapidity with which tasks must be accomplished. May operate equipment which causes loud noises and high levels of vibrations. Occasionally works near moving mechanical parts and in high, precarious places and is exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals and risk of electric shock. Exercises caution when operating heavy equipment or handling toxic chemicals or other materials.

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.



Police Lieutenant

Department: Police
Reports To: Police Chief & Police Captain
Appointed by: Town Manager

Salary Grade: 13
FLSA Status: Exempt
Date: November 2025

GENERAL SUMMARY:

Under the general direction of the Police Chief and supervision of the Police Captain, performs supervisory, administrative and professional work in assisting the Chief and Captain in planning, organizing, and directing the operations of the police department to protect life and property; helps formulate and implement policy; assists with procurement of supplies and equipment, staff training and fleet management; assists Chief in overseeing operations of call and computer centers. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of detail, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Provides leadership in preparing and motivating the department's workforce to protect life and property, suppress crime, and promote community engagement and citizenship, collaborating with other Town officials as appropriate; oversees and coordinates daily operations of the department in areas assigned; coordinates training functions for the department to ensure all staff members have the knowledge and proficiency needed to perform their duties.
- ◆ Implements norms of behavior and standards of performance to support a work environment that promotes safety, professionalism, and respect. Ensures supervisory actions are within the scope of the Town's policies and procedures; administers the department's Collective Bargaining Agreements on behalf of the Town Manager and Police Chief in a manner that fosters mutual trust; addresses employee concerns; conducts internal investigations as assigned; initiates corrective actions as needed.
- ◆ Recommends priorities and needs for annual budget requests; monitors expenditures for consistency with budget; takes corrective action as required to meet approved budget levels; authorizes expenditures of funds consistent with town policies and procedures; prepares grant requests; develops and manages a capital replacement plan for facilities and vehicles.
- ◆ Prepares or oversees the preparation of a variety of regular and special reports related to departmental programs, plans and services; ensures the maintenance of departmental reports, records and files is consistent with requirements for confidentiality and public disclosure. Serves as administrator, under direction of the Chief, of statistical data and records of department activities.
- ◆ Represents the department in a variety of inter-department, inter-agency, and inter-community collaboration efforts and decision-making processes; attends a variety of meetings with boards to present the department's views on municipal issues where police input is relevant; serves as a department spokesperson to the press, media and the general public.

Police Lieutenant

- ◆ Assists the Police Chief in promoting the alignment of department and divisional goals and objectives with those of the Town Manager and Select Board. Reviews progress and success in attaining department goals and objectives. Keeps the Police Chief fully informed of department activities and operations. Provides department staff with routine and informative reports of departmental programs, plans, and services.
- ◆ Routinely answers calls for service and supervises line level shifts.
- ◆ Formulates departmental policies, rules, regulations, general orders and directives, subject to the final authorization of the Police Chief or the Town Manager when required.
- ◆ Manages the department's computer information systems, including preparation of recommendations for new systems and applications.
- ◆ Oversees the maintenance of police vehicles and building facilities.
- ◆ 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:

Supervises the activities and performance of and provides functional oversight to employees of the department including sergeants, uniform and support services staff, crossing guards, and staff assigned to community programs. 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 and professional standards; rewarding and disciplining employees; addressing complaints and resolving problems; and sustaining a succession plan.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Bachelor's degree in Criminal Justice, Law Enforcement, Public Administration or a closely related field, plus seven consecutive years of experience as a police officer must be full time member of the Concord Police Department and hold the rank of Sergeant; or any equivalent combination of education and experience.
- ◆ Possession of a License to Carry Firearms and qualifications to process firearms licenses.
- ◆ Possession of a valid motor vehicle operator's license.
- ◆ Must be, and remain, a non-smoker.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with all members of the public in a courteous and tactful manner; ability to establish and maintain good working relationships with coworkers. Ability to lead and supervise subordinates and to transmit general instructions in the form of detailed orders.
- ◆ Knowledge of the principles and practices of police administration, and of approved police methods and procedures. Thorough knowledge of town, state and federal laws and regulations affecting police work. Knowledge of criminal law and modern techniques of criminal investigations. Knowledge and skill in operating automated police systems, internet, on-line databases, and all other equipment and technology utilized in police operations.
- ◆ Ability to work with a high level of detail; ability to prioritize multiple tasks and deal effectively with interruptions; ability to identify and analyze complex issues and to develop appropriate recommendations.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

Police Lieutenant

Frequent and extended periods of outside work, subject to all weather conditions and extremes. Continuous walking, standing, climbing, frequent periods requiring sustained uncomfortable physical positions. Frequently subjected to the demands of other individuals and the volume and /or rapidity with which tasks must be accomplished. May operate equipment which causes loud noises and high levels of vibrations. Occasionally works near moving mechanical parts and in high, precarious places and is exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals and risk of electric shock. Exercises caution when operating heavy equipment or handling toxic chemicals or other materials.

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.



Customer Service Supervisor

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

Salary Grade: 9
FLSA Status: Exempt
Date: November 2025

GENERAL SUMMARY:

Under the general direction of the Customer Service Manager, the Customer Service Supervisor manages the Utility Customer Service team to provide the highest quality service to town utility customers. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring flexibility in approach to workload.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Responsible through staff for ensuring that customers and end users receive professional, courteous support ~~with regard to~~ regarding all Utility services and products provided.
- ◆ Manages billing and collection processes for town utilities in NISC system.
- ◆ Investigates and resolves customer complaints and inquiries.
- ◆ Responsible for the receipt and processing of customer payments at CMLP.
- ◆ Develops, implements, and supports policies and procedures that ensure the quality of the customer support function.
- ◆ Train and mentor customer service representatives on system usage, customer interaction best practices, and utility-specific procedures as required.
- ◆ ~~Provides training to customer service and other staff as required.~~
- ◆ Acts as customer service interface with other departments or divisions.
- ◆ Conducts regular outreach and benchmarking with other municipal utilities regarding policies, procedures, and DPU regulation changes and updates.
- ◆ Identifies and improves business processes that leverage technology and utility systems; develops protocols and procedures to enhance effectiveness of services provided.
- ◆ ~~Manages billing and collection processes for town utilities.~~
- ◆ Investigates and finds solutions to problems that occur within the billing process and re-billing process when required.
- ◆ Acts as the primary point of contact for customer and public inquiries both in person and by telephone, resolving complaints and providing information on municipal operations and procedures.

Customer Service Supervisor

- ~~— Investigates and resolves customer complaints and inquiries.~~
- ~~◆ Serves as a point of contact for public inquiries both in person and by telephone; provides information about municipal operations; answers questions about procedural requirements for accounts and other official documents.~~
- ◆ Supervises office outage operations to provide telephone support during outages and other emergency situations.
- ◆ Tests new programming (e.g. new TOD rates, accounts, letter templates, services) and areas within the system software to ensure proper billing, reporting and seamless implementation for users.
- ◆ Works with other town departments to streamline and automate processes to affect cost savings and produce greater efficiencies.
- ◆ Creates ad hoc and customized reports for management and end users of the software.
- ~~◆ Manages and monitors Key Performance Indicators (KPIs) and service metrics to assess and improve the effectiveness and quality of customer service operations.~~
- ~~◆ Support the implementation and training of new solutions and technologies to improve customer service operations and enhance efficiency.~~
- ◆ Specialist for customer information and billing systems, payment processing, interfaces between town utilities and related functions.
- ◆ Maintains up-to-date knowledge of system updates and new functionality and in the point person for utility enterprise solutions.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ~~◆ Support the implementation and training of new solutions and technologies to improve customer service operations and enhance efficiency.~~
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

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

EDUCATION & EXPERIENCE:

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

KNOWLEDGE, SKILLS & ABILITIES:

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

Customer Service Supervisor

- ◆ Ability to communicate effectively and tactfully with the public, co-workers, other employees, departments, officials and other agencies.



- ◆ Proficiency with NISC iVUE or similar utility customer information systems (CIS) is preferred.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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

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

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

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

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



Customer Service Supervisor

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

Salary Grade: 9
FLSA Status: Exempt
Date: November 2025

GENERAL SUMMARY:

Under the general direction of the Customer Service Manager, the Customer Service Supervisor manages the Utility Customer Service team to provide the highest quality service to town utility customers. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring flexibility in approach to workload.

ESSENTIAL JOB FUNCTIONS:

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

- ◆ Responsible through staff for ensuring that customers and end users receive professional, courteous support regarding all Utility services and products provided.
- ◆ Manages billing and collection processes for town utilities in NISC system.
- ◆ Investigates and resolves customer complaints and inquiries.
- ◆ Responsible for the receipt and processing of customer payments at CMLP.
- ◆ Develops, implements, and supports policies and procedures that ensure the quality of the customer support function.
- ◆ Train and mentor customer service representatives on system usage, customer interaction best practices, and utility-specific procedures as required.
- ◆ Acts as customer service interface with other departments or divisions.
- ◆ Conducts regular outreach and benchmarking with other municipal utilities regarding policies, procedures, and DPU regulation changes and updates.
- ◆ Identifies and improves business processes that leverage technology and utility systems; develops protocols and procedures to enhance effectiveness of services provided.
- ◆ Investigates and finds solutions to problems that occur within the billing process and re-billing process when required.
- ◆ Acts as the primary point of contact for customer and public inquiries both in person and by telephone, resolving complaints and providing information on municipal operations and procedures.
- ◆ Supervises office outage operations to provide telephone support during outages and other emergency situations.
- ◆ Tests new programming (e.g. new TOD rates, accounts, letter templates, services) and areas within the system software to ensure proper billing, reporting and seamless implementation for users.

Customer Service Supervisor

- ◆ Works with other town departments to streamline and automate processes to affect cost savings and produce greater efficiencies.
- ◆ Creates ad hoc and customized reports for management and end users of the software.
- ◆ Manages and monitors Key Performance Indicators (KPIs) and service metrics to assess and improve the effectiveness and quality of customer service operations. Support the implementation and training of new solutions and technologies to improve customer service operations and enhance efficiency.
- ◆ Specialist for customer information and billing systems, payment processing, interfaces between town utilities and related functions.
- ◆ Maintains up-to-date knowledge of system updates and new functionality and in the point person for utility enterprise solutions.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

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

EDUCATION & EXPERIENCE:

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

KNOWLEDGE, SKILLS & ABILITIES:

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

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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

Normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Majority of work is performed in a moderately noisy work environment, with constant interruptions. Frequently subjected to the demands of other

Customer Service Supervisor

individuals and the volume and /or rapidity with which tasks must be accomplished. Regularly uses computer keyboards requiring eye-hand coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

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

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

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



Geriatric Health Nurse

Department: Human Services- Senior Services Division
Reports To: ~~Social Service Supervisor~~ Assistant Director
Appointed by: Town Manager

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

GENERAL SUMMARY:

Under the direction of the ~~Social Services Supervisor~~ Assistant Director will perform technical and administrative work for the Council on Aging in the areas of health promotion, disease prevention, health maintenance, health education and emergency preparedness. Responsible for planning and implementing weekly Wellness Clinics and regularly scheduled programs. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of town, departmental operations, and community resources and exercises good judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Follows department guidelines and procedures to deliver the proper level of services, maintain public relations and ensure the safety of older residents or the public.

ESSENTIAL JOB FUNCTIONS:

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

The essential duties and responsibilities listed below are intended as various types of responsibilities that may be required. The omission of specific statements does not exclude them from the position if the work is similar to, related or a logical assignment to the position.

- ◆ Collaborates with the Board of Health and Public Health Nurse to plan and administer clinics such as immunizations, health screenings including blood pressure, hearing loss, vision and glucose screening, podiatry clinics, individual consultations, and health education.
- ◆ Helps promote and organize support groups for issues related to health concerns such as but not limited to changing health, vision and hearing loss.
- ◆ Collaborates with COA outreach workers and other relevant staff to coordinate care for COA participants. ~~Maintains list of most vulnerable senior residents with an emphasis on emergency preparedness.~~
- ◆ Assesses the health, medications, as well as emotional and social needs and encourages further medical attention or other services as needed. Communicates as appropriate with family members and medical offices.
- ◆ Oversees the Patient Navigator Program where volunteers provide support and advocacy to seniors during medical appointments.

Geriatric Health Nurse

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

SUPERVISORY RESPONSIBILITY:

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

EDUCATION & EXPERIENCE:

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

KNOWLEDGE, SKILLS & ABILITIES:

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

Geriatric Health Nurse

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

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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

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

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

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



Geriatric Health Nurse

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

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

GENERAL SUMMARY:

Under the direction of the Assistant Director will perform technical and administrative work for the Council on Aging in the areas of health promotion, disease prevention, health maintenance, health education and emergency preparedness. Responsible for planning and implementing weekly Wellness Clinics and regularly scheduled programs. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the direction and control of the position. Performs varied and responsible duties requiring a thorough knowledge of town, departmental operations, and community resources and exercises good judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Follows department guidelines and procedures to deliver the proper level of services, maintain public relations and ensure the safety of older residents or the public.

ESSENTIAL JOB FUNCTIONS:

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

The essential duties and responsibilities listed below are intended as various types of responsibilities that may be required. The omission of specific statements does not exclude them from the position if the work is similar to, related or a logical assignment to the position.

- ◆ Collaborates with the Board of Health and Public Health Nurse to plan and administer clinics such as immunizations, health screenings including blood pressure, hearing loss, vision and glucose screening, podiatry clinics, individual consultations, and health education.
- ◆ Helps promote and organize support groups for issues related to health concerns such as but not limited to changing health, vision and hearing loss.
- ◆ Collaborates with COA outreach workers and other relevant staff to coordinate care for COA participants.
- ◆ Assesses the health, medications, as well as emotional and social needs and encourages further medical attention or other services as needed. Communicates as appropriate with family members and medical offices.
- ◆ Oversees the Patient Navigator Program where volunteers provide support and advocacy to seniors during medical appointments.

Geriatric Health Nurse

- ◆ Works with the Volunteer and Public Relations Coordinator to recruit and train volunteer nurses and lay people to assist with aspects of the wellness programs. Ensures that volunteer nurses have current credentials and training. Schedules nurses and volunteers for wellness programs. Provide ongoing support and coordination to volunteers.
- ◆ Responds to injury or illness on site as necessary; perform basic first aid, CPR, defibrillation and other medical care appropriate to R.N. license, assesses the need for additional emergency services.
- ◆ Researches and plans appropriate health and wellness topics of interest for presentations relating to health and wellness. Coordinates with area resources for speakers and programs. Maintains awareness of evidence-based programs that could be offered at the COA.
- ◆ Collaborates with the Volunteer and Public Relations Coordinator to prepare publicity (i.e., fliers, press releases, and interviews) for all Wellness Programs and services.
- ◆ Conducts home visits and assessments of Concord seniors related to issues such as home safety, medication management, hoarding and fall risks
- ◆ Works with fitness instructors to ensure participant safety and well-being in COA fitness classes as well as compliance with Town's policies and procedures.
- ◆ Maintains personal, confidential records for all residents who use services.
- ◆ Maintains current knowledge of community resources and services.
- ◆ Performs special projects and other related duties as required, directed, or as the situation dictates.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance and punctuality at the workplace is required.

SUPERVISORY RESPONSIBILITY:

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

EDUCATION & EXPERIENCE:

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

KNOWLEDGE, SKILLS & ABILITIES:

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

Geriatric Health Nurse

- ◆ Strong organizational skills. Ability to work with a high level of detail and prioritize multiple tasks. Ability to change direction and rearrange tasks according to deadlines and circumstance.

WORKING CONDITIONS & PHYSICAL DEMANDS:

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

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

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

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

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