



**MILFORD PERSONNEL BOARD
WEDNESDAY, APRIL 8, 2020 – 7:00 P.M.**

REMOTE DIAL-IN: Phone – 857-444-0744 // Code – 666780

AGENDA

- 1. CALL TO ORDER**
- 2. INVITATION TO SPEAK**
- 3. NEW BUSINESS**
 - Scott Harrison Resignation
 - Appointment of Tim Goggins
- 4. APPOINTMENT**
 - Town Counsel Re: Paralegal/Legal Asst. Pay Change
- 5. PAYROLL/BUDGET**
 - Clerk Payroll – March & April 2020
- 6. HR DIRECTOR**
 - Amend By-law 3.10
 - Review Job Descriptions: (1) Facilities Director; (2) Human Resources Coordinator; (3) Director, Information Technology; (4) Assistant Town Administrator; and, (5) Assistant Director of Public Health
 - Staffing Update for Full-Time Article 2 Employees
- 7. FUTURE AGENDA ITEMS**
 - Meetings with Town Department Heads
- 8. OLD BUSINESS**
 - Amendment to Previously Approved Motion for 2.5% COLA
 - Review Article 2 for Town Meeting
 - Continued Review of Personnel By-laws
 - Continued Review of Job Descriptions
- 9. APPROVAL OF MINUTES**
 - Approval of February 2020 Minutes
- 10. ADJOURNMENT**

NB: Matters listed on this Agenda are those reasonably anticipated by the Chair to be discussed at the meeting. Not all items listed may, in fact, be discussed, and other items not listed may also be brought up for discussion to the extent permitted by law.

Signature:
Harold Rhodes, Vice Chairman

Date: 04/06/2020

Personnel Board Review of Proposed Update to By-Law 3.10

Current Personnel By-Law 3.10

The starting rate shall be the minimum of the rate range for the position as classified. In special cases, and upon the recommendation of the appointing authority and the approval of the Personnel Board, such a person may start at a higher rate than the minimum, but not in excess of the maximum. Refer to Administrative Requirements in Appendix A for additional information.

Proposed Personnel By-Law 3.10

The starting rate shall be the minimum of the rate range for the position as classified. Under special circumstances, upon the recommendation of the department head, and with approval of both the appointing authority and the Personnel Board, such a person may: 1) start at a higher rate than the minimum, or 2) be advanced to a higher pay rate, but not in excess of the maximum, without regard to normal pay review schedules, periods or cycles. Refer to Administrative Requirements in Appendix A for additional information.

Explanation

- The proposal would allow, under special circumstances, interim salary adjustments, upon the recommendation of the department head, and with approval of the appointing authority and the Personnel Board.
 - The thought behind this is that there may be circumstances where the scope of an existing job have expanded and the incumbent employee in that role should be moved to a higher step within the level.
 - Another example might be that we have a new employee who was started too low in the position and a correction is needed.
 - A third example would be if we reclassify a position to a higher level – normally the person currently in that title can only move to the step closest to their current salary.
 - There may be some rare instances when that person has been in the misclassified level for an extended period of time and should be moved to a higher step within the new level.
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Amendment to Previously Approved Motion for 2.5% COLA

Motion made at February 11, 2020 Meeting

- H. Rhodes motioned for a 2 ½ % COLA increase inclusive of non-rated positions. Stipend positions will remain the same. Seconded by T. Miranda

Proposed Amendment

- 2 ½ % COLA increase for all Article 2 employees, excluding Board Clerk/Minute Recorder Stipends (Section H)

Clarifying the categories that are exempt from the COLA increase

**Town of Milford, Massachusetts
Job Description**

Position Title:	Paralegal/Legal Assistant	Grade Level:	I
Department	Legal	Date:	2020
Reports to:	Town Counsel	FLSA Status	Exempt

Statement of Duties: The Paralegal/Office Manager provides a range of clerical and administrative duties in support of the Legal Department and Zoning Board of Appeals' day-to-day operations in accordance with established department policies and operating procedures. The employee is required to perform all similar or related duties.

Supervision Required: Under the general supervision of the Town Counsel, the employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides additional, specific instruction for new, difficult or unusual assignments, including suggested work methods. The employee is expected to recognize instances which are out of the ordinary and which do not fall within existing instructions; the employee is then expected to seek advice and further instructions. Reviews and checks of the employee's work are applied to an extent sufficient to keep the supervisor aware of progress, and to insure that completed work and methods used are technically accurate and that instructions are being followed

Supervisory Responsibility: The employee is not currently required to regularly supervise other Town employees, but will be required to supervise other employees if staff increases.

Confidentiality: In accordance with the State Public Records law, the employee has regular access to confidential information such as collective bargaining negotiation matters, client and department records, employee disability and benefit claims, litigation matters, and confidential attorney client internal communications.

Accountability: Consequences of errors or poor judgment may include missed deadlines, monetary loss, legal repercussions, adverse judgments, jeopardize programs and public functions, and adverse public relations.

Judgment: Numerous standardized practices, procedures, or general instructions govern the work and, in some cases, may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice, law, procedure, regulation or guideline.

Complexity: The work consists of a variety of highly complex duties which require attention to detail, format, and nuances of language, and which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Work Environment: The employee performs work in a municipal office setting subject to frequent interruptions and is frequently required to work from home if necessary to meet deadlines or extraordinary circumstances.

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Nature and Purpose of Relationships: Relationships are primarily with co-workers, department staff and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with disgruntled, uncooperative, or uninformed persons. Also must be adept at working and coordinating efforts with outside counsel.

Occupational Risk: The occupational risk exposure is similar to that found in a municipal office setting.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. 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.

Performs a range of administrative and clerical services including but not limited to greeting and directing visitors, answering routine inquiries, compiling and proofing legal correspondence, maintenance of legal calendar and docket, preparation of Town Meeting warrants and motions for Town Meeting articles.

Undertakes legal-related non-secretarial functions including appearance on behalf of Town Counsel in District Court on motions or hearings to recover fees, charges, taxes etc., appearance before State and local Administrative agencies on behalf of Town Counsel, conducting Registry of Deeds title examinations, and other forms of legal research as required.

Provides administrative support to the Zoning Board of Appeals including but not limited to the drafting and mailing of notices, scheduling of hearings, disseminating information, preparing first decision drafts and preparation of certificates.

Responsible for the day-to-day administration of the Town's self-insurance program including but not limited to the conducting of claims review and the preparation of investigative and settlement documents.

Establishes and maintains record keeping and related department filing; performs bookkeeping for the department's payroll and budgetary expense accounts.

Provides legal notices to newspapers; proof reads tear sheets to ensure accuracy.

Recommended Minimum Qualifications:

Education and Experience: Must have a Paralegal Certificate or an equivalent Associate's degree; three to five (3-5) years of advanced secretarial experience preferably in the legal field dealing with the public; or an equivalent combination of education and experience.

Special Requirements: None required.

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Job Description

Knowledge, Abilities and Skill

Knowledge: Thorough knowledge of Town Bylaws, State and Federal laws relating to municipal government and policies or Bylaws of the Town of Milford; working knowledge of office procedures and practices as well as legal terms and phraseology and the effective utilization of office equipment. Working knowledge of department office procedures and Town government functions; Knowledge of technology including but not limited to office software (word processing and spread sheet applications) and use of the Internet and email systems in support of department operations. Knowledge of business English, spelling, vocabulary and arithmetic. Knowledge of the provisions of the State Open Meeting Law.

Abilities: Ability to plan and prioritize work, and to perform multiple tasks in a timely and accurate manner. Ability to deal tactfully with disgruntled members of the public; ability to organize department records and to effectively use database management and office software (spread sheet and word processing applications). Ability to work with and maintain highly sensitive, confidential information. Ability to update and maintain detailed records, work independently and to pay attention to detail. Ability to establish and maintain effective working relationships with co-workers, employees and the public. Ability to follow directions and retain information in a detailed, accurate manner.

Skills: Proficient customer service and organization skills; proficient written and oral communication skills, good common sense. Proficient data processing and personal computer keyboarding skills.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills: Little or no physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, kneeling, twisting, reaching with hands and arms, and standing. The employee is occasionally required to lift, push, or pull objects such as books, office equipment, and computer paper.

Motor Skills: Position requires the application of hand eye coordination with finger dexterity to perform a range of activities including but not limited to the operation of a personal computer, office equipment, word processing, pushing, pulling, or lifting office equipment, and sorting of papers.

Visual Skills: Position requires the employee to routinely read written documents and reports as well as personal computer screens for understanding and analytical purposes. The employee is rarely required to determine color differences.

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.

Position Title:	FACILITIES DIRECTOR	Grade Level:	IV (proposed)
Department	Facility Maintenance	Date:	2020
Reports to:	Town Administrator	FLSA Status	Exempt

Statement of Duties: The primary function of this position is to direct all aspects of building and facilities operations, including scheduled and emergency maintenance, repairs, and renovations by town employees and contractors; assess the quality of work performed and supervise the completion of work through review of reports, frequent site inspections, and conferences with supervisors and Department Heads. Perform skilled and semi-skilled maintenance tasks in the repair, maintenance and upkeep of town facilities, including carpentry, mechanical, custodial and basic non-licensed electrical, plumbing, and HVAC work, in accordance with OSHA safety regulations, town policies and procedures observing all safety regulations, ensuring all quality standards are met and a safe, courteous and professional behavior is observed in all situations. The employee serves as the on-call lead, available to respond to facilities-related emergency situations as needed. The Facilities Director will also have budgetary and capital planning responsibility. Employee is required to perform all similar or related duties.

Supervision Required: Under the general direction of the Town Administrator, the employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. Unusual situations are referred to the supervisor for advice and further instructions. Supervisor reviews work to remain aware of progress, work methods, and technical accuracy.

Supervisory Responsibility: The employee is responsible for the provision of direction and guidance to other Town employees. Employee is often required to perform similar tasks and/or duties as the employees being supervised. The Facilities Director is responsible for the direct supervision of no fewer than five (5) employees with maintenance responsibility at eight (8) distinct town buildings and who work different shifts.

Accountability: Consequences of errors, missed deadlines or poor judgment would include adverse public relations, legal repercussions, waste of materials, danger to public safety or personal injury, or damage to or deterioration of facilities.

Judgment: Numerous established standardized practices, procedures, state or federal laws or department standard operating guidelines govern the work and, in some cases, may require additional interpretation. Independent judgment is needed to locate, select, and apply the most pertinent practice, procedure, regulation, or guideline.

Complexity: The work consists of the practical application of a variety of concepts, practices and specialized techniques relating to facilities management. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using specialized fact-finding techniques; or determining the methods to

Facilities Maintenance Department
Facilities Director

accomplish the work.

Confidentiality: In accordance with the State Public Records Law, the employee has regular access to confidential information such as employee files. The employee is expected to act with the highest integrity and is responsible for maintaining confidentiality of all records, whether designated confidential or not.

Work Environment: The nature of duties may involve continuous presence of unpleasant or irritating elements, such as considerable noise, odors, chemical fumes, dust, smoke, heat, cold, oil, dirt or grease. Work is often performed outdoors, regardless of weather conditions; and may involve working at heights, in cramped quarters, or working around machinery and its moving parts.

Nature and Purpose of Contacts: The employee has frequent contact with co-workers and Town employees that requires courtesy and tact in order to maintain effective working relationships. Contact with the public takes place on an infrequent basis.

Occupational Risks: Duties generally present occupational risks to the employee; personal injuries may occur from the improper use of cleaning and/or building maintenance equipment and related materials, traffic, confined spaces/high places, and exposure to hazardous toxins or fumes and chemicals that could result in loss of time from work. Examples of personal injury include severe muscular strains from working with extremely heavy material for long periods of time, falls from heights in excess of three feet. Special safety precautions, training, or protective clothing such as gowns, coats, gloves, glasses, hard hats, or boots may be required to carry out job duties in a safe and effective manner.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. 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.

- Supervise the maintenance of all mechanical, electrical and plumbing equipment including HVAC systems, electric motors, pumps, ventilating fans, air conditioning and electrical control units.
- Investigate the condition of buildings, equipment and grounds, and recommend improvements in the facilities.
- Evaluate and prioritize necessary repairs, improvements and preventive maintenance; follows all safety rules and regulations to minimize risk and enhance the safety of employees, contractors, vendors and visitors; check property and grounds for unsafe conditions, and clear hazards; report safety conditions, security issues and illegal activities.
- Complete administrative duties of the Facilities Maintenance Department, maintain records, prepare purchase orders, bills and other related documents, (bids, funding,

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federal and state laws, local by-laws) handle questions, issues and concerns of property owners, contractors, builders and other concerned parties in regard to current and future projects as required.

- Trouble-shoot and perform diagnostics for repair of electrical, plumbing and mechanical systems.
- Perform a variety of skilled and semi-skilled facilities maintenance, preventive maintenance, component replacement and repair tasks, including carpentry, mechanical, security systems and basic non-licensed electrical, plumbing, and HVAC work; operate hand and power tools; coordinate work with service vendors and contractors.
- Read and interpret project work orders; identify material and equipment needs, and organize supplies and equipment; prepare written reports as required and document the work performed.
- Responsible for developing and maintaining a preventative building maintenance program pertaining to the cleaning and routine maintenance of Town buildings.
- Ensures that walk ways and grounds around Town buildings are clean.
- Maintains an inventory of cleaning equipment and supplies and orders replacement as necessary within budgetary appropriations.
- Performs routine plumbing, carpentry, mechanical or electrical work as required.
- Oversees construction contractors and other tradespersons performing work on or in Town buildings.
- Assist with development and maintenance of multi-year capital improvement and maintenance plans. Responsible for preparation and maintenance of department budget.

Recommended Minimum Qualifications:

Education and Experience: High School Diploma or equivalent; a minimum of five to seven (5-7) years' prior work experience; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

Specific Job Skills and Qualifications:

- Must have (5) yrs. experience in building maintenance operations, custodial duties, procedures, tools and equipment used in maintenance of municipal facilities and grounds.
- Must have knowledge of electrical, plumbing and HVAC standards and maintenance techniques.
- Must be familiar with building alarm systems and security systems procedures and access controls.
- Must have knowledge of local building codes, policies, regulations and guidelines for maintenance of public facilities.
- Must be familiar with current OSHA standards and requirements.
- Must have the ability to identify maintenance needs and take the appropriate corrective actions and supervise and direct employees, contractors and vendors as required.
- Must have knowledge to accurately estimate labor/ material costs.

Facilities Maintenance Department
Facilities Director

- Must establish and maintain cooperative working relationships with co-workers and the public.
- Must have the ability to prioritize tasks, work independently and the flexibility of daytime, evening and On-Call hours.

Knowledge, Abilities and Skill

Knowledge: Working knowledge of building maintenance products, equipment, techniques and practices including HVAC, plumbing, electric and masonry construction work. Knowledge of safe work practices in the maintenance of buildings to avoid injury.

Abilities: Ability to carry out a variety of work assignments in a detailed, efficient, independent, and safe manner. Ability to carry out job duties often under potentially dangerous working conditions in a safe and efficient manner. Ability to read, interpret and follow oral and written instructions. Ability to work with a wide range of building maintenance equipment. Capable of using Microsoft Office and related computer programs.

Skill: Effective work organizational skills. Proficient mechanical and physical skills required to carry out job duties.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills: Work requires the exercise of physical strength and effort daily to move self in a variety of different positions to lift, push, pull, carry, or stacking objects up to 50 lbs., such as chairs and tables and building maintenance equipment. Must regularly climb and descend stairs and ladders, and work in confined spaces.

Motor Skills: Position requires the employee to apply hand-eye coordination with finger dexterity and motor coordination in order to perform a wide range of unskilled labor activities such as the use of building maintenance and cleaning equipment.

Visual Skills: The employee is required to routinely read documents and non-written documents such as blue prints or manufacturer's instructions for general understanding in order to operate building maintenance and cleaning equipment in a safe and effective manner.

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.

Facilities Maintenance Department
Facilities Director

**Town of Milford, Massachusetts
Job Description**

Position Title:	Human Resources Coordinator	Grade Level:	II
Department	Human Resources	Date:	2020
Reports to:	Human Resources Director	FLSA Status	Non-exempt

Statement of Duties: The Human Resources Coordinator is responsible for the provision of a wide range of services in support of a major department of the Town. Under the direction of the Human Resources Director, the HR Coordinator will support all aspects of the employee lifecycle. The employee is required to perform all similar or related duties.

Supervision Required: Under the general supervision of the Human Resources Director, the employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides instruction for new or unusual assignments. Unusual situations are referred to the supervisor for advice and further instructions. Supervisor reviews work to remain aware of progress, work methods, and technical accuracy.

Supervisory Responsibility: The employee, as a regular part of the job is not required to provide supervision to other town employees.

Confidentiality: In accordance with the State Public Records law, the employee has regular access on a Town-wide basis to highly confidential information such as law suits, employee and department records as well as criminal investigations, collective bargaining negotiations, grievances, and labor relations meetings. The employee is expected to act with the highest integrity and is responsible for maintaining confidentiality of all records, whether designated confidential or not.

Accountability: Consequences of errors or poor judgment may include missed deadlines, legal repercussions, monetary loss, and adverse public relations to the Town.

Judgment: Numerous established standardized practices, procedures, state or federal laws or department standard operating guidelines govern the work and, in some cases, may require additional interpretation. Independent judgment is needed to locate, select, and apply the most pertinent practice, procedure, regulation, or guideline.

Complexity: The work consists of a variety of duties which may follow standardized operating practices, procedures, regulations, or department/state laws. The sequence of work and/or the procedures followed vary according to the nature of the work performed and/or the information involved, or sought, in a particular situation. The work may also involve evaluation and interpretation of factors, conditions or unusual circumstances, or analyzing and evaluating facts or data using specialized fact-finding techniques.

Work Environment: The employee performs work in a municipal office setting subject to frequent interruptions. The employee may occasionally be required to work beyond normal business hours in order to attend meetings.

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Nature and Purpose of Relationships: The employee constantly interacts with co-workers, department heads, and employees in all departments, in order to explain or interpret department operating procedures or guidelines and to plan or coordinate work. More than ordinary courtesy, tact, and diplomacy is required in response to complaints or to deal with uncooperative persons.

Occupational Risk: Duties of the job present little potential for injury to the employee. The level of occupational risk exposure to the employee is similar to that found in a municipal office setting having frequent contact with the public.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. 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.

In the absence of the HR Director, serves as a liaison for the department, answering questions and/or referring to appropriate contact; forwards questions and/or concerns to the HR Director for review.

Assists in managing new hire process, including job postings, resume screening, and phone interviews. May participate in interviews with management team. Conducts reference checks.

Processes CORI background checks, as authorized by the HR Director, for all employees except School Department.

Assists in planning and execution of various HR programs and initiatives. Coordinates meetings, creates materials and presentations, researches key topics, and provides ongoing support and follow up in project timelines.

May be asked to lead projects and programs on behalf of the HR Director, advising department heads and clerical staff to ensure compliance.

Maintains all personnel files in compliance with applicable legal requirements

Listens and responds to inquiries made by individuals calling or walking into the Human Resources office and escalates complex issues to the HR Director concerning, but not limited to, terminations, leaves of absence, employee relations matters, compliance, and other HR issues as they arise.

Assists with other duties and projects as assigned

Recommended Minimum Qualifications:

Education and Experience: A minimum of a Bachelor's Degree in Human Resources or a

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related field preferred; three to five (2-4) years of HR experience; or an equivalent combination of education and experience.

Special Requirements: HR Certification and municipal experience a plus.

Knowledge, Abilities and Skill

Knowledge: Working knowledge of municipal departments and town government operations including state laws, Personnel Board regulations, and local Bylaws. Thorough knowledge of HR laws, policies, practices and procedures. Proficient in Microsoft Office, including Excel.

Abilities: Ability to work independently, and be self-motivated. Must be able to multi-task and prioritize work effectively. Ability to establish and maintain effective working relationships with employees of the Town and to deal effectively with employee relations issues; ability to maintain highly sensitive and confidential information. Ability to manage multiple tasks in detailed, timely and effective manner as well as to receive directions from a variety of sources. Ability to take initiative in responding to various requests for information or in response to a wide range of issues.

Skills: Excellent customer service, written and oral communication skills; good judgment and integrity. Proficient technology and personal computer keyboarding skills. Effective organization and planning skills. Exceptional interpersonal skills to handle sensitive and confidential matters. Superior organizational skills and attention to detail.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills: Little or no physical demands are required to perform the essential functions of the position. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, kneeling, twisting, reaching with hands and arms, and standing. The employee is occasionally required to lift, push, or pull objects such as books, office equipment, and computer paper.

Motor Skills: Position requires the application of basic motor skills for activities including but not limited to operating a personal computer, office equipment, word processing, pushing, pulling, or lifting office equipment, and sorting and/or of papers.

Visual Skills: Position requires the employee to constantly read documents, reports and personal computer screens for understanding and analytical purposes. The employee is rarely required to determine color differences.

The position description does not constitute an employment agreement between the Town and the

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employee and is subject to change by the Town as the needs of the Town and/or the requirements of the position change.

Position Title:	Director, Information Technology	Grade Level:	V
Department	Information Technology	Date:	2020
Reports to:	Director of Finance	FLSA Status	Exempt

Statement of Duties:

The Director of Information Technology is responsible for planning, organizing, directing, supervising and evaluating the acquisition and application of technology in support of all Town of Milford activities; coordinating the development and implementation of the Town of Milford’s technology master plan; coordinating, organizing and supervising staff development, training and technical guidance in software, educational technology and use of systems; assisting in the development of the Town of Milford’s technology budget and pursuing alternative funding sources.

The employee will plan, coordinate, direct, and design all operational activities of the IT department, as well as provide direction and support for IT solutions that enhance mission-critical business operations. The Director of Information Technology will work closely with decision makers in other departments to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organization.

Supervision Required:

Under the administrative direction of the Director of Finance, working from municipal policies and objectives; individual establishes short and long-range plans and objectives, department performance standards and assumes direct accountability for department results. Consults with Director of Finance where clarification, interpretation, or exception to the municipal policy may be required. The employee exercises control in the development of departmental policies, goals, objectives and budgets.

Supervisory Responsibility:

The employee, as a regular and continuing part of the job, leads other workers in accomplishing assigned work and also performs non-supervisory work that is usually of the same kind and levels as is done by employee(s) being supervised. The employee is accountable for the quality and quantity of work done by subordinates and assures the accomplishment of the assigned work in the prescribed manner. The employee plans, schedules and coordinates work operations to meet schedules, deadlines and priorities; revises work schedules to meet changes in workload or availability of manpower. Assists or oversees the personnel function of the department, including or effectively recommending hiring, training, and disciplining of department employees. The employee is responsible for the supervision of one (1) full-time employee.

Confidentiality

Has regular access, at town level, to a wide variety of confidential information, including sensitive personnel and client records in accordance with the State Public Records Law. The employee is expected to act with the highest integrity and is responsible for maintaining confidentiality of all records, whether designated confidential or not.

Judgment:

The work requires the employee to examine, analyze and evaluate facts and circumstances surrounding individual problems, situations, or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices, and precedents, which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate

actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making. Requires understanding, interpreting and enforcement of federal, state and local laws.

Complexity:

The work consists of the practical application of a variety of concepts, practices and specialized techniques relating to a professional field. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using specialized fact-finding techniques; or determining the methods to accomplish the work.

Work Environment:

Work is performed under typical office conditions; the employee is required to travel between town buildings; work environment is moderately quiet, with exposure to hazards related to working with electrical devices. The employee is required to work outside of normal business hours periodically to perform duties and is on call to respond to emergency situations.

Nature and Purpose of Relationships:

Relationships with co-workers and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Skillful negotiating and achieving compromise are required to secure support, concurrence and acceptance or compliance. More than ordinary courtesy, tact, and diplomacy may be required to resolve complaints. The employee represents to the public, a functional area of the municipality on matters of procedures or policy where perceptiveness is required to analyze circumstances in order to act appropriately.

Occupational Risk:

Duties of the job involves minimal risks. Exposure to electrical shock and hazardous chemicals are possible.

Accountability:

Consequences of errors, missed deadlines or poor judgment could result in adverse public relations, missed deadlines, excessive costs, delay of service delivery, jeopardized programs, or legal repercussions to the town.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. 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.

Strategy & Planning:

- Formulate and deploy long-term strategic plans for acquiring and enabling efficient and cost-effective information processing and communication technologies.
- Manage IT department operational and strategic planning, including business requirements, project planning, and organizing and negotiating the allocation of resources.
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Operational Management

- Collaborates with internal and external personnel (e.g. other administrators, hardware/software providers, consultants, auditors, public agencies, community members, etc.) for the purpose of implementing and/or maintaining services and programs.
- Develops and monitors the Town of Milford web site for the purpose of providing information regarding the activities of the Town of Milford.
- Develops liaisons with business sources and school support groups for the purpose of subsidizing the acquisition of new technology by soliciting and obtaining funding, hardware, software, expertise and/or community support.
- Directs department operations; the maintenance of services and the implementation of new programs and/or processes for the purpose of providing services within established timeframes and in compliance with related requirements.
- Facilitates technology meetings, workshops, seminars, etc. (e.g. technology committee, personnel actions, financial procedures, regulatory requirements, actions involving outside agencies, etc.) for the purpose of identifying information technology issues, developing recommendations, supporting other staff, and serving as a Town of Milford IT representative.
- Manages the development of the Town of Milford-wide area and local area networks for the purpose of ensuring the efficient growth and development of productivity computing for classified/support staff and Town of Milford administrators.
- Monitors budget allocations, expenditures, fund balances and related financial activities for the purpose of ensuring that allocations are accurate, revenues are recorded, expenses are within budget limits and/or fiscal practices are followed.
- Participates in a variety of meetings (e.g. leadership, workshops, inter and intra Town of Milford committees, community and public agencies, seminars, conferences, etc.) for the purpose of conveying and gathering information regarding a wide variety of subjects required to carry out their administrative responsibilities.
- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.
- Performs IT personnel administrative functions (e.g. hiring, counseling, training, supervising, evaluating, providing professional development opportunities, etc.) for the purpose of maintaining necessary staffing of the IT Department, enhancing productivity of staff, and ensuring necessary department/ program outcomes are achieved.
- Prepares a wide variety of reference, presentation, policy and administrative materials (e.g. plans, budgets, funding requests, reports, analyses, recommendations, procedures, etc.) for the purpose of documenting activities, requests and issues; providing audit references, and/or meeting compliance requirements.
- Provides leadership and technical support for the purpose of designing, developing and maintaining an efficient, unified and fully integrated technology system.
- Researches topics related to current and emerging technology (e.g. relevant policies, current practices, staffing requirements, financial resources, etc.) for the purpose of developing new programs/services, ensuring program compliance with established requirements, securing general information and/or responding to requests.
- Where necessary, re-engineer applications support to ensure it aligns with business processes, tactical planning, and strategic vision.
- Define and communicate project milestones, service level agreements, and resource allocation to executive team, department leads, support staff, and end users.
- Develop and review budgets for, and from the IT department and ensure they comply with stated goals, guidelines, and objectives.
- Review performance of IT systems to determine operating costs, productivity levels, and upgrade requirements.

- Benchmark, analyze, report on, and make recommendations for, the improvement of the IT infrastructure and IT systems.
- Develop bid requirements for all hardware and software upgrades, reviews submitted bids for compliance with stated requirements, and makes the appropriate award.
- Authorize and oversee the deployment, monitoring, maintenance, development, and support of all hardware and software based on department needs.
- Develop business case justifications and cost/benefit analyses for IT spending and initiatives.
- Direct research on potential technology solutions and implementations in support of new initiatives, opportunities, and procurement efforts.
- Oversee provision of end-user services, including help desk and technical support services.
- Develop and implement, once approved, all IT policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision.
- Oversee negotiation and administration of vendor, outsourcer, and consultant contracts and service agreements.
- Establish and maintain regular written and in-person communications with the organization's executives, department heads, and end users regarding pertinent IT activities.

Recommended Minimum Qualifications

Education and Experience:

- Bachelor's Degree (Master's degree preferred) with concentrations in Information Technology Management, Computer science, Information Systems or similar field, and 15+ years' related work experience.
- Certifications in CISA, PMP, MSCE, HIPAA, Microsoft 365 Certified, ConnectWise, LabTech, MCSA SQL Administration, ITIL and ITSM Microsoft, Dell, Apple, Cisco, Cyber Security.
- Highly motivated self-starter, self-directed and attentive to detail.
- Ability to effectively prioritize, multi-task and execute tasks in a high-pressure environment.
- Current with federal, state and municipal laws, regulations, and procedures relating to the function of an IT department; record retention, public records handling, network security, and data confidentiality.
- In-depth experience dealing with complex political relations from a Federal, State and Local context and the ability to manage those relations while still maintaining the Town of Milford's best interests.

Knowledge, Abilities and Skill

Knowledge:

- Proven experience in IT infrastructure strategic planning and development, project management, and policy development.
- Solid understanding, and technical knowledge of, current network and PC operating systems, hardware, protocols, and standards.
- Experience with systems design and development from business requirements analysis through to day-to-day management.
- Knowledge of business theory, business processes, inter-governmental procedure, management, budgeting, and business office operations.
- Demonstrated ability to apply IT in solving business problems.
- Superior understanding of the organization's goals and objectives.

Abilities:

- Ability to communicate appropriately and effectively with people through spoken, written, listening and reading skills; ability to learn and to train staff members; ability to multi-task and perform multiple projects is required. Ability to conduct and direct research into IT issues and products and present ideas in business-friendly and user-friendly language.

Skill:

Proficient computer, mathematical, recordkeeping and clerical skills; excellent written and oral communication. Effective problem solving and analytical skills. Strong leadership and interpersonal skills, with the ability to establish and maintain effective working relations with the different town departments.

Physical and Mental Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills:

Moderate effort may be required for such tasks as lifting, loading, pulling or pushing computer and related office equipment; occasionally required to lift equipment and supplies weighing up to 50 pounds. Employee may be required to sit for extended periods of time.

Motor Skills:

- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components.

Visual Skills:

Position requires reading routine\complex documents and using computers for analytical purposes.

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

**Town of Milford, Massachusetts
Job Description**

Position Title:	Assistant Town Administrator	Grade Level:	IV
Department	Selectmen	Date:	2020
Reports to:	Town Administrator	FLSA Status	Exempt

Statement of Duties: The Assistant Town Administrator performs administrative, planning, and technical work in the coordination and management of Town government as chief staff officer to the Town Administrator. Duties are of a complex nature requiring the exercise of considerable judgement, initiative and attention to detail. Position requires a significant understanding of municipal structure, municipal finance, budgeting, procurement laws and Public Records laws; and personnel administration.

Supervision Required: Works under the general supervision of the Town Administrator, and in conjunction with municipal policies and objectives; creates own work plan and priorities, using established guidelines and procedures. Consults with Town Administrator and Town Counsel where clarification, interpretation, or exception to municipal policy may be required. Serves as acting Town Administrator in the absence of the Town Administrator.

Supervisory Responsibility: The employee does not have direct supervisory responsibility, but assumes full supervisory responsibilities when serving in the capacity of acting Town Administrator.

Confidentiality: In accordance with the State Public Records Law, the employee does have full access to a variety of municipal-wide, confidential information. The employee is expected to act with the highest integrity and is responsible for maintaining confidentiality of all records, whether designated confidential or not.

Accountability: Duties involve primary responsibility for the operation of the municipality. Consequences of errors, missed deadlines or poor judgment could have far-reaching effects on the municipality's ability to deliver services and the public's confidence.

Judgment: Directives provide limited guidance to perform the essential function of the position. They may be in the form of administrative or organizational policies, general principals, legislation or directives that pertain to more than one department or functional area of the municipality. Extensive judgement and ingenuity are required to develop new or adapt existing methods and approaches for accomplishing objectives or to deal with new or unusual requirements within the limits of the guidelines or policies. In the absence of the Town Administrator, the employee is recognized as the municipality's authority in interpreting the guidelines, in determining how they should be applied, and in developing operating policies and practices.

Complexity: The work consists of managerial functions and processes such as short and long-term planning, organizing, controlling, coordinating, evaluation, integrating activities and programs for more than one department or functional service area within the municipality.

Work Environment: The work environment is generally in a typical indoor environment in a municipal setting. Employee may be required to work beyond normal business hours to attend evening meetings and/or in response to emergencies. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant.

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Nature and Purpose of Relationships: Interacts constantly with co-workers, the public and with groups and/or individuals such as civic leaders, board and committee members, peers from other organizations, representative or professional organizations and the news media. In the absence of, or at the direction of, the Town Administrator, the employee serves as a spokesperson or recognized authority of the municipality in matters of substance or considerable importance. The employee is required to discuss controversial matters where tact is required in order to attempt to avoid resistance and to obtain cooperation.

Occupational Risk: Duties present little potential for personal injury. Risk exposure is similar to that found in a municipal office setting.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. 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.

Assists the Town Administrator in the planning, administration, management, and coordination of daily operations of the town.

Performs administrative duties as assigned by the Town Administrator in all areas of municipal government; prepares and drafts correspondence, reports, analyses and other information as required.

Answers questions and furnishes information to the public, local officials, and to town employees concerning town policies, rules and regulations; receives complaints and responds to inquiries appropriate, including taking initiative to see that problems in certain situations are resolved; makes appropriate referrals as necessary; assists town officials, legal counsel, boards, commissions and agencies as required. Answers inquiries which pertain to budgetary, personnel, or operations issues. Refers matters to the Town Administrator and/or board of Selectmen as deemed necessary. Investigates complaints; responds to citizens' inquiries, requests for assistance; refers citizens to appropriate departments and staff members.

Assists the Town Administrator and Board of Selectmen in the development of policies, goals, administration, special projects; makes recommendations on requested issues. May represent the Town Administrator at Board of Selectmen and other board/committee meetings.

Provides assistance as needed and/or requested by all department heads on a wide variety of municipal matters.

Responsible for the timely preparation and coordination of Town Meeting articles and warrants.

Manages all worker's compensation and insurance claims against the town.

Supervises licensing activities of the Selectmen's office.

Works with the Town Administrator and Finance Director in assisting with the preparation and administration of the operating budget, procurement requirements in accordance with the State

Assistant Town Administrator
Selectmen's Office

**Town of Milford, Massachusetts
Job Description**

Procurement Law, and other budget-related matters.

Performs similar or related work, as required or as the situation dictates.

Recommended Minimum Qualifications:

Education and Experience: Bachelor's degree in public administration, business management, or related field is required; Master's degree in public administration or related field preferred. Three to five (3-5) years of progressively responsible, related experience; prior municipal experience preferred; or an equivalent combination of education and experience.

Knowledge, Abilities and Skill

Knowledge: Working knowledge of municipal government including finance, budget, personnel policies and practices, collective bargaining, system management and operations. Thorough knowledge of sound management practices. Thorough knowledge of federal, state and local laws, regulations and requirements which affect local government.

Abilities: Ability to plan, organize and direct the development of projects, the preparation of reports, analyze problems, and form recommendations. Ability to establish and maintain effective working relationships, and work effectively with employees, board/committee members, officials, the general public, town officials, committees and boards, state and federal agencies, the media and the business community.

Skill: Mediation, conflict resolution and leadership skills. Excellent customer service and public relations, oral and written communication skills. Excellent analytical and budgetary skills.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions

Physical Skills: Minimal physical effort is generally required in performing duties under typical office conditions. The employee is frequently required to sit, talk and hear.

Motor Skills: Position requires the ability to operate a keyboard and standard office equipment at efficient speed. The employee is frequently required to use hands to handle or feel objects, tools or controls, and reach with hands and arms.

Visual Skills: Employee is required to read documents for general understanding and analytical Purposes. Specific vision requirements include close vision, distance vision and ability to adjust focus.

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 Town Administrator
Selectmen's Office

**Town of Milford, Massachusetts
Job Description**

Position Title:	Assistant Director of Public Health	Grade Level:	III
Department	Health	Date:	2020
		Revised:	
Reports to:	Health Agent	FLSA Status	Non-exempt

Statement of Duties: The Assistant Health Agent is responsible for assisting the Health Agent in a wide variety of day-to-day administrative and budgetary responsibilities, focused on maintaining the public’s health.

Supervision Required: Under the general supervision of the Health Agent, the Assistant Health Agent is self-motivated, taking initiative to complete recurring assignments independently without specific instruction unless needed (i.e., new, difficult or unusual assignments may require discussion of suggested approaches or work methods). The Assistant Health Agent is expected to recognize instances which are out of the ordinary and subsequently seek advice and further instructions.

Supervisory Responsibility: The Assistant Health Agent is not required to supervise other employees regularly in their role. The employee assists other department staff as requested during the temporary absence of the Health Agent.

Confidentiality: The Assistant Health Agent has regular access to confidential information of the department including pending health-related lawsuits, criminal investigations and other sensitive information. The employee is expected to act with the highest integrity and is responsible for maintaining confidentiality of all records, whether designated confidential or not, within the parameters of applicable law.

Accountability: Consequences of errors, missed deadlines or poor judgment may include adverse customer relations, legal repercussions, monetary loss, labor/material costs and personal injury.

Judgment: Numerous standardized practices, procedures, or general instructions govern the work and, in some cases, may require additional interpretation. Independent judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline.

Complexity: The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in any situation.

Work Environment: Working conditions in the office are typical of office environments, including periods of sitting and working with computers, phones, printers, and similar technology. Duties may involve occasional work at inspection sites, at heights or in confined or cramped quarters, or work around machinery and its moving parts.

Nature and Purpose of Public Contact: The Assistant Health Agent constantly communicates with co-workers, professionals in various industries (e.g., restaurants, construction, government,

Town of Milford, Massachusetts
Job Description

etc.), and the public. At times, the Assistant Health Agent must mediate between groups and/or individuals who have conflicting opinions or objectives, diverse points of view or differences. Excellent communication skills are needed to convey health regulations, skillfully negotiate, achieve compromise, secure support, concurrence and acceptance or compliance. Relationship-building is a large part of this role.

Occupational Risk: Duties generally do not present occupational risk, with only occasional exposure to risk outside the ordinary risks of daily living.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. 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.

- Assists with planning, organizing and implementing department activities; serves as point of contact for the public, in the absence of the Health Agent
- Assists in preparing mandated responses to Federal and State regulations
- Assists in the preparation of reports, which summarize and forecast department financial activities and position
- May act in the absence of the Health Agent or represent the Board of Health at meetings and conferences
- May perform field duties (e.g., restaurant or housing inspections) as needed
- Maintains contact with the press and community organizations
- Performs special assignments for the Health Agent, such as literature or policy reviews, or evaluating services or programs
- Promotes and assists in the development of health services programs and initiatives designed to strengthen the public health community
- Promotes and assists the effective integration of client programs and services provided by the Health department
- Maintains relationships with other County offices, public and private agencies and community groups
- Must be a self-motivated, creative, flexible, compassionate, and adaptable team player
- May be asked to complete other duties to improve the public's health or fulfill mandates and guidance from the Centers for Disease Control (e.g., the core functions and essential services of public health, Public Health 3.0), and the Massachusetts Department of Public Health and the Department of Environmental Protection

Recommended Minimum Qualifications:

Education and Experience: Bachelor's degree in Public Health, Public Health Nursing, Community Health, Environmental Health, Business Administration, Public Administration, or a related field from an accredited college or university preferred. Five (5) years of experience in public health, community health, health education programs or related programs required. Job related experience may be substituted for educational requirements. Job-related experience would be defined as proficiency performing duties set forth in the "Essential Functions" in this job

Health Department
Assistant Health Agent

Town of Milford, Massachusetts
Job Description

description.

Special Requirements: The following are preferred, but not required, qualifications: knowledge of and/or State Registration as a Sanitarian, Registration with the Board of Certification of Health Officers of the State, DEP-approved soil evaluator, Certified Pool Operator's License, DEP-approved septic inspector certification, licensed lead inspector, certified in food safety, incident command system certification, Integrated Pest Management (IPM) certified.

Knowledge, Abilities and Skill

Knowledge: Knowledge of the federal, state and local laws, rules and regulations pertaining to public health; understanding of approved methods and equipment used in handling food and milk and environmental health protection such as sanitary sewer disposal; current inspection and disease control procedures.

Ability: Ability to enforce and interpret regulations firmly, tactfully, and impartially; ability to communicate effectively, orally and in writing; ability to use a computer; ability to interpret and implement information contained in legal documents, including statutes and regulations and building plans; ability to work with others in a teamwork approach to accomplishing tasks.

Skill: Excellent planning and organizational skills; strong employee relations and customer skills, and ability to handle multiple tasks; basic business, mathematical, spelling, and negotiation skills; strong interpersonal skills.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Demands: Work may require some agility and physical strength, such as moving in or about construction sites or over rough terrain or standing or walking most of the work period. Occasionally, work may require lifting and carrying heavy objects. The Assistant Health Agent may need to stretch and reach to retrieve materials.

Motor Skills: Duties may involve application of hand and eye coordination with finger dexterity and motor coordination. Examples include operating a motor vehicle, using a personal computer or climbing a ladder.

Visual Demands: Position requires the routine reading of documents and reports for understanding and analytical purposes, reviewing blueprints, with a need to determine color differences.

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