



MILFORD PERSONNEL BOARD
WEDNESDAY, May 13, 2020 – 7:00 P.M.
REMOTE DIAL-IN: Phone – 857-444-0744 // Code – 666780

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AGENDA

Pursuant to Governor Baker's March 12, 2020 order suspending certain provisions of the Open Meeting Law, GL.c.30A § 18, this meeting is being conducted via remote participation.

1. CALL TO ORDER

2. INVITATION TO SPEAK

3. PAYROLL/BUDGET

- Clerk Payroll – May 2020

4. APPOINTMENTS

5. HR DIRECTOR

- Review New Job Descriptions: Paralegal; System Administrator; Level Change for IT Manager

6. OLD BUSINESS

- Grade Point System (MG)
- Minimum Wage (MG)
- Staffing Update for Article 2 Employees from July 1, 2019 (New & Resignations) (MG)
- Continued Review of Existing Job Descriptions (MG)
- Re-consideration of Cost of Living Adjustment (HSR)
- Preparation of Review Article 2 for Town Meeting (HSR)
- Meetings with Town Department Heads (HSR)
- Continued Review of Personnel By-laws (All)

7. NEW BUSINESS

8. FUTURE MEETING

- Vacation Carryover (MG)

9. APPROVAL OF MINUTES

- Approval of April 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, Acting Chairman

Date: 05/07/2020

**Town of Milford, Massachusetts
Job Description**

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

Statement of Duties: The Paralegal/Office Manager provides two distinct areas of support to the Town Legal Department. As Office Manager, the position provides a wide range of clerical and administrative duties, including answering phones, attending to walk-ins, managing the department's annual budget, ordering and maintaining adequate supplies, maintaining office technology, equipment, and supplies, filing, reviewing and paying department bills and invoices, and general oversight of the Legal Department and Zoning Board of Appeals' day-to-day operations in accordance with established department policies and operating procedures.

As Paralegal, the position provides litigation and law office support such as assisting with case, pretrial, and trial preparation, compiling, organizing, analyzing, and maintaining case documents; conducts rudimentary legal research using a variety of resources and databases; locating interested parties and witnesses as needed, facilitating case management, including tracking discovery schedules, Bates stamping, scheduling and preparing subpoena and deposition notices, assembling trial exhibits and visual aids, coordinating case schedules with courts, law enforcement officials, witnesses, and opposing counsel, assisting in responding to discovery requests, preparing standardized court documents and filings; handling collection matters on behalf of the Town; appearing in court to represent the Town in small claims cases, negotiating periodic payment schedules and settlements for collection cases, preparing and filing standardized court forms for Land Court and District Court, coordinating real estate closings and recordings of deeds, plans, easements and takings at the Registry of Deeds, as needed; maintaining and updating Town law library, and drafting standardized town contracts.

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 may be required to supervise other employees if staffing levels within the department mandate.

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. The employee is expected to act with the highest integrity and is responsible for maintaining confidentiality of all records, whether designated

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confidential or not.

Accountability: Consequences of errors or poor judgment may include missed deadlines, monetary loss, legal repercussions, adverse judgments, jeopardized 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. Solid judgment and sound reasoning skills, along with an attention to detail are 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 additional hours if necessary, to meet deadlines, or under extraordinary circumstances.

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. Must be adept at working and coordinating efforts with outside counsel, and individuals from diverse backgrounds.

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 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.*

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

Undertakes legal-related, non-secretarial functions including appearing on behalf of Town Counsel in District Court on motions or hearings to recover fees, charges, taxes etc., appearing 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.

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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 preparing investigative and settlement documents.

Establishing and maintaining records and related department filings; performing bookkeeping for the department's payroll and budgetary expense accounts.

Providing legal notices to newspapers; proof reading tear sheets to ensure accuracy, and legal compliance.

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, fluency in Portuguese or Spanish is beneficial.

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 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, Public Records Law and procurement law.

Abilities: Planning and prioritizing work, and performing multiple tasks in a timely and accurate manner; dealing tactfully with disgruntled members of the public; organizing department records and effectively using database management and office software (spread sheet and word processing applications); working with and maintaining highly sensitive, confidential information; updating, and maintaining detailed records, working independently and paying close attention to detail; establishing and maintaining effective working relationships with co-workers, employees and the public; and following directions and retaining information in a detailed, accurate manner.

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

Physical and Mental Requirements

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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. 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:	System Administrator	Grade Level:	II
Department	Information Technology	Date:	2020
Reports to:	Director, Information Technology	FLSA Status	Exempt

Statement of Duties:

The System Administrator manages all aspects of the Town of Milford's computer, server, and telephone operations; recommends the proper equipment to meet the Town's needs; installs and maintains back-ups, integrity and security of all computer, server and telephone operations. This position requires a strong desire to learn new skills and technologies and help develop an IT work plan and successful IT program.

Supervision Required:

Under the general direction of the IT Director, and working from municipal policies and objectives, the individual plans and carries out the regular work in accordance with standard practices and previous training, with substantial responsibility for determining the sequence and timing of action and substantial independence in planning and organizing the work activities, including determining the work methods. The employee is expected to solve, through experienced judgement, most problems of detail or unusual situations not covered by existing rules or regulations, by adapting methods or interpreting instructions to resolve the particular problem. Instructions for new assignments or special projects usually consist of statements of desired objectives deadlines, and priorities. Technical and policy problems, or changes in procedures are discussed with supervisor, but ordinarily the employee plans the work, lays it out and carries it through to completion independently. Reviews and checks of the employee will be required to meet Key Performance Indicators (KPIs) and to ensure operational methods used are technically accurate in accordance with established local, state, and/or federal laws, regulation and/or policies.

Supervisory Responsibility:

The employee will not be required to supervise any other employees.

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 determine 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 a variety of duties which follow established practices, procedures, regulations, or

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System Administrator

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:

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 occasionally required to work outside of normal business hours to perform duties during evening and/or weekend hours, and may be contacted to respond to emergency situations. Typically, the schedule will be temporarily adjusted following consultation with the supervisor.

Nature and Purpose of Relationships:

Contacts are primarily with co-workers, incidental to the purpose of the work involving giving and receiving factual information about the work. Ordinary courtesy and tact are required. Contact with the public may occur on an occasional basis. The employee is expected to interface with IT consultants, the Town of Milford Administrator, and department directors on a regular basis.

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 may result in confusion, involving time and expense for correction; delay of service, and potential legal repercussions to the municipality.

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.

- Manage the Town of Milford's computer network servers, workstations, and notebooks including software/hardware installations, maintenance, upgrades, evaluations and recommend ways to improve and streamline technology operations.
- Perform technical troubleshooting to resolve computer and phone equipment and software problems.
- Assist with the management of the Town of Milford's Office 365 Exchange and Office Software environment.
- Manage and administer the backup system for the network servers. Restore files and databases, as required.
- Coordinate phone system repairs with hardware and software technicians. If needed, administer and program minor phone system changes.
- Identify and develop an IT work plan based on short- and long-term needs.
- Prepare a timely information technology systems administration budget during the Town of Milford's annual budget process.
- Maintain records on computer network service and communication systems, Town of Milford-wide inventories, purchases, and repairs.

- Remain current concerning trends and developments in computer hardware and software; perform research and provide information and assistance as assigned; assist in system planning.
- Train and provide technical assistance and support to users regarding features, capabilities and policies regarding Internet/email, computer and software use.
- Assist with the development and updating of the Town of Milford's computer and software usage, communication policy and web standards.
- Consult with department directors concerning future technology implementations and projects and for specific departmental technology needs.
- Consult with department directors to coordinate system activities and to identify needs; assist with the management major projects including software and hardware improvements, development of complex systems, and replacement of existing systems relating to voice, video and data.
- Work and act as a team player in all interactions with other Town of Milford employees.
- Recommend consultant assistance, as needed.
- Perform other related duties, as directed or assigned.

Recommended Minimum Qualifications

Education and Experience:

- Associate's or Bachelor's degree from an accredited institution in information technology, computer science, computer engineering, or a closely-related field; and a minimum of two (2) years of progressively responsible information systems administration experience. Combinations of relevant experience and education may be considered. Must hold and maintain a valid Massachusetts Driver's license.

Knowledge, Abilities and Skill

Knowledge:

- Excellent knowledge of Windows Systems, Microsoft Office (all versions including 365/Outlook, Windows Server (all current systems), BDC/PDC, and RAID systems. Knowledge of ESX 4.0, and Vsphere 4.0
- Knowledge of Microsoft networking components such as Windows NT Server, DHCP, WINS, and client server applications.
- An array of knowledge and background experience vast enough to perform work within a large software-based environment. Strong experience with municipal-style systems, data storage, multiple types of communication devices, etc.
- Knowledge of TCP/IP networking protocol and network commands such as ping, nslookup, netstat, ipconfig, and traceroute; Intranet and Internet concepts, protocols and connection options; network backup methods and emergency/disaster recovery for Windows servers; PC virus protection, detection, removal and prevention; general phone system operations.
- Strong understanding of current and emerging technology and applicability and benefit to municipal operations and services.

Abilities:

Ability to make timely and deliberate decisions without guidance or direction; work effectively with neighboring jurisdictions, government entities, municipalities as well as the public in general; set priorities under demanding customer service, workload and deadline expectations; provide responsive and effective customer service in a team environment; effectively communicate highly technical concepts to users at all skill and understanding levels; teach, guide, instruct and inform, as necessary

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Analyze system requirements, prepare budgets and recommendations and make purchasing decisions; transport, move, remove, and install a variety of network equipment, components and parts; read, interpret, understand, and apply detailed and complex technical information; prepare, present, and analyze reports and staff recommendations orally and in writing.

Demonstrates possession of the required knowledge and abilities as described in this position description.

Skill:

- Efficiency in troubleshooting and resolving network connectivity and client hardware and software problems.
- Proficient computer, mathematical, recordkeeping and clerical skills; excellent written and oral communication; Command of the English language (ability to read, write and speak) is necessary. 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.
- The successful employee will have a strong commitment to the Town of Milford's core values of exceptional public service, innovation, integrity, efficiency, commitment to employees and an overall team approach; demonstrate proficiency with the core competencies of customer focus, problem solving, composure, decision quality, perseverance, interpersonal savvy, peer relationships, priority setting, time management, and self-development, and have an aptitude for creativity, learning on the fly, planning, perspective and drive for results.

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, stand, walk, stoop, kneel, crouch, crawl, climb stairs or balance.

Motor Skills:

Dexterity of hands and fingers to reach, operate a computer keyboard, mouse, tools, controls and to handle other computer components. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.

Visual Skills:

Position requires reading routine/complex documents and using computers for analytical purposes. Specific vision requirements include close vision, distance vision, color vision, peripheral vision, depth perception, and the 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

July 2019 - April 2020

2019 hires

DEPARTMENT	TITLE	Name	month started
Facilities	Building Custodian	Mike Afonso	August
Inspections	Local Building Inspector	Dana Hinthorne	September
Health	Director Public Health	Jacquie Murphy	September
Inspections	Asst. Zoning Enforcement Officer	Chris Williams	October
Senior Center	Client Svcs. Coordinator PT	Kim Considine	October
Health	Health Inspector	Joan Clarico	October

2020 hires

DEPARTMENT	TITLE	Name	month started
Facilities	Building Custodian	Chris Jennings	January
Senior Center	Program Coordinator	Katlyn Roy	March

2019 resignations/retirements

DEPARTMENT	TITLE	Name	Month left
Health	Director Public Health	Paul Mazzuchelli	March
Selectmen	Asst. to Town Administrator	Danielly Fonseca	March
Inspections	Asst. Zoning Enforcement Officer	Ericka Robertson	July
Facilities	Building Custodian	Burt Cormier	August
Senior Center	Client Services Coordinator	Catherine Ziesmer	September
Health	Health Inspector	Steve Garabedian	December

2020 resignations/retirements

DEPARTMENT	TITLE	Name	Month left
Facilities	Building Custodian	Paul Boisclair	January
Senior Center	Program Coordinator	Nancy Potter	January