

Office of the  
**BOARD OF SELECTMEN**  
272 Main Street  
Townsend, Massachusetts 01469

*Sue Lisio, Chairman*

*Robert Plamondon, Vice-Chairman*

*Colin McNabb, Clerk*

Andrew J. Sheehan,  
Town Administrator

Office (978) 597-1700  
Fax (978) 597-1719

**SELECTMEN'S MEETING AGENDA**  
**MAY 14, 2013 - 7:00 P.M.**  
**SELECTMEN'S MEETING CHAMBERS**

- 1 Call the meeting to order and roll call
- 2 Additions or Deletions:
- 3 Work session to discuss human resources, the compensation & compensation plan, and the request of the Board of Health to reclassify the Health Administrator. Votes may be taken.
- 4 Vote to authorize spending from the Recreation Commission Revolving Account above the amount authorized by Town Meeting. Votes may be taken.
- 5 Review/Sign Payroll and Bills Payable Warrants

To: Recreation Commission

4

From: Kim Falls

Re: Authorized expenditures exceeded

Date: 5/7/13

The authorization for FY13 for recreation expenditures was \$52,000. As of 4/30/13 the expenditures exceed the amount authorized by \$13,602.04. Please contact the Town Administrator to be on the BOS & Fin Com agenda's as soon as possible to seek an additional authorization. The request for the additional authorization should include the amount above plus the amount needed to complete payments for the rest of the fiscal year.

CC: Andy Sheehan

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meeting in a town, upon recommendation of the  
board of selectmen, and by vote of the city council  
in a city, upon recommendation of the mayor or  
city manager, in Plan E cities, and in any other city  
or town by vote of the legislative body upon the  
recommendation of the chief administrative or ex-  
ecutive officer. Such authorization shall be made

annually prior to each respective fiscal year; pro-  
vided, however, that each authorization for a re-  
volving fund shall specify: (1) the programs and  
purposes for which the revolving fund may be  
expended; (2) the departmental receipts which  
shall be credited to the revolving fund; (3) the  
board, department or officer authorized to expend  
from such fund; (4) a limit on the total amount  
which may be expended from such fund in the  
ensuing fiscal year; and, provided, further, that no  
board, department or officer shall be authorized to  
expend in any one fiscal year from all revolving  
funds under its direct control more than one per-  
cent of the amount raised by taxation by the city or  
town in the most recent fiscal year for which a tax  
rate has been certified under section twenty-three  
of chapter fifty-nine. Notwithstanding the provi-  
sions of this section, whenever, during the course  
of any fiscal year, any new revenue source becomes  
available for the establishment of a revolving fund  
under this section, such a fund may be established  
in accordance with this section upon certification  
by the city auditor, town accountant, or other offi-  
cer having similar duties, that the revenue source  
was not used in computing the most recent tax  
levy.

In any fiscal year the limit on the amount that  
may be spent from a revolving fund may be in-  
creased with the approval of the city council and  
mayor in a city, or with the approval of the select-  
men and finance committee, if any, in a town;  
provided, however, that the one percent limit es-  
tablished by clause (4) of the third paragraph is not  
exceeded.

The board, department or officer having charge  
of such revolving fund shall report to the annual  
town meeting or to the city council and the board  
of selectmen, the mayor of a city or city manager in  
a Plan E city or in any other city or town to the  
legislative body and the chief administrative or  
executive officer, the total amount of receipts and  
expenditures for each revolving fund under its con-  
trol for the prior fiscal year and for the current  
fiscal year through December thirty-first, or such

in spending authority granted during the pri-  
current fiscal years, together with such other  
information as the town meeting or city council  
vote require.

At the close of a fiscal year in which a re-  
fund is not reauthorized for the following y  
in which, a city or town changes the purpo  
which money in a revolving fund may be s  
the following year, the balance in the fund  
end of the fiscal year shall revert to surplu  
nue unless the annual town meeting or t  
council and mayor or city manager in a Plan  
and in any other city or town the legislativ  
vote to transfer such balance to another re  
fund established under this section.

The director of accounts may issue gui  
further regulating revolving funds establish  
der this section.  
Added by St.1990, c. 275, § 1. Amended by St.  
224, § 1; St.1994, c. 60, §§ 72, 73.

**§ 53E½. Energy Revolving Loan Fund**

(a) Notwithstanding section 53 to the con-  
city or town may establish an Energy Re-  
Loan Fund to provide loans to owners of pri  
held real property in the city or town for  
conservation and renewable energy proje  
their properties so as to prioritize energy eff  
as the first step toward reducing greenhou  
emissions associated with buildings.

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established in section  
ping such regulations  
and procedures for administration of the  
The fund administrator may be a board, c  
ment or officer, or may consist of 1 or more  
bers from 1 or more boards, departments  
cers, of the city or town. A city or town whi  
member of a regional planning commissio  
enter into a cooperative agreement with the



**SCHEDULE OF ACTIVITY IN SPECIAL REVENUE REVOLVING FUNDS**

FOR: **RECREATION** MGL CH44 SEC 53E1/2

DATE: **30-Jun-13**

AUTHORIZED EXPENDITURES: \$ **52,000.00**  
 ADD'L AUTHORIZED EXPENDITURES: \$ **-**

GENERAL LEDGER ACCOUNT 23-655-3560-034

MONTH	RECEIPTS	PAYROLL EXPENDED	OTHER EXPENDED	NET ACTIVITY	BALANCE
<b>BEGINNING</b>					<b>89,905.19</b>
<b>JULY</b>	19,508.48	-16,833.82	0.00	2,674.66	<b>92,579.85</b>
<b>AUGUST</b>	6,063.00	-18,892.47	-9,629.33	-22,458.80	<b>70,121.05</b>
<b>SEPTEMBER</b>	950.00	-579.60	-1,361.23	-990.83	<b>69,130.22</b>
<b>OCTOBER</b>	2,725.00	-1,159.20	750.00	2,315.80	<b>71,446.02</b>
<b>NOVEMBER</b>	565.00	-1,449.00	-982.90	-1,866.90	<b>69,579.12</b>
<b>DECEMBER</b>	9,943.00	-1,159.20	-100.20	8,683.60	<b>78,262.72</b>
<b>JANUARY</b>	2,593.00	-1,449.00	-2,399.49	-1,255.49	<b>77,007.23</b>
* <b>FEBRUARY</b>	0.00	-1,159.20	-3,540.00	-4,699.20	<b>72,308.03</b>
* <b>MARCH</b>	0.00	-1,159.20	-2,134.00	-3,293.20	<b>69,014.83</b>
* <b>APRIL</b>	0.00	-1,159.20	-1,205.00	-2,364.20	<b>66,650.63</b>
<b>MAY</b>	0.00	0.00	0.00	0.00	<b>66,650.63</b>
<b>JUNE</b>	0.00	0.00	0.00	0.00	<b>66,650.63</b>
<b>TOTALS</b>	<b>42,347.48</b>	<b>-44,999.89</b>	<b>-20,602.15</b>	<b>-23,254.56</b>	
<b>TOTAL EXPENDED</b>			<b>-65,602.04</b>		

UPDATED AS OF 04/30/13

\* Receipts Not yet posted

Office of the  
**BOARD OF HEALTH**  
272 Main Street  
Townsend, Massachusetts 01469

3

Chris Genoter, *Chairman*  
Office (978) 597-1713

James Le'Cuyer, *Clerk*

Michelle Dold, *Vice-Chairman*  
Fax (978) 597-8135

## INTEROFFICE MEMORANDUM

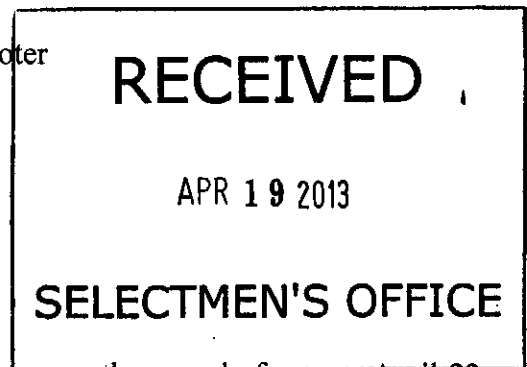
DATE: April 17, 2013

DATE \_\_\_\_\_ AGENDA: [ ] Yes [ ] No  
CLASS: \_\_\_\_\_ V. CLASS \_\_\_\_\_ OK \_\_\_\_\_  
CO. SERVICE: \_\_\_\_\_

TO: Board of Selectmen

FROM: Board of Health Chairman, Christopher Genoter

RE: Job Classifications



Dear Members of the Select Board:

The Board of Health would like to thank you for including us on the agenda for your April 23, 2013 meeting. We requested a meeting to discuss the classification of the Board of Health Administrator position. When the classification plan was created by Human Resources Services, Inc. the position was classified as a Grade 3. Given the duties and responsibilities associated with the position and tracking the work for the last 12 months, we feel that this position should be classified at a higher level that would properly reflect the scope the Administrator's duties.

Thank you for your time and consideration. We look forward to working with you to find an amicable solution.

**PROPOSED NON-UNION CLASSIFICATION PLAN – FY-2012 (Effective January 1, 2012)  
TOWN OF TOWNSEND, MASSACHUSETTS**

**GRADE S-1**

Recreation Seasonal Worker  
Seasonal Laborer

**Grade T-1**

Lead Van Driver  
Recycling Attendant  
Van Driver

**Grade T-2**

Billing Clerk  
Council on Aging Program Coordinator  
Librarian I  
On-Call Firefighter  
On-Call Firefighter/EMT B & I  
On-Call EMT B & I  
On-Call EMT-P  
Part-Time Telecommunicator  
Payroll Clerk  
Reserve Police Officer

**Grade T-3**

Board of Health Administrator  
Confidential Administrative Coordinator - Police  
Conservation Administrative Assistant  
Department Assistant  
Meal Site Manager - COA  
Office Assistant  
On-Call Fire Lieutenant  
On-Call EMS Lieutenant  
On-Call Fire Lieutenant/EMT B & I  
On-Call Fire Captain  
On-Call Paramedic  
Planning Board Administrator  
Property Lister  
ZBA Administrative Assistant

**Grade T-4**

Administrative Assessor  
Assistant Town Clerk  
Assistant Treasurer/Collector  
Administrative Assistant to the Chief of Police  
Executive Assistant to the Town Administrator  
Librarian II  
Office Administrator - *WATER*  
On-Call Deputy Fire Chief

**PROPOSED CLASSIFICATION PLAN – FY-2012 (Effective January 1, 2012)  
TOWN OF TOWNSEND, MASSACHUSETTS**

**Grade T-5**

Children's Librarian  
Full-Time Firefighter/EMT-B  
Full-Time Firefighter/Paramedic  
Working Foreman (Cemetery and Parks)

**Grade T-6**

Conservation Agent  
Council on Aging Director  
Facilities Manager  
Full-Time Fire Captain  
Land Use Coordinator  
Recreation Director  
Water Technician

**Grade T-7**

Superintendent of Cemeteries and Parks  
Supervisor of Public Safety Communications

**Grade T-8**

Building Commissioner  
Library Director  
Principal Assessor  
Town Treasurer

**Grade T-9**

Highway Superintendent  
Town Accountant  
Water Superintendent

**Grade T-10**

Police Lieutenant

**Grade T-11**

*No Position Assigned*

**Grade T-12**

Full-Time Fire and EMS Chief

**Grade T-13**

Chief of Police

## BOARD OF HEALTH ADMINISTRATOR

### **Position Purpose:**

The purpose of this position is to perform administrative, supervisory, technical and clerical work of significant complexity and responsibility in supporting the operations of the Board of Health. Performs all other related work as required.

### **Supervision:**

*Supervision Scope:* Performs varied and responsible duties in accordance with state statutes and town bylaws requiring a thorough knowledge of departmental operations. Exercises judgment and initiative to carry out assignments independently, analyzes situations and conditions, and determines appropriate course of action following department guidelines.

*Supervision Received:* Work is performed under the policy direction of the elected Board of Health. Work is performed independently requesting assistance with unusual situations which do not have clear precedents.

*Supervision Given:* Supervises all aspects of the six (6) employees at the Recycling Center; disciplines and fires but hires only with approval of the Board of Health at an open meeting.

### **Job Environment:**

A majority of work is performed under typical office conditions, with frequent interruptions to provide assistance and information to the public; noise level in the office is moderate. The Health Administrator also needs to be at the Recycling Center and Landfill outdoors with exposure to extremes of heat and cold temperatures and inclement weather. Incumbent is subject to the hazards associated with working at a Transfer Station and around heavy equipment. Work environment is loud. Has exposure to hazardous materials/fumes from recycling oil, gas, antifreeze and automotive batteries. On-call for emergencies and stand-by operations.

Regularly operates a computer, telephone, copier, facsimile machine and other standard office equipment.

Makes frequent contacts with the general public, engineering firms, contractors, lawyers and realtors, state agencies, and medical facilities. Contacts are in person, in writing, and by telephone and usually involve the provision of information of a technical or factual nature to the public or interested parties.

Maintains secure confidential files on litigation matters, contract negotiations and citizen assistance applications.

Errors could cause significant delay, confusion and unnecessary expense, time and inconvenience of the public in processing routing work and meeting statutory requirements and



could have possible legal, financial repercussions for the Board and the public. Errors could also have negative effects on the health of the community and its citizens.

**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.)*

The Health Administrator provides a wide range of management, monitoring and supervisory tasks and administrative support functions to the volunteer Board of Health, Recycling Center and Landfill. The functions include researching, requesting, managing and supplying information regarding the full range of Board issues. Serves as the Board's professional liaison with the general public, applicants and their agents, town government official and employees and other regional, state and federal agencies. Assists the Board in meeting their statutory obligations under various M.G.L. State codes as well as local bylaws and regulations. Assists the Board in promulgation and enforcement of local health regulations on these issues.

Supervises and coordinates the activities of the various recycling attendants. Apprises Board of Health members of recycling activities and concerns. Handles all revenue and expenses related to the Recycling Center. Monitors the property for inspections that could be detrimental to the safety and public health of the residents. Coordinates the removal of recyclable materials. Notifies vendors of required services. Monitors vendor costs and services. Sets schedules for employees and makes recommendations of hours of operations for the Center.

Serves as primary liaison between the general public, the Board of Health, the Department of Environmental Protection, the Massachusetts Department of Public Health, Town Counsel and other State Offices and agencies.

Posts Board of Health meetings. Prepares and posts meeting agendas in a timely manner as required by M.G.L. Attends meetings to advise on agenda matters and to take meeting minutes. Prepares related correspondence, follow up on action items, write certificates.

Receives all applications and fees associated with Board of Health. Prepares forms for use in various permit and license applications. Reviews applications for completeness and adherence to state and local regulations. Processes applications and deposit receipts in Treasurer's Office.

Maintains all permits and information relative to Food, Tobacco, Stables, Septage, Garbage, Solid Waste, Housing and Dwelling, Health Care and Disease Control, Nuisances, Hazardous Wastes, Pools & Beaches and Wells.

Promotes services and programs of the BOH and Recycling Center.

Attends all BOH meetings necessary to ensure proper representation of the Board of Health; off site and on site.

Schedules and monitors hauling of recycling and curbside trash. Handles residents concerns regarding curbside trash and recycling and all other issues associated with.

Monitors progress of landfill capping and manage related legal, financial and contractual issues with DEP and the town's consulting engineers under the Board's oversight. Receives bids and reviews with the Board.

Develops and maintains appropriate networks and other community based organizations.

Maintains emergency protocols and contact information.

Prepares payroll and budget preparation under the policy guidelines of the BOH. Monitors and reconciles monthly accounting and activities of the Board of Health Operations, Landfill Engineering, Landfill Operations, Solid Waste Operations, Household Hazardous Waste and Nashoba Assessments. Total of all budgets exceeds 750K.

Attend project meetings and site visits; coordinate BOH activities with other boards and committees/agencies.

Prepares Emergency Dispensing Site (EDS) plan for mass vaccination requiring coordination and participation of other town departments including Police, Fire, DPW, School and Town Administration. Performs similar or related work as required. Applies for local and federal grants when appropriate.

**Recommended Minimum Qualifications:**

**Education, Training and Experience:**

High School education and at least five (5) years of experience, and previous experience in statutory, regulatory and legal process, municipal government or one or more areas of Board jurisdiction are required. Must be proficient in Microsoft Office.

**Special Requirements:**

Possession of a valid motor vehicle operator's license.

Courses: ICS 100, ICS 200, NIMS 700 (Emergency Preparedness Planning) certification within six (6) months of employment.

**Knowledge, Ability and Skill:**

*Knowledge:* Thorough knowledge of office procedures, practices and terminology. Working knowledge of town operations. Knowledge of office equipment and the operation of computer software applications. Working knowledge of local, state and federal statutes and regulations applicable to the duties and responsibilities of the Health Department.

*Ability:* Ability to communicate effectively verbally and in writing. Ability to maintain records and prioritize tasks. Ability to respond with tact and courtesy when dealing with the public. Ability to handle sensitive and confidential matters with urgency and professionalism.

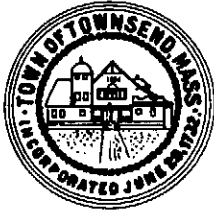
*Skill:* Excellent customer service and interpersonal skills. Skill in operating computers and utilizing appropriate software applications. Excellent organizational skills. Office management skills.

**Physical 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 essential functions.*

While performing the duties of this job, the employee is frequently required to work at a desk; regularly convey information to employees and the public; regularly move about inside the office to access file cabinets and office machinery. The employee must occasionally lift and/or move objects weighing up to 15 pounds. Ability to operate a keyboard and calculator at efficient speed and to view computer screens for extended periods of time. Occasional work in the field requires traversing uneven terrain.

*(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.)*



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**SELECTMEN'S MEETING MINUTES**  
**APRIL 17, 2012 - 6:00 P.M.**  
**SELECTMEN'S MEETING CHAMBERS**

The chairman called the meeting to order at 6:02PM. Roll call showed chairman Robert Plamondon (RP), vice chair Sue Lisio (SL), and clerk Nicholas Thalheimer (NT).

The purpose of the meeting is to review, discuss, and vote on employee appeals relative to their placement on the classification plan. Employee appeals were heard on April 3 and 4, 2012.

**Police Lieutenant, David Profit:** RP felt that because the Lt. is under contract his placement on the classification plan should not be modified. He also does not support changing the title to deputy chief. He suggested taking no action until the Lt.'s contract is up for renegotiation. The other members agreed.

**Administrative Assistant to the Chief of Police, Donna Souza:** SL raised Ms. Souza's request for additional steps for longevity. SL opposes steps for longevity, but would consider level increases for experience. She suggested something like 1 step for 3 years of experience. RP and NT said 1 step for 4 years may be more appropriate, subject to ability to pay. The Board members were unable to agree on a formula for steps for experience. They asked Mr. Sheehan to do an analysis of the cost of giving an extra step for everyone who has been in their current position for 4 years or more. SL said she sees no justification for additional steps other than experience. RP and NT agreed.

**Confidential Administrative Coordinator, Patty Clark:** The Board members did not feel sufficient information was provided to justify reclassifying the position.

**Children's Librarian, Molly Benevides:** The Board members agreed sufficient information was presented to justify reclassifying the position to grade 5/step 1 at a rate of \$18.06/hour. They also noted that this is consistent with HRS's analysis of the position.

**Assistant Town Clerk, Kathy Spofford:** The Board members did not feel sufficient information was provided to justify reclassifying the position.

**Payroll Clerk, Cheryl Simoneau:** The Board members did not feel sufficient information was provided to justify reclassifying the position.

**Building Commissioner, Richard Hanks:** NT abstained from the discussion on the Building Commissioner because he is building a house and regularly deals with the Commissioner. RP and SL agreed sufficient information was presented to justify reclassifying the position to grade 9/step 5 at a rate of \$29.65/hour.

**Planning Board Administrative Assistant, Jeanne Hollows:** The Board members did not feel sufficient information was provided to justify reclassifying the position.

**Land Use Coordinators, Jeanne Hollows and Karen Chapman:** The Board members did not feel sufficient information was provided to justify reclassifying the position and further did not feel the level of responsibility was equal to other grade 8 positions.

**Health Administrator, Carla Walter:** SL noted that the position includes some supervisory responsibilities. She didn't feel grade 4 was justified, but would consider a step increase within grade 3. RP felt no more than 1 step should be granted. The Board members agreed supervisory responsibilities were sufficient to justify reclassifying the position to grade 3/step 2 at a rate of \$16.17/hour.

**Highway Superintendent, Ed Kukkula:** The Board and Mr. Sheehan discussed the request at length. It was decided that the request warranted further analysis after the conclusion of Town Meeting. It was agreed to leave the position at grade 9/maximum level pending further review.

**Call Firefighters, Keith Feddersen, Kris Klein, Ben Niemiera, Lee Niemiera, and Brent Davis:** The Board members agreed sufficient information was presented to justify reclassifying the positions as presented by Chief Klein on April 4, 2012:

- **Keith Feddersen:** grade 2/level 2, \$15.12/hour.
- **Kris Klein:** grade 2/level 5, \$16.29/hour.
- **Ben Niemiera:** grade 2/level 2, \$15.12/hour.
- **Lee Niemiera:** grade 2/level 2, \$15.12/hour.
- **Brent Davis:** grade 2/level 2, \$15.12/hour.

**Executive Assistant to the Town Administrator, Carolyn Smart:** SL noted that the supervisory responsibilities with respect to Facilities is misleading and the Facilities Coordinator clearly reports to the Town Administrator. SL also noted that Ms. Smart did not clearly articulate what grade and level she believes the position should be classified. SL also said nothing was provided to show why this position is different from others in grade 4. RP said he is inclined to keep the position where HRS slotted it. The Board members did not feel sufficient information was provided to justify reclassifying the position.

**Water Superintendent, Paul Rafuse:** The Board members did not feel sufficient information was provided to justify reclassifying the position.

**Water Technicians, Mike MacEachern and Jim Blanchard:** It was noted that the Water Techs must have State licenses in order to be on-call. SL suggested that the Water Superintendent consider drafting a job description for a junior position and suggested he work with Mr. Sheehan. With respect to Jim Blanchard, the Board members agreed his position should be reclassified the same as Mr. MacEachern's at grade 6/level 5 at a rate of \$21.33/hour. The members agreed Mr. MacEachern's position should remain unchanged.

**Office Administrator, Brenda Boudreau:** The Board members did not feel sufficient information was provided to justify reclassifying the position.

**Billing Clerk, currently vacant:** The Board members did not feel sufficient information was provided to justify reclassifying the position.

**Conservation Administrative Assistant and Conservation Agent, Leslie Gabrilka:** The Board members agreed it makes sense to merge the two positions into one to be held by one person. They asked Mr. Sheehan to work on it over the summer.

**Recreation Department seasonal employees:** The Board members agreed to red circle the Assistant Director as she is currently far above the highest step and to slot the other employees into grade S1 at the step closest to but above their current rate.

**Registrars of Voters:** The Board agreed to increase their compensation by \$5/month.

**Stipend positions:** The Board members agreed to make no changes at this time, but to look at it in the future.

**Recycling Attendants:** The Board members agreed to the correction detailed by Mr. Sheehan.

**Election Workers:** election workers are currently paid as follows:

- Wardens (3): \$120
- Clerks (3): \$110
- Checkers (15-18): \$110 and \$95 for trainees
- Constables (1): \$160
- Tellers (1 or 2): \$50
- Police: covered by union contract

The Board agreed to increase election worker wages by \$5 each.

NT moved to adopt the changes as noted and leave all others unchanged. SL seconded. Unanimous.

Classification Plan  
Employee Appeals

Employee	Title	Department	Hours/ wk	Current Grade	Current Level	Current Rate/hr (1/1/12)	Final Decision Grade	Final Decision Level	Final FY12 Rate	FY13 Grade	FY13 Level	FY13 Rate	Comments	FY12 difference
David Profit	Lieutenant	Police Department	40	10	Max	\$ 35.92	10	max	\$ 35.92	10	max	\$ 35.92	No change	\$ -
Bonna Souza	Admin. Asst. to Police Chief	Police Department	40	4	6	\$ 19.09	4	4	\$ 19.09	4	7	\$ 19.57	No change	\$ -
Patricia Clark	Confidential Admin. Coord.	Police Department	40	3	1	\$ 15.78	3	1	\$ 15.78	3	2	\$ 16.17	No change	\$ -
Molly Benevides	Children's Librarian	Library	30	4	1	\$ 18.06	5	1	\$ 18.06	5	2	\$ 18.51	4/1 on 1/1/12; HRS recommends 5/1	\$ 1,700.40
Kathy Spofford	Assistant Town Clerk	Town Clerk's Office	37.5	4	1	\$ 16.88	4	1	\$ 16.88	4	2	\$ 17.30	No change	\$ -
Cheryl Simoneau	Payroll Clerk	Treasurer/Collector	10	2	1	\$ 14.75	2	1	\$ 14.75	2	2	\$ 15.12	No change	\$ -
Richard Hanks	Building Commissioner	Building Department	40	8	7	\$ 29.11	9	5	\$ 29.65	9	6	\$ 30.39	HRS recommends Grade 19	\$ 561.60
Jeanne Hollows	Planning Board Admin. Asst.	Planning Board	25	3	1	\$ 15.78	3	1	\$ 15.78	3	2	\$ 16.17	No change	\$ -
Jeanne Hollows	Land Use Coordinator	Land Use	5	6	1	\$ 19.32	6	1	\$ 19.32	6	2	\$ 19.80	No change	\$ -
Karen Chapman	Land Use Coordinator	Land Use	18	6	1	\$ 19.32	6	1	\$ 19.32	6	2	\$ 19.80	No change	\$ -
-	Assistant Director - Summer Rec.	Recreation	28 S1			\$ 15.50	S1	max	\$ 15.50	S1	max	\$ 15.50	No change	\$ -
-	Head Sports Summer Rec. Counselor	Recreation	30 S1			\$ 10.75	S1	9	\$ 10.97	S1	max	\$ 11.24	No change	\$ 39.60
-	Head Arts & Crafts Summer Rec. Couns.	Recreation	30 S1			\$ 10.75	S1	9	\$ 10.97	S1	max	\$ 11.24	No change	\$ 39.60
-	Summer Recreation Counselor (13)	Recreation	25 S1			\$ 9.25	S1	3	\$ 9.46	S1	4	\$ 9.70	No change	\$ 31.50
Carla Walter	Board of Health Administrator	Board of Health	37.5	3	1	\$ 15.78	3	2	\$ 16.17	3	3	\$ 16.57	In recognition of limited supervisory resp.	\$ -
Ed Kukkula	Highway Superintendent	Highway Department	40	9	Max	\$ 35.76	9	max	\$ 35.76	9	max	\$ 35.76	AS add to BOS agenda for further disc. After ATM.	\$ 380.25
Keith Feddersen	On-call Firefighter/EMT-B	Fire Department	6.5	2	1	\$ 14.75	2	2	\$ 15.12	2	3	\$ 15.50	HRS recommends 2/2	\$ 62.53
Brent Davis	On-call Firefighter/EMT-B	Fire Department	6.5	2	1	\$ 14.75	2	2	\$ 15.12	2	3	\$ 15.50	HRS recommends 2/2	\$ 62.53
Kris Klein	On-call Firefighter/EMT-B	Fire Department	6.5	2	2	\$ 15.12	2	2	\$ 15.12	2	3	\$ 15.50	HRS recommends 2/5	\$ 197.73
Ben Niemiera	On-call Firefighter/EMT-B	Fire Department	6.5	2	1	\$ 14.75	2	2	\$ 15.12	2	3	\$ 15.50	HRS recommends 2/2	\$ 62.53
Lee Niemiera	On-call Firefighter/EMT-B	Fire Department	6.5	2	1	\$ 14.75	2	2	\$ 15.12	2	3	\$ 15.50	HRS recommends 2/2	\$ 62.53
Carolyn Smart	Exec. Ass't. to the Town Administrator	Selectmen	35	4	2	\$ 17.30	4	2	\$ 17.30	4	3	\$ 17.73	No change	\$ -
Paul Refuse	Water Superintendent	Water Department	40	9	8	\$ 31.93	9	8	\$ 31.93	9	9	\$ 32.73	No change	\$ -
Jim Blanchard	Billing Clerk - Water	Water Department	20	2	1	\$ 14.75	2	1	\$ 14.75	2	2	\$ 15.12	No change	\$ -
Michael MacEachern	Water Technician	Water Department	40	6	1	\$ 19.32	6	5	\$ 21.33	6	6	\$ 21.86	Reclassify to 6/5 - same as Mike M	\$ 2,090.40
Brenda Boudreau	Office Administrator	Water Department	40	4	1	\$ 21.33	6	5	\$ 21.33	6	6	\$ 21.86	No change	\$ -
Leslie Gabrijska	Conservation Agent	Water Department	40	4	1	\$ 16.88	4	1	\$ 16.88	4	2	\$ 17.30	No change	\$ -
Leslie Gabrijska	Administrative Assistant	Conservation Comm.	32.5	6	1	\$ 19.32	6	1	\$ 19.32	6	2	\$ 19.80	Merging of positions will be pursued	\$ -
Sheryl Vaughan	Department Assistant	Conservation Comm.	5	3	1	\$ 15.78	3	1	\$ 15.78	3	2	\$ 16.17	Merging of positions will be pursued	\$ -
		Building Department	30	3	1	\$ 15.78	3	1	\$ 15.78	3	2	\$ 16.17	No change	\$ 5,291.20
<b>Total</b>														

Registrars \$ 180.00  
 Poll workers \$ 160.00  
**Total \$ 5,631.20**

## B. Internal Equity and Position Rating

Internal equity refers to the hierarchical relationships among job classifications within an organization. It is a fairness criterion that guides a municipality in deciding the relative ranking value of a job classification to the organization. For example, those classifications requiring a greater level of knowledge or ones with a higher level of managerial responsibility should be paid more than classes with less knowledge requirements and responsibilities.

Human Resources Services' job evaluation tool was used to rate, rank, and determines the internal equity of each position in Townsend; the Municipal Position Classification and Rating Manual. Using this classification tool, each job was evaluated and *tested* for internal equity "*comparable worth*" by position rating. The manual's five categories and fourteen factors formed the basis for the job rating process. These factors, detailed in the rating manual, measured the requirements of each position in the following areas: physical environment, knowledge, training, education, problem solving skills and effort, physical skills and effort, experience, interactions with others/customer service, confidentiality, occupational risks, complexity, supervision received, supervision given, supervision scope, judgment and initiative, and accountability. Based on the review, positions for Townsend were placed on the classification plan.

While point factor methodologies require more structured decisions, they still have elements of subjectivity. HRS sought to minimize these elements by assigning consultants experienced and trained in both comparative and quantitative job evaluation and by use of a multiple rater approach when applying the factoring instrument to the job classifications. All of the ratings will be computerized for the Town's ease in future use.



We emphasize that the position evaluation method does not evaluate an individual employee's work performance; it looks at positions, not people.

C. The Classification Plan

The ratings assist in the development of the official Classification Plan for non-union positions. A Classification Plan is the foundation upon which a sound personnel management program is established. Classification is the process of grouping individual positions into broader groupings for personnel, budgeting, and other management purposes. Classification sorts the work of individual positions based on type of work and then levels of responsibility and difficulty. Beyond legal constraints, what is most reasonable is that which works best for a particular organization.

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**PHYSICAL ENVIRONMENT**

*This factor measures the totality of the surroundings and/or circumstances under which the job must be performed, the degree of difficulty which this imposes, and their representative or exceptional nature.*

**BASIC KNOWLEDGE, TRAINING AND EDUCATION**

*This factor measures the basic knowledge or "scholastic content" however it may have been acquired, essential as background or training to perform the job.*

**PROBLEM SOLVING SKILLS AND EFFORT**

*This factor measures the type and range of problem solving which the position consistently requires.*

**PHYSICAL SKILLS AND EFFORT**

*This factor measures the degree of physical effort or exertion required in the performance of essential work functions under regular conditions.*

**EXPERIENCE**

*Experience measures the length of time usually or typically required for the position, with the specified "basic knowledge, training and education," to perform the essential work functions effectively under normal supervision.*

**INTERACTIONS WITH OTHERS/CUSTOMER SERVICE**

*This factor measures the relative level of human interaction and the responsibility which goes with the job for meeting, dealing with, and influencing other persons.*

**CONFIDENTIALITY**

*This factor measures the discretion and integrity required by those positions which have access to privileged information handled or obtained in the normal performance of duties.*

**OCCUPATIONAL RISKS**

*This factor measures the relative degree of exposure to hazards which might cause injury on the job.*

**COMPLEXITY**

*This factor considers how difficult it is to perform the essential functions of the job. Jobs are made more difficult by the range and diversity of the assignment of duties, various uses of information technology, the specificity and relevance of guidelines for performing the work, and the nature or thinking challenge required to accomplish the work.*

**SUPERVISION RECEIVED**

*This factor evaluates the nature of the instructions, direction, control and/or monitoring which a position receives.*

**SUPERVISION GIVEN**

*In rating supervision given, a number of factors are considered: (1) type of supervision; (2) accountability; (3) responsibility for personnel actions; (4) budget development and control through subordinates.*

**SUPERVISION SCOPE**

*This factor is used to evaluate the extent, breadth and depth of direction, monitoring and review given.*

**JUDGEMENT AND INITIATIVE**

*This factor measures the degree of independent action required by the position and the extent to which duties are dictated by standard practice or the exercise of judgement.*

**ACCOUNTABILITY**

*In every position there inherently exists the possibility of error, whether through omission, commission, or direction. In rating this factor, the following is considered: the likelihood of errors; the possibility of error detection; and the probable effect of errors based on the degree to which the work is checked, either by the procedures themselves, by supervision, or by succeeding operations.*

## **BOARD OF HEALTH ADMINISTRATOR POSITION**

- 1.) **Facility Manager of the Landfill and the Recycling Center:**
  - a.) **Property Maintenance (all contracts, permits, facility maintenance including utilities is not covered in by the Townsend Maintenance Department)**
    - i.) **Weston & Sampson Engineering**
    - ii.) **Shephard's Landscaping**
    - iii.) **Wood Pile and Compost Area -- negotiate proposals, work with FMarshall**
    - iv.) **Disposal of all recycling for electronics, tires, propane, batteries, etc.**
    - v.) **Disposal of G.W. Shaw's containers for metal, plastic, recycling and trash**
    - vi.) **All OSHA regulations**
  - b.) **Supervision of four (4) employees**
    - i.) **Payroll/Timesheets**
    - ii.) **Cash Revenue**
    - iii.) **Training for hazardous waste and licenses for Hoisting**
- 2.) **Curbside Trash and Recycling Contract**
  - a.) **Budget Management of \$722,000.00 contract**
    - i.) **Resolving resident complaints**
    - ii.) **Monitoring tonnage reports**
    - iii.) **Public Awareness of barrel limits and recycling information**
    - iv.) **Track Paper Recycling Reimbursement**
- 3.) **Public Health**
  - a.) **Tobacco Control Agent, tobacco in the schools**
  - b.) **Mental Health Issues**
  - c.) **Unfit living Conditions**

- d.) Emergency Dispensing Site for health emergencies
- 4.) Housing
  - a.) Rental Properties
  - b.) Condemned properties, resident relocation
- 5.) Grant Writing
  - a.) Containers for the Recycling Center
  - b.) Recycling Compliance Officer
  - c.) Septic Repairs for qualifying Residents.
- 6.) Title V and Well Regulations
  - a.) Processing Plans and Permits
  - b.) Updating Regulations
- 7.) Animal Control

**All these items are not covered under many of the surrounding towns Board of Health Departments. They fall under the Facilities Department, DPW or the Highway Department.**

## BOARD OF HEALTH ADMINISTRATOR

### **Position Purpose:**

The purpose of this position is to perform administrative, supervisory, technical and clerical work of significant complexity and responsibility in supporting the operations of the Board of Health. Performs all other related work as required.

### **Supervision:**

*Supervision Scope:* Performs varied and responsible duties in accordance with state statutes and town bylaws requiring a thorough knowledge of departmental operations. Exercises judgment and initiative to carry out assignments independently, analyzes situations and conditions, and determines appropriate course of action following department guidelines.

*Supervision Received:* Work is performed under the policy direction of the elected Board of Health. Work is performed independently requesting assistance with unusual situations which do not have clear precedents.

*Supervision Given:* Supervises all aspects of the six (6) employees at the Recycling Center; disciplines and fires but hires only with approval of the Board of Health at an open meeting.

### **Job Environment:**

A majority of work is performed under typical office conditions, with frequent interruptions to provide assistance and information to the public; noise level in the office is moderate. The Health Administrator also needs to be at the Recycling Center and Landfill outdoors with exposure to extremes of heat and cold temperatures and inclement weather. Incumbent is subject to the hazards associated with working at a Transfer Station and around heavy equipment. Work environment is loud. Has exposure to hazardous materials/fumes from recycling oil, gas, antifreeze and automotive batteries. On-call for emergencies and stand-by operations.

Regularly operates a computer, telephone, copier, facsimile machine and other standard office equipment.

Makes frequent contacts with the general public, engineering firms, contractors, lawyers and realtors, state agencies, and medical facilities. Contacts are in person, in writing, and by telephone and usually involve the provision of information of a technical or factual nature to the public or interested parties.

Maintains secure confidential files on litigation matters, contract negotiations and citizen assistance applications.

Errors could cause significant delay, confusion and unnecessary expense, time and inconvenience of the public in processing routing work and meeting statutory requirements and

could have possible legal, financial repercussions for the Board and the public. Errors could also have negative effects on the health of the community and its citizens.

**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.)*

The Health Administrator provides a wide range of management, monitoring and supervisory tasks and administrative support functions to the volunteer Board of Health, Recycling Center and Landfill. The functions include researching, requesting, managing and supplying information regarding the full range of Board issues. Serves as the Board's professional liaison with the general public, applicants and their agents, town government official and employees and other regional, state and federal agencies. Assists the Board in meeting their statutory obligations under various M.G.L. State codes as well as local bylaws and regulations. Assists the Board in promulgation and enforcement of local health regulations on these issues.

Supervises and coordinates the activities of the various recycling attendants. Apprises Board of Health members of recycling activities and concerns. Handles all revenue and expenses related to the Recycling Center. Monitors the property for inspections that could be detrimental to the safety and public health of the residents. Coordinates the removal of recyclable materials. Notifies vendors of required services. Monitors vendor costs and services. Sets schedules for employees and makes recommendations of hours of operations for the Center.

Serves as primary liaison between the general public, the Board of Health, the Department of Environmental Protection, the Massachusetts Department of Public Health, Town Counsel and other State Offices and agencies.

Posts Board of Health meetings. Prepares and posts meeting agendas in a timely manner as required by M.G.L. Attends meetings to advise on agenda matters and to take meeting minutes. Prepares related correspondence, follow up on action items, write certificates.

Receives all applications and fees associated with Board of Health. Prepares forms for use in various permit and license applications. Reviews applications for completeness and adherence to state and local regulations. Processes applications and deposit receipts in Treasurer's Office.

Maintains all permits and information relative to Food, Tobacco, Stables, Septage, Garbage, Solid Waste, Housing and Dwelling, Health Care and Disease Control, Nuisances, Hazardous Wastes, Pools & Beaches and Wells.

Promotes services and programs of the BOH and Recycling Center.

Attends all BOH meetings necessary to ensure proper representation of the Board of Health; off site and on site.

Schedules and monitors hauling of recycling and curbside trash. Handles residents concerns regarding curbside trash and recycling and all other issues associated with.

Monitors progress of landfill capping and manage related legal, financial and contractual issues with DEP and the town's consulting engineers under the Board's oversight. Receives bids and reviews with the Board.

Develops and maintains appropriate networks and other community based organizations.

Maintains emergency protocols and contact information.

Prepares payroll and budget preparation under the policy guidelines of the BOH. Monitors and reconciles monthly accounting and activities of the Board of Health Operations, Landfill Engineering, Landfill Operations, Solid Waste Operations, Household Hazardous Waste and Nashoba Assessments. Total of all budgets exceeds 750K.

Attend project meetings and site visits; coordinate BOH activities with other boards and committees/agencies.

Prepares Emergency Dispensing Site (EDS) plan for mass vaccination requiring coordination and participation of other town departments including Police, Fire, DPW, School and Town Administration. Performs similar or related work as required. Applies for local and federal grants when appropriate.

**Recommended Minimum Qualifications:**

**Education, Training and Experience:**

High School education and at least five (5) years of experience, and previous experience in statutory, regulatory and legal process, municipal government or one or more areas of Board jurisdiction are required. Must be proficient in Microsoft Office.

**Special Requirements:**

Possession of a valid motor vehicle operator's license.

Courses: ICS 100, ICS 200, NIMS 700 (Emergency Preparedness Planning) certification within six (6) months of employment.

**Knowledge, Ability and Skill:**

*Knowledge:* Thorough knowledge of office procedures, practices and terminology. Working knowledge of town operations. Knowledge of office equipment and the operation of computer software applications. Working knowledge of local, state and federal statutes and regulations applicable to the duties and responsibilities of the Health Department.

*Ability:* Ability to communicate effectively verbally and in writing. Ability to maintain records and prioritize tasks. Ability to respond with tact and courtesy when dealing with the public. Ability to handle sensitive and confidential matters with urgency and professionalism.

*Skill:* Excellent customer service and interpersonal skills. Skill in operating computers and utilizing appropriate software applications. Excellent organizational skills. Office management skills.

Physical 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 essential functions.*

While performing the duties of this job, the employee is frequently required to work at a desk; regularly convey information to employees and the public; regularly move about inside the office to access file cabinets and office machinery. The employee must occasionally lift and/or move objects weighing up to 15 pounds. Ability to operate a keyboard and calculator at efficient speed and to view computer screens for extended periods of time. Occasional work in the field requires traversing uneven terrain.

*(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.)*



B. Internal Equity and Position Rating

Internal equity refers to the hierarchical relationships among job classifications within an organization. It is a fairness criterion that guides a municipality in deciding the relative ranking value of a job classification to the organization. For example, those classifications requiring a greater level of knowledge or ones with a higher level of managerial responsibility should be paid more than classes with less knowledge requirements and responsibilities.

Human Resources Services' job evaluation tool was used to rate, rank, and determines the internal equity of each position in Townsend; the Municipal Position Classification and Rating Manual. Using this classification tool, each job was evaluated and *tested* for internal equity "*comparable worth*" by position rating. The manual's five categories and fourteen factors formed the basis for the job rating process. These factors, detailed in the rating manual, measured the requirements of each position in the following areas: physical environment, knowledge, training, education, problem solving skills and effort, physical skills and effort, experience, interactions with others/customer service, confidentiality, occupational risks, complexity, supervision received, supervision given, supervision scope, judgment and initiative, and accountability. Based on the review, positions for Townsend were placed on the classification plan.

While point factor methodologies require more structured decisions, they still have elements of subjectivity. HRS sought to minimize these elements by assigning consultants experienced and trained in both comparative and quantitative job evaluation and by use of a multiple rater approach when applying the factoring instrument to the job classifications. All of the ratings will be computerized for the Town's ease in future use.

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**PHYSICAL ENVIRONMENT**

*This factor measures the totality of the surroundings and/or circumstances under which the job must be performed, the degree of difficulty which this imposes, and their representative or exceptional nature.*

**BASIC KNOWLEDGE, TRAINING AND EDUCATION**

*This factor measures the basic knowledge or "scholastic content" however it may have been acquired, essential as background or training to perform the job.*

**PROBLEM SOLVING SKILLS AND EFFORT**

*This factor measures the type and range of problem solving which the position consistently requires.*

**PHYSICAL SKILLS AND EFFORT**

*This factor measures the degree of physical effort or exertion required in the performance of essential work functions under regular conditions.*

**EXPERIENCE**

*Experience measures the length of time usually or typically required for the position, with the specified "basic knowledge, training and education," to perform the essential work functions effectively under normal supervision.*

**INTERACTIONS WITH OTHERS/CUSTOMER SERVICE**

*This factor measures the relative level of human interaction and the responsibility which goes with the job for meeting, dealing with, and influencing other persons.*

**CONFIDENTIALITY**

*This factor measures the discretion and integrity required by those positions which have access to privileged information handled or obtained in the normal performance of duties.*

**OCCUPATIONAL RISKS**

*This factor measures the relative degree of exposure to hazards which might cause injury on the job.*

**COMPLEXITY**

*This factor considers how difficult it is to perform the essential functions of the job. Jobs are made more difficult by the range and diversity of the assignment of duties, various uses of information technology, the specificity and relevance of guidelines for performing the work, and the nature or thinking challenge required to accomplish the work.*

**SUPERVISION RECEIVED**

*This factor evaluates the nature of the instructions, direction, control and/or monitoring which a position receives.*

**SUPERVISION GIVEN**

*In rating supervision given, a number of factors are considered: (1) type of supervision; (2) accountability; (3) responsibility for personnel actions; (4) budget development and control through subordinates.*

**SUPERVISION SCOPE**

*This factor is used to evaluate the extent, breadth and depth of direction, monitoring and review given.*

**JUDGEMENT AND INITIATIVE**

*This factor measures the degree of independent action required by the position and the extent to which duties are dictated by standard practice or the exercise of judgement.*

**ACCOUNTABILITY**

*In every position there inherently exists the possibility of error, whether through omission, commission, or direction. In rating this factor, the following is considered: the likelihood of errors; the possibility of error detection; and the probable effect of errors based on the degree to which the work is checked, either by the procedures themselves, by supervision, or by succeeding operations.*

## Municipal Position Classification and Rating Manual

1. Physical Environment 2<sup>nd</sup> Degree

Good working conditions, but periodically subject to significant air temperature fluctuations, odors and/or fumes, dust and temporary exposure to weather. Work is generally performed in climate-controlled conditions as in an office, corridors, assembly area, or a light or medium duty maintenance shop; outside activities may have to be suspended during inclement weather.
  
2. Basic Knowledge Training and Education 3<sup>rd</sup> Degree

Work involves use of complex procedures requiring special knowledge or ability, e.g., operation of business equipment; utilization of personal computers including intermediate knowledge of department applications and/or word processing, database, and spreadsheet applications, data entry terminals, and transcribing equipment; essential functions may require working familiarity with technical terminology, basic laboratory procedures, shop machinery, and a variety of precision measuring instruments and/or some training generally applicable to a particular field. Journeyman ability in trades or crafts. Ability to operate specialized heavy motor equipment such as a large truck, grader, backhoe, etc. Equivalent to high school plus additional broad specialized training equal to one to two years of advanced training or college.
  
3. Problem Solving Skills and Effort 3<sup>rd</sup> Degree

Requires having full command of representative job knowledge, the ability to analyze common job related problems, acquire or develop new information from varied sources independently develop and successfully apply problem solutions. Work requirements are varied and may be unpredictable. Requires the ability to develop alternative ways for successfully completing the important work within externally imposed constraints.
  
4. Physical Skills and Effort 1<sup>st</sup> Degree

Requires little or no physical effort. Work effort involves sitting to do the work with intermittent periods of stooping, walking, standing, reaching or lifting.
  
5. Experience 2<sup>nd</sup> Degree

Over three months up to and including one year of related experience.

6. Interactions with Others/Customer Service 3<sup>rd</sup> Degree  
Interactions with others involve explanation, discussion or interpretation of what is required in order to render service, plan or coordinate work effort, or resolve operating problems. Contacts are with service recipients, the general public and employees of outside organizations such as other agencies, vendors or banks. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with customers.
  
7. Confidentiality 3<sup>rd</sup> Degree  
Works with limited confidential information such as organization personnel records, bid proposals, citations, occasional litigation, computer system networks and/or security, etc., which, if disclosed, might adversely affect operations, employee morale, create adverse public relations or otherwise be legally inappropriate.
  
8. Occupational Risks 3<sup>rd</sup> Degree  
Duties present potential risk of minor injuries which could result in loss of time from work. Examples of injury include sprains, burns from chemicals, steam or fire, muscular strains from working with heavy materials and illness from exposure to communicable disease.
  
9. Complexity 3<sup>rd</sup> Degree  
The work consists of varied and extensive assignments requiring the practical application of a variety of concepts, practices and specialized techniques relating to a professional, highly technical or administrative field. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances; inspecting, testing, or evaluation compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using specialized fact finding techniques; or determining the means to accomplish the work.
  
10. Supervision Received 3<sup>rd</sup> Degree  
Once assigned or after job requirements are mastered, nearly all work is performed with minimal instruction or monitoring. Work may be verified for accuracy or correctness.
  
11. Supervision Given 4<sup>th</sup> Degree  
**Provides direction, control and monitoring of a major division, highly technical section, multiple operating divisions or a department. Includes responsibility for service delivery results, personnel actions, workforce and job planning, budget administration and cost control.**

**12. Supervision Scope**

**3<sup>rd</sup> Degree**

**Is required to provide most job instructions, directions, coordinates multiple activities, jobs or projects and may provide training in basic job skills. Regularly reviews job performance, task and/or job coordination and the quality of the work performed. May develop work requirements and has responsibility to assure jobs or projects are complete.**

**13. Judgment and Initiative**

**3<sup>rd</sup> Degree**

Duties may involve the performance of specialized procedures requiring comprehensive knowledge of division/department functions and techniques or the exercise of technical expertise in applying standard professional techniques. May be required to exercise judgment in the analysis of facts or circumstances surrounding individual problems in order to determine the appropriate course of action.

**14. Accountability**

**3<sup>rd</sup> Degree**

Is responsible to independently produce accurate work, coordinate work products with others, meet deadlines and assist others in job completion. Most work is not independently verified or checked or involves the operation of large, complex or potentially dangerous equipment increasing the scope and magnitude of errors. Potential consequences include monetary losses due to delays in processing important information, waste of individual or work group time and/or materials, damage to buildings and equipment, or minor personal injuries.

Total of points with 1999 matrix equal to a Grade 7 position.

## ADMINISTRATIVE ASSISTANT – BOARD OF HEALTH

### **Position Purpose:**

The purpose of this position is to perform administrative, supervisory, technical and clerical work of significant complexity and responsibility in supporting the operations of the Board of Health. Performs all other related work as required.

### **Supervision:**

*Supervision Scope:* Performs varied and responsible duties in accordance with state statutes and town bylaws requiring a thorough knowledge of departmental operations. Exercises judgment and initiative to carry out assignments independently, analyzes situations and conditions, and determines appropriate course of action following department guidelines.

*Supervision Received:* Work is performed under the policy direction of the board of health and administrative direction of the Town Administrator. Work is performed independently requesting assistance with unusual situations which do not have clear precedents.

*Supervision Given:* Reviews work performance of up to six employees, but does not hire or fire.

### **Job Environment:**

A majority of work is performed under typical office conditions, with frequent interruptions to provide assistance and information to the public; noise level is moderate.

Regularly operates a computer, telephone, copier, facsimile machine and other standard office equipment.

Makes frequent contacts with the general public, engineering firms, contractors, lawyers and realtors, state agencies, and medical facilities. Contacts are in person, in writing, and by telephone and usually involves the provision of information of a technical or factual nature to the public or interested parties.

Has access to limited department-related confidential information such as investigations by the Board of Health.

Errors could result in significant confusion and delay, loss of department services, could result in monetary loss, could cause exposure for the Town to certain legal liabilities and possible adverse public relations.

### **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.)*

Oversees and administers the daily operations of the Board of Health Office. Resolves problems and provides assistance to the public through explanation and interpretation of state regulations and local bylaws governing on-site septic systems, food service establishments, minimum housing standards, and other environmental public health related codes.

Supervises and coordinates the activities of the various recycling attendants. Apprises Board of Health members of recycling activities and concerns.

Serves as primary liaison between the general public, the Board of Health, the Department of Environmental Protection, the Massachusetts Department of Public Health, Town Counsel and other State Offices and agencies.

Posts Board of Health meetings. Prepares and posts meeting agendas. Attends meetings to advise on agenda matters and to take meeting minutes. Prepares related correspondence.

Receives all applications and fees associated with Board of Health. Prepares forms for use in various permit and license applications. Reviews applications for completeness and adherence to state and local regulations. Processes applications and deposit receipts in Treasurer's Office.

Maintains all permits and information relative to food, tobacco, stables.

Promotes services and programs of the BOH.

Attends all BOH meetings necessary; types agenda, take notes; types and distributes; follow-up with action items.

Schedules and monitors hauling of recycling.

Develops and maintains appropriate networks and other community based organizations.

Maintains emergency protocols and contact information.

Prepare payroll; assist with budget preparation under the policy guidelines of the BOH. Monitors and reconciles monthly accounting and activities.

Maintains confidential files. Determines requirements for contracts and consultants for landfill, recycling; receives bids and review with BOH.

Attend project meetings and site visits; coordinate BOH activities with other boards and committees/agencies.

Prepares Emergency Dispensing Site (EDS) plan for mass vaccination requiring coordination and participation of other town departments including Police, Fire, DPW, School and Town Administration.

Performs similar or related work as required.

**Recommended Minimum Qualifications:**

**Education, Training and Experience:**

High School education; and three to five years of related administrative or public health experience; or any equivalent combination of education, training and experience. Proficient in Microsoft Office.

**Special Requirements:**

Possession of a valid Massachusetts Class D motor vehicle operator's license.

Courses: ICS 100, ICS 200, NIMS 700 (Emergency Preparedness Planning)

**Knowledge, Ability and Skill:**

*Knowledge:* Thorough knowledge of office procedures, practices and terminology. Working knowledge of town operations. Knowledge of office equipment and the operation of computer software applications. Working knowledge of local, state and federal statutes and regulations applicable to the duties and responsibilities of the Health Department.

*Ability:* Ability to communicate effectively verbally and in writing. Ability to maintain records and prioritize tasks. Ability to respond with tact and courtesy when dealing with the public.

*Skill:* Excellent customer service and interpersonal skills. Skill in operating computers and utilizing appropriate software applications. Excellent organizational skills. Office management skills.

**Physical 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 essential functions.*

While performing the duties of this job, the employee is frequently required to work at a desk; regularly convey information to employees and the public; regularly move about inside the office to access file cabinets and office machinery. The employee must occasionally lift and/or move objects weighing up to 15 pounds, such as supplies, folders, and books. Ability to operate a keyboard and calculator at efficient speed and to view computer screens for extended periods of time.

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



**TOWN OF TOWNSEND  
DEPARTMENT: BOARD OF HEALTH**

**JOB DESCRIPTION CATEGORY – Administrative  
POSITION: HEALTH ADMINISTRATOR**

**SUMMARY**

The Health Administrator assures that all the Health concerns of the town, legally under the jurisdiction of the Board of Health, are addressed through public information and assistance. Develops, monitors and evaluates projects to assure that both long and short-term goals of the Board are met. Relies on experience and judgement to plan and accomplish goals. A wide degree of creativity and latitude is expected.

The Health Administrator provides a wide range of management, monitoring and supervisory tasks and administrative support functions to the volunteer Board of Health (Board), at the Board of Health office, Recycling Center and landfill. The functions include researching, requesting, managing and supplying information regarding the full range of Board issues. Serves as the Board's professional liaison with the general public, applicants and their agents, town government officials and employees and other regional, state and federal agencies. Assists the Board in meeting their statutory obligations under various M.G.L. State codes as well as local bylaws and regulations. Assists the Board in promulgation and enforcement of local health regulations on these issues

Attends all Board meetings, providing input and coordination as well as the taking of minutes. Performs all necessary clerical functions for the Board.

## ESSENTIAL FUNCTIONS

Essential functions of the position revolve around four basic areas of responsibility.

### ADMINISTRATION

- Provides a full range of administrative support to the volunteer Board of Health. Requests and supplies information regarding a full range of Board issues. Assists the Board in meeting their statutory obligations under various M.G.L. state codes as listed below, and local bylaws and regulations. Otherwise relieves the Board of administrative and everyday business detail.
  - ◊ **Septage and Garbage:** 310 CRM 15.00, M.G.L. C.III, s.31B, s.31A
  - ◊ **Solid Waste:** M.G.L. C.III, S.150A, 310 CRM 19.16, 19.8; 18.15(1), 19.25, 18.00, 19.26(3), 19.32; 18.27, 18.21
  - ◊ **Housing and Dwellings:** M.C.L. c.III, ss.127A and 127B; 105 CMR 410.000, s.1981 105 CMR 460.000, M.G.L. c.4I, ss.81S-81V, and M.G.L. c.140, s.36
  - ◊ **Food:** 105 CRM 590.052, 590.000, M.G.L. c.94, s.89, s.48A, s.33, and s.40, s.10A; s.10C; 105 CMR 570 et. Seq. 105 CMR 570.002, M.G.L. c.94, s.10C, M.G.L. c.94, s.94F; 105 CMR 550.000; 105 CMR 551.000, 105 CMR 550.001, s.65H; 105 CMR 561.000, s.67, M.G.L. c.130, S.81, ss.186-95
  - ◊ **Smoking:** M.G.L. c.270 s.22
  - ◊ **Health Care and Disease Control:** M.G.L. c.164 S.124A; 220 CRM 25.03 (2), M.G.L. c.III, s.III, S.II2, s.7, s.29, c.71, s.55A, s.110, IIIA, M.G.L. c.140, s.145A; 105 CMR 335, M.G.L. c.III s.109, 105 CMR 300.000 M.G.L. c.149, s.136.
  - ◊ **Nuisances:** M.G.L. c.III, s.122, s.151, s.143
  - ◊ **Hazardous Wastes:** M.G.L. c.III, s.150B M.G.L. c.21C, s.4
  - ◊ **Pools and Beaches:** Chapter V-105 CMR 435.000, Chapter VII-105 CMR 445.000, 445.10(1-3), 445.16, Camps, Motels and Mobile Home Parks: M.G.L. C.140, ss.32B and 32C, enforce Chapter VI-105 CMR 440.000 and Chapter IV-105 CMR 430.000
  - ◊ **Miscellaneous:** Child Care Services, Pesticides, Animal inspectors, Massage parlors, Burial permits, Funeral directors, Cemeteries and other legislation that assigns duties and roles to the Board..
- Monitors and evaluates projects to ensure that both long and short-term goals of the Board are met.
- Recommends, implements and oversees solutions to town health issues, as approved by the Board.
- Prepares \$750,000 annual budget for the Health Department for Board review. Monitors and reconciles monthly accounting for all activities.
- Serves as a liaison to the public, applicants and their agents, town government officials and employees and regional, state and federal agencies.
- Uses familiarity with Board of Health duties, authority, projects, policies and procedures to assist citizens seeking assistance from the Board. This involves deciding whether to render the assistance directly, schedule an

- appointment with the Board, refer the citizen to another agency, or contact a Board member for direct contact with the citizen.
- Renders direct assistance to the public by explaining the applicable application process, answering questions, giving referrals when needed, and providing them with information regarding the various sections of M.G.L., the bylaws and regulations involved in their particular process.
  - Maintains confidential files on litigation matters, contract negotiations and citizen assistance applications.
  - Contacts Town Counsel and coordinates services with Board of Health for review of legal issues related to contracts, civil law suits, criminal prosecutions, liability issues, when applicable and as per town procedure.
  - Determines requirements for outside services at the Landfill and Recycling Center. Gets bids and procures those approved by the Board.
  - Monitors lagoon status at the landfill and coordinates discharges and associated permits.
  - Manages disposition of recyclable materials to assure most advantageous arrangements for the town.
  - Monitors progress of landfill capping and manages related legal, financial and contractual issues with DEP and the town's consulting engineer under the Board's oversight.
  - Attends project meetings and site visits
  - Attends conferences and seminars for professional development related to the job responsibilities and issues of the Board of Health, as authorized by the Board.
  - Coordinates Board activities with regional and statewide initiatives and projects through Nashoba Associated Boards of Health, MAHB, and State departments.
  - Establishes and maintains emergency protocols and contact lists for natural disasters, bio-terrorism, weapons of mass destruction, epidemics, etc.
  - Establishes and maintains working relationships with Fire, Police, EMS, Civil Defense, local hospitals, physicians and veterinarians, state and federal agencies to ensure efficient cooperation during a crisis.
  - Performs other similar or related duties, as required or as situation dictates.

## **SUPERVISION**

- Works under the general direction of the Board of Health in accordance with their established policies.
- Independently plans and performs operations.
- Duties require knowledge of multiple health issues, departmental and Nashoba Associated Boards of Health operations and the exercise of judgment and initiative.
- Provides direct and indirect supervision of the Recycling Center staff.
  - Develops and monitors scheduling.
  - Prescreens applications for employment.

## RESEARCH AND WRITING

- Performs a large portion of the research and writing necessary for the Board to carry out its statutory duties and have appropriate funds to do so.
- Drafts and prepares all correspondence for the Board, town meeting articles, annual town report, permits, variances approvals and denials, etc. for their review.
- Drafts procurement documents, Requests for Proposals and Invitations for Bids, with all supporting schedules, for all town health services, equipment, engineering services and other contracts with the final approval by the Board, Chief Procurement Officer and Town Counsel.
- Researches existing laws, rules and regulations to draft proposed changes to local regulations and prepares and files revisions.
- Reviews and re-writes job descriptions as necessary to reflect work actually being performed by employees at the Recycling Center and by the Health Administrator.
- Researches and/or reviews project information, statutory and regulatory processes. Performs research and coordinates information for each Board member. Researches historical records when necessary. Applies knowledge learned to job responsibilities
- Researches and prepares applications for Grants on behalf of the Board and administers grants received.
- Researches project information and facts for the Board to fulfill its obligations.
- Performs research and coordinates information for each Board member.
- Creates quarterly tax insert bulletins for town citizens on a variety of health issues.

## COMMUNICATION

- Serves as professional liaison for the Board with the general public, applicants, as well as local, state and federal officials.
- Works directly with the public, both in person and by telephone, providing information and services and handling complaints, concerns and suggestions. This will frequently involve dealing with individuals displeased with an action of the Board and thus requires excellent communication skills for handling agitated or angry citizens.
- Communicates in person, in writing, by phone and by computer. Frequently interacts with: public, applicants and/or their representatives or attorneys or engineers, recycling center personnel, inspectors, Nashoba Board of Health, MRPC, DEP, MAHB and vendors the Town is under contract with. Other routine contact involves the Highway Department, Building Commissioner, Conservation Commission, Town Clerk, Town Administrator/Chief Procurement Officer, Zoning Board of Appeals, Town Treasurer, Town Counsel, Town Accountant and Board of Selectmen. On occasion interacts with the Fire Department, Police Department, School Boards, Assessors Office and other town officials.

- Provides a professional liaison for the Board to outside Agencies including but not limited to the Department of Environmental Protection, Montachusett Regional Planning Commission, Nashoba Board of Health, Massachusetts Association of Health Boards, Department of Solid Waste Management, Municipal Recycling Incentive Program Department, Town Counsel and others as applicable.
- Communicates carefully in order to not speak on behalf of the Board, not to offer opinions as to the Board's likely decisions and not to give advice that could be construed as legal advice or might otherwise compromise the Board's position.

## CLERICAL

- Provides a full range of clerical support to the Board.
- Schedules, prepares and attends Board of Health meetings, providing input and coordination with the day to day workings of the Health Department prior to and during meetings.
- Takes the minutes of the meeting and transcribes from handwritten or taped form into typewritten form for the Boards review and approval. Files approved meeting minutes with the Town Clerk in accordance with state statute. Provides copies of minutes to the Board members and serves as custodian of the minutes for public requests as per statute and Freedom of Information Act.
- Maintains the Board's appointment calendar, develops written agendas and schedules all meetings and hearings required.
- Posts all meetings with the Town Clerk's Office. In accordance with the Open Meeting Law, postings must occur within forty-eight (48) hours before the meeting date and time set.
- Develops meeting packets for each Board member. Sends preliminary agendas to the Board members by standard or electronic mail.
- Drafts and prepares correspondence, permits, variances, approvals and denials for review by the Board.
- Coordinates the process of paperwork for the applicant, and/or their representatives in relation to Townsend Board of Health, Nashoba Board of Health Agencies, Montachusett Regional Planning Commission, or other applicable departments or Boards.
- Receives applications and fees; reviews them for completeness and accuracy.
- Prepares submission of fees collected to the Treasurer and bills payable to the Town Accountant, in a proper and timely fashion.
- Monitors and purchases office supplies and equipment for the Board of Health office, Recycling Center and Landfill as needed and budgeted for.
- Prepares Excel spreadsheets for tracking payables and receivables for Board of Health accounts.
- Maintains all records of income and expenses of the Board. Ensures through proper accounting methods that all fees are tracked as to source (Recyclable

fees, tobacco, septic, food permits, etc.) and allocated to the correct applicant.

- Develops and maintains a comprehensive paper and computer filing systems for individual properties by street address, projects and Agencies the Board of Health is involved with.
- Maintains all reports and documents regarding the landfill and Recycling Center.
- Receives recycling throughput data from the Recycling Center and posts it to an Excel spreadsheet for later analysis.
- Handles all clerical aspects of the Recycling Center payroll.
- Schedule and monitor hauling of recyclables.
- Opens incoming mail and classifies it as routine, time sensitive, confidential, etc. Notifies Board members of mail requiring their immediate attention.
- Performs similar functions with regard to telephone and e-mail messages.

### JOB ENVIRONMENT

- Performs multiple tasks and time sensitive responsibilities while involved in frequent contact with the general public and with town, regional and state officials and professional organizations. Communication occurs in person, in writing, by phone and by computer.
- Most work is performed under typical office conditions with use of typical office equipment including but not limited to: computer terminal and printer, phone system with voice mail, pagers, cellular phones, copier, fax machine and calculator. The use of common word processing programs, Excel spread sheets, electronic mail and the World Wide Web is required. Minimal physical effort is required to perform these duties.
- Work is sometimes performed outdoors at the Recycling Center or landfill. Work includes observing conditions throughout the site and some emergency maintenance. Occasionally there are field visits to other sites of concern.
- Travels between Town buildings to the Post Office, Nashoba Board of Health, Recycling Center and the Landfill when performing office related errands or site visits as required.
- Lifting of office supplies/equipment up to thirty pounds (30lbs.) is required
- The employee has access to Board and general public confidential information, including matters of litigation, executive sessions, financial data and citizen tax returns.
- Errors could cause significant delay, confusion, and unnecessary expense, time and inconvenience of the public in processing routine work and meeting statutory requirements and could have possible legal, financial repercussions for the Board and the public. Errors could also have negative effects on the health of the community and its citizens.
- Position requires accuracy, attention to detail, management of multiple tasks and time-sensitive responsibilities.
- Typical work hours are Monday through Friday with a work schedule of 32-40 hours per week, depending on funding. This schedule includes some

evening hours for public meetings. Night meeting attendance is generally three times per month with other meetings as posted.

## **QUALIFICATIONS**

### **Education and Training**

- High school graduate, G.E.D. or equivalent required. Courses in the field or a BS degree in health science or related field preferred.

### **Experience**

- At least five years of administrative experience required.
- Previous experience in statutory, regulatory and legal process, municipal government or one or more areas of Board jurisdiction required.
- At least two years of supervisory experience.
- Demonstrated competence in use of Microsoft Office Suite.

### **Knowledge**

- Basic knowledge of Board of Health issues and terminology, practices, statutory duties, scope of authority, rules and regulations. If not acquired prior through experience prior to hire, must acquire during probationary period.

### **Abilities and Skills**

- Ability to work independently without direct supervision.
- Creativity, initiative and independent judgement.
- Highest standard of professional integrity, particularly concerning the maintenance of confidential information and dealing objectively and impartially with the public.
- Ability to handle multiple tasks and time sensitive responsibilities, especially the ability to effectively resume tasks after interruptions
- Organizational skills, especially thoroughness, attention to detail and follow-up and the ability to organize time effectively
- Ability to read and understand state and local laws governing the responsibilities of the Board of Health
- Pleasant individual capable of working with the public, maintaining a calm, courteous and professional manner at all times.
- Ability to keep open lines of communication with Board members, especially the Chairperson and with other departments and Boards.
- Strong writing and verbal communications skills.
- Ability to research effectively on the Web.
- Good clerical skills including word processing, spreadsheets and filing.
- Must be proficient using Microsoft Office Suite programs. Must be competent in setting up and manipulating data in an Excel spreadsheet, and preparing presentation (graphing, etc.)

### **Licenses**

- Class III driver's license

**PROPOSED NON-UNION CLASSIFICATION PLAN - FY-2012 (Effective January 1, 2012)  
TOWN OF TOWNSEND, MASSACHUSETTS**

**GRADE S-1**

Recreation Seasonal Worker  
Seasonal Laborer

**Grade T-1**

Lead Van Driver  
Recycling Attendant  
Van Driver

**Grade T-2**

Billing Clerk  
Council on Aging Program Coordinator  
Librarian I  
On-Call Firefighter  
On-Call Firefighter/EMT B & I  
On-Call EMT B & I  
On-Call EMT-P  
Part-Time Telecommunicator  
Payroll Clerk  
Reserve Police Officer

**Grade T-3**

Board of Health Administrator ←  
Confidential Administrative Coordinator - Police  
Conservation Administrative Assistant ←  
Department Assistant  
Meal Site Manager - COA  
Office Assistant  
On-Call Fire Lieutenant  
On-Call EMS Lieutenant  
On-Call Fire Lieutenant/EMT B & I  
On-Call Fire Captain  
On-Call Paramedic  
Planning Board Administrator ←  
Property Lister  
ZBA Administrative Assistant ←

**Grade T-4**

Administrative Assessor  
Assistant Town Clerk  
Assistant Treasurer/Collector  
Administrative Assistant to the Chief of Police  
Executive Assistant to the Town Administrator  
Librarian II  
Office Administrator - WATER  
On-Call Deputy Fire Chief



**PROPOSED CLASSIFICATION PLAN – FY-2012 (Effective January 1, 2012)  
TOWN OF TOWNSEND, MASSACHUSETTS**

**Grade T-5**

Children's Librarian  
Full-Time Firefighter/EMT-B  
Full-Time Firefighter/Paramedic  
Working Foreman (Cemetery and Parks)

**Grade T-6**

Conservation Agent ←  
Council on Aging Director  
Facilities Manager  
Full-Time Fire Captain  
Land Use Coordinator ←  
Recreation Director  
Water Technician

**Grade T-7**

Superintendent of Cemeteries and Parks  
Supervisor of Public Safety Communications

**Grade T-8**

Building Commissioner  
Library Director  
Principal Assessor  
Town Treasurer

**Grade T-9**

Highway Superintendent  
Town Accountant  
Water Superintendent

**Grade T-10**

Police Lieutenant

**Grade T-11**

*No Position Assigned*

**Grade T-12**

Full-Time Fire and EMS Chief

**Grade T-13**

Chief of Police