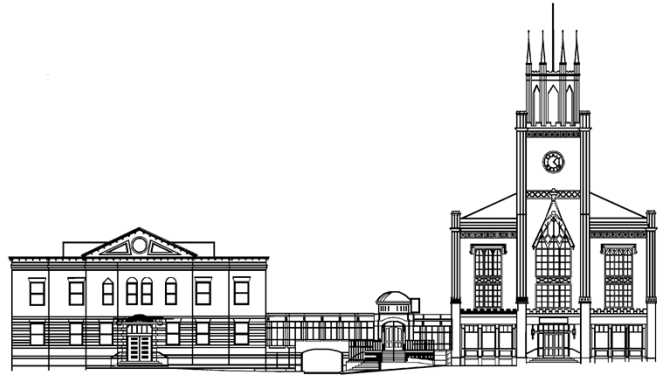




COMMITTEE ON HUMAN RESOURCES/INSURANCE

October 5, 2021 at 5:30 PM

Aldermanic Chambers, City Hall (3rd Floor)

Members: Aldermen Stewart, Hirschmann, Barry, Cavanaugh, Roy

AGENDA

The Chairman calls the meeting to order.

The Clerk calls the roll.

1. Presentation by Peter Richard, President of the Manchester Area Human Resources Association, regarding the current roles and benefits of Employee Assistance Programs.
2. HR Reports submitted by Kathleen Ferguson, Human Resources Director:
 - Position Summary Report
 - Summary of Arbitrations/Grievances
 - Vacancy Requisition Requests and Approvals
 - Sapphire SmartShopper Report*(Note: Provided for informational purposes only; no action is required.)*
3. Communication from the HR Director regarding the findings from the NH Retirement System audit.
(Note: Provided for informational purposes only; no action is required.)
4. Communication from the HR Director regarding the City's Employee Appreciation Luncheon that took place on September 29, 2021 at McIntyre Ski Area.
(Note: Provided for informational purposes only; no action is required.)
5. Communication from the HR Director requesting an update to the City's Drug & Alcohol Policy.
Gentlemen, what is your pleasure?
6. Communication from the HR Director requesting a reclassification of the Benefits Coordinator, grade 18, to a Benefits Manager, grade 20.
Gentlemen, what is your pleasure?

7. Communication from the HR Director requesting that language regarding essential physical abilities be added to the class specifications for the Equipment Operator I and Meter Reader II positions.
Gentlemen, what is your pleasure?
8. Communication from Ted Kitchens, Airport Director, requesting the elimination of one (1) vacant Airport Maintenance Worker II position, grade 15, and the addition of one (1) Airport Building Technician, grade 17.
Gentlemen, what is your pleasure?
9. Communication from Philip Croasdale, Water Works Director, requesting the reclassification of a Financial Analyst I, grade 19, to a Business Administrator, grade 20.
Gentlemen, what is your pleasure?
10. Communication from Kevin Sheppard, Public Works Director, requesting the following additions to his complement:
 - Two (2) ARPA funded, limited term Park Ranger I positions, grade 16
 - One (1) ARPA funded, limited term Park Ranger II position, grade 17**Gentlemen, what is your pleasure?**

Tabled Items

A motion is in order to remove any item from the table.

11. Communication from Alderman Roy recommending the hiring of an independent firm to evaluate the Fire Department.
(Note: Tabled 1/5/2021; referred to the HR Committee by the BMA on 12/15/2020).

If there is no further business, a motion is in order to adjourn.

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

September 20, 2021

Alderman Will Stewart, Chair
Human Resources and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Dear Chair Stewart and HRIC Members:

RE: In preparation for Request for Proposals for a new Employee Assistance Program (EAP)

Peter Richard, President of the Manchester Area Human Resources Association, an affiliate of the Society for Human Resource Management (SHRM) will present information regarding the current roles and benefits of Employee Assistance Programs (EAP's).

Mr. Richard is also Vice President and General Manager of XMA Corporation, a Manchester based high tech manufacturing organization.

Sincerely,

Kathleen Ferguson, SHRM-CP, PHR
Human Resources Director



City of Manchester

Human Resources Department

One City Hall Plaza
Manchester, New Hampshire 03101

Tel: (603) 624-6543
Fax: (603) 628-6065

DATE: September 1, 2021

The Honorable Mayor Craig
And Board of Aldermen
City of Manchester
Manchester, NH 03101

Re: Position Report Summary

Dear Mayor Craig and Board of Aldermen:

Attached is the authorized position report for the above date. Below is a summary of changes that took place since the last report.

DEPARTMENT	DATE	POSITION	NEW VACANCY	NEW HIRES
City Clerk	08/23/2021	Licensing Operations Coordinator	1*	
Finance	08/25/2021	Financial Analyst I	1*	
Finance	08/25/2021	Financial Analyst II		1*
Information Systems	08/01/2021	Administrative Services Manager	1**	
Information Systems	08/02/2021	Administrative Services Manager		1**
Human Resources	08/02/2021	Administrative Assistant I	1*	
OYS	08/16/2021	Youth Services Counselor		2*
OYS	08/20/2021	Youth Services Counselor	1***	
OYS	08/20/2021	Administrative Assistant II	1***	
OYS	08/13/2021	Youth Services Counselor	1***	
OYS	08/23/2021	Youth Services Counselor		1***
Planning	08/01/2021	Code Enforcement Supervisor	1**	
Planning	08/23/2021	Code Enforcement Inspector		1*
Central Fleet	08/20/2021	Equipment Mechanic I	1***	
Central Fleet	08/01/2021	Equipment Maint. Super I	1***	
Aviation	08/01/2021	Airport Oper. Maint. Spec.	1**	
EPD	08/02/2021	Laborer	1*	
EPD	08/05/2021	WWTP Operator	1***	
EPD	08/02/2021	WWTP Mechanic		1*
EPD	08/31/2021	Accounting Technician	1**	
Water Works	08/02/2021	Equipment Operator IV	1*	
Water Works	08/02/2021	Equipment Operator V		1*
Water Works	08/01/2021	Equipment Operator V	1**	
Water Works	08/01/2021	Watershed Maintenance Super.	1**	
Water Works	08/09/2021	Equipment Operator IV	1*	
Water Works	08/09/2021	Water Works Supervisor		1*
		First Page Total	18	9

*Due to Internal Promotions/Demotions/Position Control Changes

**Due to Retirement

*** Due to Resignation

Due to Lay off / % Discharged

DEPARTMENT	DATE	POSITION	NEW VACANCY	NEW HIRES
Water Works	08/02/2021	Water Works Supervisor	1*	
Water Works	08/02/2021	Watershed Maint. Supervisor		1**
Fire	08/01/2021	Fire Captain	3*	
Fire	08/01/2021	Fire Battalion Chief		2*
Fire	08/01/2021	Firefighter	3*	
Fire	08/01/2021	Fire Lieutenant		3*
Fire	08/15/2021	Firefighter		3*
Fire	08/01/2021	Fire Lieutenant	4*	
Fire	08/01/2021	Fire Captain		4*
Police	08/03/2021	Police Officer	1***	
Police	08/05/2021	Emergency Services Dispatcher	1%	
Police	08/09/2021	Crime Analyst		1*
Police	08/09/2021	Police Records Spec. I		1*
Police	08/01/2021	Police Officer	1***	
Health	08/01/2021	School Nurse I	1**	
Highway	08/22/2021	Public Works Support Spec.	1*	
Highway	08/22/2021	Financial Analyst I		1*
Highway	08/01/2021	Chief of Street Operations	1**	
Highway	08/20/2021	Equipment Operator III	1***	
Highway	08/01/2021	Refuse Collector		1*
Highway	08/01/2021	Equipment Operator II		1*
Highway	08/08/2021	Equipment Operator II	1*	
Highway	08/08/2021	Public Service Worker II		1*
Highway	08/09/2021	Equipment Operator II	1*	
Highway	08/09/2021	Public Service Worker II		1*
Highway	08/01/2021	Chief Inspector	1*	
Highway	08/01/2021	Chief of Street Operations		1**
Highway	08/12/2021	Traffic Signals Technician II	1***	
Highway	08/16/2021	Traffic Signals Supervisor		1*
Highway	08/01/2021	Civil Engineer I	1*	
Highway	08/01/2021	Chief Inspector		1*
Parking	08/20/2021	Parking Control Officer	1***	
Library	08/04/2021	Librarian I (PT)		1*
Library	08/02/2021	Library Page (PT)		1*
		Second Page Total	24	25
		Grand Total	42	34

*Due to Internal Promotions/Demotions/Position Control Changes

**Due to Retirement

*** Due to Resignation

Due to Lay off / % Discharged

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

September 24, 2021

To: Will Stewart, Chair
Human Resources and Insurance Committee

From: Kathleen Ferguson, Human Resources Director

Re: INFORMATIONAL ONLY: Summary of Grievances and Arbitrations

Attached is a summary document of outstanding and/or settled union grievances and arbitrations as of September, 2021.

KF/ca

September, 2021
Outstanding Grievances and Arbitrations

Department Case Number	Date Filed	GRIEVANCE	STATUS	ARB #/DATE	OUTCOME
AFSCME - Master 5-19	5/29/2020	Plus Rate Laborer	Pre-arb 6/18/2019		Possible settlement
1- AFSCME Master-20	2/18/2020	Shift Differential			Held in abeyance
1-United Steelworkers Local 8938 01-2021	3/3/2021	Time Arrive/Time Depart Memo			
2-United Steelworkers Local 8938 03-2021	7/26/2021	Use of vacation in lieu of sick			
3-United Steelworkers Local 8938 04-2021	8/5/2021	Promotional by- pass			
4-United Steelworkers Local 8938 05-2021	8/24/2021	Promotional by- pass			

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

TO: Will Stewart, Chair
Human Resources and Insurance Committee

FROM: Kathleen Ferguson, Human Resources Director

DATE: September 22, 2021

SUBJECT: INFORMATIONAL ONLY: Vacancy Requisition Requests and Approvals

Attached is the Requisition Approval Report used to monitor the filling of vacant positions within the City of Manchester. The report reflects the current practice of submitting the request first to the Human Resource Department for verification of the vacancy. Once confirmed, the request to fill the vacancy is forwarded to the Mayor for approval.

KF/caf

2021 Requisition Report

Received	Req. #	Dept.	Position	Replacing	Replacement Name	HR Approved	Sent to Mayor	Mayor Approved
7/1/2021	176-27-21	EPD	Accounting Tech	Forrence	Gutterson	7/1/2021	7/1/2021	7/2/2021
7/1/2021	177-27-21	EPD	WWTP Mechanic	Todis	Delgado	7/1/2021	7/1/2021	7/2/2021
7/1/2021	168-30-21	Fire	Batallian Chief	Chiasson	Proulx	7/1/2021	7/1/2021	7/2/2021
7/1/2021	169-30-21	Fire	Batallian Chief	Patten	Beaudet	7/1/2021	7/1/2021	7/2/2021
7/1/2021	170-30-21	Fire	Captain	Promotion Repla	Fosher	7/1/2021	7/1/2021	7/2/2021
7/1/2021	171-30-21	Fire	Captain	Promotion Replacement		7/1/2021	7/1/2021	7/2/2021
7/1/2021	172-30-21	Fire	Lieutenant	Promotion Repla	Bolduc	7/1/2021	7/1/2021	7/2/2021
7/1/2021	173-30-21	Fire	Lieutenant	Promotion Repla	Principe	7/1/2021	7/1/2021	7/2/2021
7/1/2021	174-30-21	Fire	Firefighter	Promotion Repla	Luccisano	7/1/2021	7/1/2021	7/2/2021
7/1/2021	175-30-21	Fire	Firefighter	Promotion Repla	Stratton	7/1/2021	7/1/2021	7/2/2021
7/7/2021	178-82-21	Senior Serv	Director of Senior Services	Senno		7/7/2021	7/7/2021	7/7/2021
7/9/2021	179-33-21	Police	Emergency Services Dispatcher	Nehiley		7/9/2021	7/9/2021	7/13/2021
7/12/2021	180-30-21	Fire	Fire Captain	O'Neil	Guay	7/12/2021	7/12/2021	7/13/2021
7/12/2021	44965 Civic	Fire	Fire Captain	Promotion Repla	Plantier			
7/12/2021	181-30-21	Fire	Fire Lieutenant	Promotion Repla	McGaffigan	7/12/2021	7/12/2021	7/13/2021
7/12/2021	182-30-21	Fire	Firefighter	Promotion Repla	Downs	7/12/2021	7/12/2021	7/13/2021
7/12/2021	183-33-21	Police	Emergency Communications Supervisor	Olson		7/12/2021	7/12/2021	7/13/2021
7/13/2021	185-50-21	DPW	Equipment Operator II (5)	Complement change		7/13/2021	7/13/2021	7/16/2021
7/13/2021	186-50-21	DPW	Public Services Worker II	Rothwell		7/13/2021	7/13/2021	7/16/2021
7/13/2021	184-33-21	Police	Police Officer	Flynn		7/13/2021	7/13/2021	7/16/2021
7/14/2021	187-18-21	Youth Ser	Youth Services Counselor	Constable	Spiro	7/15/2021	7/15/2021	7/16/2021
7/15/2021	188-50-21	DPW	Civil Engineer I	Winslow		7/15/2021	7/15/2021	7/16/2021
7/15/2021	189-50-21	DPW	Financial Analyst	Donovan	Boisvert	7/15/2021	7/15/2021	7/16/2021
7/15/2021	190-50-21	DPW	Engineering Technician II	Norander		7/15/2021	7/15/2021	7/16/2021
7/15/2021	191-55-21	Fleet	Equipment Superintendent I	Lewis	Lancto	7/15/2021	7/15/2021	7/16/2021
7/20/2021	193-50-21	DPW	Equipment Operator II	Pellerin		7/20/2021	7/20/2021	7/21/2021
7/20/2021	192-41-21	Health	Community Health Nurse	Power		7/20/2021	7/20/2021	7/21/2021
7/20/2021	194-29-21	Water	Water Meter Technician	Tower		7/20/2021	7/20/2021	7/21/2021
7/22/2021	196-20-21	Planning	Planner II - Limited Term (2)	ARPA		7/23/2021	7/23/2021	7/23/2021
7/22/2021	195-18-21	Youth Ser	Youth Services Counselor	Labonte	Archambault	7/23/2021	7/23/2021	7/23/2021
7/23/2021	197-20-21	Planning	Code Enforcement Supervisor	Albin		7/23/2021	7/23/2021	7/27/2021
7/27/2021	198-25-21	Airport	Airport Operations and Maintenance Specialist	Cayer		7/27/2021	7/27/2021	7/27/2021

2021 Requisition Report

Received	Req. #	Dept.	Position	Replacing	Replacement Name	HR Approved	Sent to Mayor	Mayor Approved
7/29/2021	199-29-21	Water	Equipment Operator IV	Chandonnet		7/29/2021	7/29/2021	8/2/2021
8/2/2021	45866 Civic	Police	Police Officer	Vollheim		8/2/2021	8/2/2021	8/2/2021
8/3/2021	200-29-21	Water	Equipment Operator IV	MacArthur	Denver	8/5/2021	8/5/2021	8/6/2021
8/3/2021	201-29-21	Water	Customer Service Representative II	Sinotte		8/5/2021	8/5/2021	8/6/2021
8/4/2021	202-55-21	Fleet	Equipment Mechanic I	Mohammed	Mathison	8/5/2021	8/5/2021	8/6/2021
8/5/2021	203-50-21	DPW	Equipment Operator II	Messantchi		8/5/2021	8/5/2021	8/6/2021
8/5/2021	204-50-21	DPW	Equipment Operator II	Heon		8/5/2021	8/5/2021	8/6/2021
8/6/2021	206-50-21	DPW	Traffic Signals Technician II	Stevens		8/9/2021	8/9/2021	8/10/2021
8/6/2021	207-65-21	DPW	Recreation Maintenance Worker I	Provencher		8/9/2021	8/9/2021	8/10/2021
8/6/2021	208-50-21	DPW	Civil Engineer III	Friend-Gray		8/9/2021	8/9/2021	8/10/2021
8/6/2021	209-33-21	Police	Police Officer	Bistany		8/9/2021	8/9/2021	8/10/2021
8/6/2021	210-33-21	Police	Emergency Services Dispatcher	Canney		8/9/2021	8/9/2021	8/10/2021
8/6/2021	205-18-21	Youth Ser	Administrative Assistant II	Hennessey		8/9/2021	8/9/2021	8/10/2021
8/10/2021	211-65-21	DPW	Recreation Maintenance Worker (Temps - 6)	Seasonal		8/10/2021	8/10/2021	8/16/2021
8/12/2021	212-04-21	City Clerk	Licensing Operations Coordinator	DiSabato		8/12/2021	8/12/2021	8/16/2021
8/12/2021	213-04-21	City Clerk	License Enforcement Inspector	Gutterson		8/12/2021	8/12/2021	8/16/2021
8/12/2021	215-10-21	Finance	Financial Analyst II	Bogardus	Leblanc	8/12/2021	8/12/2021	8/16/2021
8/12/2021	214-33-21	Police	Financial Analyst I	Goodman		8/12/2021	8/12/2021	8/16/2021
8/13/2021	216-50-21	DPW	Equipment Operator III	Doyon		8/13/2021	8/13/2021	8/16/2021
8/16/2021	217-33-21	Police	Accounting Specialist II	Hasic	Buchan	8/16/2021	8/16/2021	8/16/2021
8/17/2021	218-21-21	DPW	Public Works Support Specialist	Boisvert	Bergeron	8/17/2021	8/17/2021	8/23/2021
8/20/2021	219-20-21	Planner	Planner I - Lead Program Grant Funded	Perez		8/20/2021	8/20/2021	8/23/2021
8/23/2021	221-50-21	DPW	Equipment Operator II	Mathison		8/23/2021	8/23/2021	8/26/2021
8/23/2021	220-19-21	HR	Administrative Assistant II Part Time			8/23/2021	8/23/2021	8/26/2021
8/24/2021	224-27-21	EPD	Laborer I	Delgado		8/24/2021	8/24/2021	8/26/2021
8/24/2021	222-10-21	Finance	Accountant II	Harris	Danielson	8/24/2021	8/24/2021	8/26/2021
8/24/2021	223-10-21	Finance	Accounting Technician			8/24/2021	8/24/2021	8/26/2021
8/25/2021	225-65-21	DPW	Recreation Maintenance Worker I	Burns-Roy		8/25/2021	8/25/2021	8/26/2021
8/25/2021	226-50-21	DPW	Public Services Worker II	Barry		8/25/2021	8/25/2021	8/26/2021
8/26/2021	227-25-21	Airport	Airport Maintenance Worker (18)	Seasonal/Temp		8/26/2021	8/26/2021	8/26/2021
8/26/2021	229-50-21	DPW	Refuse Collector	Lamontagne		8/27/2021	8/27/2021	8/30/2021
8/26/2021	230-50-21	DPW	Refuse Collector	Dunmyer		8/27/2021	8/27/2021	8/30/2021

2021 Requisition Report

Received	Req. #	Dept.	Position	Replacing	Replacement Name	HR Approved	Sent to Mayor	Mayor Approved
8/26/2021	228-71-21	Library	Accountant I	Ryan		8/26/2021	8/26/2021	8/26/2021
8/26/2021	231-71-21	Library	Library Clerk I	St. Hilaire		8/27/2021	8/27/2021	8/30/2021
8/27/2021	232-33-21	Police	Police Sergeant	Cosio		8/27/2021	8/27/2021	8/30/2021
8/27/2021	233-33-21	Police	Police Officer	Promotion Replacement		8/27/2021	8/27/2021	8/30/2021
8/30/2021	235-41-21	Health	Administrative Assistant II			8/30/2021	8/30/2021	8/31/2021
8/30/2021	234-33-21	Police	Police Officer	Butts		8/30/2021	8/30/2021	8/30/2021
8/31/2021	236-33-21	Police	Animal Control Officer I	Buchan		8/31/2021	8/31/2021	8/31/2021
8/31/2021	237-33-21	Police	Police Records Specialist I	Murphy		8/31/2021	8/31/2021	8/31/2021
9/2/2021	238-33-21	Police	Police Officer (5) Approved 4/18/18			9/1/2021	9/1/2021	9/3/2021
9/2/2021	239-33-21	Police	Police Officer (5) Approved 8/6/21			9/1/2021	9/1/2021	9/3/2021
9/2/2021	240-50-21	DPW	Highway Supervisor I	Bergeron		9/2/2021	9/2/2021	9/3/2021
9/2/2021	241-50-21	DPW	Civil Engineer III	Moran		9/2/2021	9/2/2021	9/3/2021
9/3/2021	242-23-21	Fleet	Equipment Mechanic II	Lancto		9/3/2021	9/3/2021	9/3/2021
9/3/2021	243-33-21	Police	Police Sargeant	Bergeron		9/3/2021	9/3/2021	9/3/2021
9/3/2021	245-33-21	Police	Police Officer	Promotion Replacement		9/3/2021	9/3/2021	9/3/2021
9/8/2021	246-05-21	MEDO	Econominic Development Director			9/8/2021	9/8/2021	9/8/2021
9/8/2021	247-10-21	Finance	Accountant I	Danielson		9/9/2021	9/9/2021	9/9/2021
9/8/2021	248-30-21	Fire	Firefighter	Roers		9/9/2021	9/9/2021	9/9/2021
9/8/2021	249-04-21	City Clerk	Customer Services Represenative III	Bibeau		9/9/2021	9/9/2021	9/9/2021
9/8/2021	250-25-21	Airport	Property & Contract Coordinator			9/9/2021	9/9/2021	9/9/2021
9/8/2021	251-25-21	Airport	Server Administrator			9/9/2021	9/9/2021	9/9/2021
9/8/2021	252-30-21	Fire	Firefighter	Clement		9/14/2021	9/14/2021	9/14/2021
9/14/2021	253-13-21	Info System	Systems and Development Manager	Linder		9/14/2021	9/14/2021	9/14/2021
9/15/2021	254-41-21	Health	Community Health Worker (8)	ARPA		9/16/2021	9/16/2021	9/17/2021
9/16/2021	255-41-21	Health	Public Health Specialist II	ARPA		9/16/2021	9/16/2021	9/17/2021
9/17/2021	256-41-21	Health	Administrative Assistant II	Schwotzer		9/17/2021	9/17/2021	9/17/2021
9/21/2021	257-50-21	DPW	Public Services Worker II (Raker)	Heon				

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

September 22, 2021

To: Will Stewart, Chair
Human Resources and Insurance Committee

From: Kathleen Ferguson, Human Resources Director

RE: Sapphire SmartShopper Report (July, 2021)

Sapphire SmartShopper Report

Attached is the City of Manchester's SmartShopper monthly results for July, 2021.

Total Savings for **July, 2021** was \$44,460. Total YTD savings \$263,460.

- July, 2020 vs. July, 2021 savings is up \$22,428.
- YTD Savings 2020 to 2021 is down \$21,374.
- Activation Rate 48% Activated Shopping Rate 95%, Activated Conversion Rate 80%.
- In July we had 5 new additional activations which is .8% of the 572 households that are activated, 200 shopping searches and 82 incentives paid.

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

To: Alderman Will Stewart, Chair and HRIC Members

From: Kathleen Ferguson, Human Resources Director

Date: September 24, 2021

**Subject: New Hampshire Retirement System (NHRS) Audit
(For informational purposes only).**

An audit of the New Hampshire Retirement System (NHRS) has been completed. The City was due to be reviewed for accuracy and compliance with the NHRS Statute and Administrative Rules.

Examples of some of the auditor's findings were:

- The City has not been paying contributions on payments made by UNUM for long term disability;
- Worker's Compensation is not reportable to NHRS, only the supplemental pay portion is. Once an employee is approved for worker's comp. the employer cannot report those contributions regardless whether the employee pays the City back their sick leave or not.

Human Resources is waiting for more definitive information from the NH Retirement System. They have confirmed they will be sending a course of action in order for the City to make corrections.

Thank you.



New Hampshire Retirement System
54 Regional Drive, Concord, NH 03301
Phone: (603) 410-3500 - Fax: (603) 410-3501
Website: www.nhrs.org - Email: info@nhrs.org

January 7, 2021

SUSAN FIGG
CITY OF MANCHESTER
ONE CITY HILL PLAZA
MANCHESTER NH 03101

Dear Ms. Figg:

The New Hampshire Retirement System (NHRS) records indicate that the City of Manchester is due to be reviewed for accuracy and compliance with the NHRS Statute and Administrative Rules.

In order to prepare for this upcoming audit, please fill out the enclosed questionnaire pertaining to the police officers and firefighters for the above mentioned employer account. In addition to completing the questionnaire, please provide the following information **no later than January 12, 2021:**

- A current list of all staff including non-participants, showing dates of hire, social security numbers (last four digits) and position titles. Please note on the list which staff are full-time, part-time, seasonal or retired and the number of hours scheduled per week.
- Provide a copy of the medical insurance premium invoice for July 2020 which indicates the retiree name(s), the premium amount(s) and covered plan the retiree is on, i.e., one person, two person, family plan, etc. If the insurance documentation that you provide does not include your active members, please provide a small sampling of that data for the month requested above. **Although the NHRS Employer Compliance Auditor assigned to your audit will collect this information, the medical subsidy portion of the audit is performed by other NHRS staff. The NHRS Employer Compliance Auditor will notify you whether or not the employer was compliant in this area. If you have any questions regarding this medical subsidy request, please contact Deborah Tasker, Member Services Benefits Manager, at Deborah.tasker@nhrs.org or (603)410-3666.**
- The most recent personnel policies, rules and all collective bargaining agreements for the City's firefighter and police officers. Please advise if any of this information is available on your website.
- Provide a complete list of your pay codes and pay type names. If it is not clear from the name what the pay type is, please include a brief description as well.

The purpose of the questionnaire and the information requested above is to obtain some preliminary information. You will be notified at a later date to provide additional information such as contracts, letter agreements, job descriptions, W-2 forms and payroll registers. Some audits may be completed as desk audits, but if it is determined that an on-site visit is warranted, I will contact you to set up a mutually convenient date and time.

Susan Figg
January 7, 2021
Page Two

This audit will be a general audit performed by the NHRS Employer Compliance Auditor. In accordance with the Government Accounting Standards Board, pursuant to GASB Statements 67/68 and 74/75, additional employee census data audits are also required to be performed under the supervision of Plante Moran, NHRS's external audit firm. Plante Moran will select employers that will be subject to a census data audit which may be an additional audit for the same employers selected for a general audit; however, due to the limited employers selected for the census data audits, the likelihood is minimal. The GASB census data audits are specific to confirming demographic employee data, NHRS enrollment and payroll information and are much less extensive than an NHRS performed general audit.

In order to ensure the security of your employees' personal information, please upload your documents to me on our secure message system at the link listed below:

<https://web1.zixmail.net/s/login?b=nhrs>

Your assistance is greatly appreciated. Please feel free to contact me at any time at (603) 410-3534 should you have any questions.

Sincerely,

A handwritten signature in blue ink that reads "DeAnne Fortier".

DeAnne Fortier
Employer Compliance Auditor

Enclosure

cc: Kathy Ferguson, HR Director

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

To: Alderman Will Stewart, Chair and HRIC Members

From: Kathleen Ferguson, Human Resources Director

Date: September 23, 2021

Subject: Employee Appreciation Luncheon (For informational purposes only.)

Employee Appreciation Luncheon will take place on Wednesday, September 29, 2021 at McIntyre Ski Area. This year, due to COVID-19, and in order to show appreciation to all employees for “a job well done,” sandwiches will be served with the option of “take-out” orders as well.

800 box lunches were ordered and will be delivered to McIntyre Ski Area by The Kitchen on River Road. Lunches will be either picked up by department representatives and delivered to employees back at their place of work, or enjoyed on site by those who wish to attend in person.

Vendors will be available to answer questions and give out “swag”, and a representative from the Welfare Department and the Animal Shelter will be on hand to accept donations. As an added bonus, the Wellness Committee will set up a table to encourage employee good health, and the Health Department will administer flu shots to willing employees.

32 raffle items have been either donated by sponsors, or purchased by the Quality Council.

Thank you to the 2021 Quality Council members and all who sponsored this important annual event:

Department	Name
Airport	Karrie Vicente
Public Works	Tiffany Lucas
Human Resources	Cindy Flanagan & Kathy Ferguson
Information Systems	Jean Fortier
Police	Rick Polson
Water Works	Linda Moreno & Phil Croasdale
Youth Services	Jon Donovan
Alderman	Barbara Shaw & Jim Roy

1 City Hall Plaza • Human Resources Department • Manchester, New Hampshire 03101 • (603) 624-6543 •
FAX: (603) 628-6065

E-mail: HumanResources@ManchesterNH.gov • Website: www.manchesternh.gov

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER Human Resources Department

September 16, 2021

Alderman Will Stewart, Chair
Human Resources and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Dear Chair Stewart and HRIC Members:

It has come to Human Resources attention that the City's Drug and Alcohol Policy is in need of an update. Only one sentence needs to be edited to reflect how the current policy is followed.

The current policy states under Pre-Employment Testing, *"All offers of initial employment for **Police Officer and Firefighter** shall be conditioned upon the successful completion of drug and alcohol testing."*

Human Resources recommends replacing the language to, *"All offers of initial employment for **safety sensitive and/or contractual positions** shall be conditioned upon the successful completion of drug and alcohol testing."*

The proposed change encompasses more than Police Officers and Firefighters. It includes all positions that require sufficient manual dexterity with or without reasonable accommodation, which permits employees to lift and carry, through a full range of motion, any amount of weight. This update also reflects the requirements stated in City Collective Bargaining Agreements as well, and has been past practice for many years.

Human Resources recommends updating the City's Drug and Alcohol Policy by:

- Removing the language, "Police Officer and Firefighter..." and;
- Replacing with the language, "safety sensitive and/or contractual positions..."

Respectfully submitted,

Kathleen Ferguson, PHR, SHRM-CP
Human Resources Director

1 City Hall Plaza • Human Resources Department • Manchester, New Hampshire 03101 • (603) 624-6543 •
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E-mail: HumanResources@ManchesterNH.gov • Website: www.manchesternh.gov

DRUG AND ALCOHOL POLICY

The abuse of drugs or alcohol in the workplace may be detrimental to an employee's health, impair an employee's ability to properly perform his or her work, and present a danger to the employee and others. It is the policy of the City of Manchester to provide a work environment that is free from the illegal use and/or abuse of drugs and/or alcohol.

Definitions

A. "Alcohol" shall mean "liquor" or "beverage" as defined by RSA175:1.

B. To "refuse" shall mean:

- 1) To fail to provide an adequate breath or urine sample without a valid medical explanation;
- 2) To fail to sign a testing form or a medical consent form;
- 3) To not make oneself readily available for testing; or
- 4) To engage in any other conduct that obstructs or delays the testing process.

C. "Work hours" shall mean any hours within the basic workday or any other period when an employee is required to perform any other work for the City.

Prohibitions

A. No employee shall:

- 1) Engage in any drug—or alcohol—related conduct during work hours, which is unlawful under federal, state, or local law during work hours;
- 2) Work or report to work under the influence of drugs or alcohol. For the purposes of this prohibition only, "under the influence" shall mean:
 - a) having alcohol concentration as such is defined by RSA 259:3-b, of .04 or greater; or
 - b) having a quantity of drugs in one's system sufficient to meet or exceed the threshold for a positive test under US DOT regulations for holders of commercial driver's licenses.
- 3) Use any drug in a manner or for a purpose, other than as prescribed by a doctor or the manufacturer, which impairs his or her job performance;
- 4) Consume alcohol or possess a container of alcohol with a broken seal during work hours; or
- 5) Refuse to submit to tests.

B. No supervisor shall:

- 1) Having reasonable suspicion that an employee is under the influence of drugs or alcohol or misusing drugs, permit the employee to perform or continue to perform his or her job;
- 2) Permit an employee who is subject to a return-to-duty test to work until the employee successfully completes said test.

C. "Work hours" shall mean any hours within the basic workday or any other period when an employee is required to perform any other work for the City.

Testing

Testing will be in accordance as provided in 49 CFR 382.307 (reasonable suspicion testing). The collection of breath (alcohol) samples and urine (drug) specimens, testing and confirmation

procedures shall be conducted in accordance with 49 CFR, Part 40, as it may be amended from time to time by the U.S. Department of Transportation, except that special custody and control forms and alcohol testing forms shall be used.

Pre-employment Testing

*All offers of initial employment **for Police Officer and Firefighter** safety sensitive and/or contractual positions shall be conditioned upon the successful completion of drug and alcohol testing.*

The Human Resources Department shall schedule testing with the City of Manchester provider. The City shall pay costs of pre-employment testing.

Reasonable Suspicion

If a supervisor has personal knowledge of or reasonably trustworthy information of specific facts or circumstances which would reasonably lead him or her to believe that an employee is under the influence of drugs and/or alcohol, that supervisor shall direct that employee to submit to both a drug and alcohol test. Under such circumstances, a supervisor shall:

- 1) Direct the employee to submit to a drug and alcohol test;
- 2) Arrange for transportation for the employee to the testing site;
- 3) Arrange for transportation for the employee to his or her home upon completion of testing;
- 4) Document all the facts and circumstances underlying the supervisor's decision in writing.

Return to Duty and Follow-up Testing Counseling

An employee who tests positive shall be referred to a Substance Abuse Professional (SAP) selected by the City for assessment and shall be required to complete all designated tests and programs to the SAP's satisfaction prior to their eligibility of returning to work. Employees referred to the Substance Abuse Professional (SAP) shall be required to complete return-to-duty and/or follow-up testing as outlined by the SAP.

Confidentiality of Information

The City shall maintain drug and alcohol test results in the Human Resources Department, separate from employee personnel files. Any employee may, upon written request, have access to records relating to his/her drug test. Except upon written consent of the employee, as required by law, or as otherwise provided herein, the City shall not disclose records relating to drug and/or alcohol tests to any third party. The City may disclose and rely upon the records relating to drug and alcohol tests in any lawsuit, grievance or other proceeding challenging the test or the resulting discipline or where the employee's intoxication due to drugs and/or alcohol is a defense to liability. Testing pursuant to this policy is not intended to be used for law enforcement purposes.

Disciplinary Action

Any employee who violates this policy shall be subject to disciplinary action, up to and including termination.

Other Policies Nothing in this policy shall be construed to repeal or limit the terms of any other City policy.

Effective Date This policy shall become effective for all employees upon passage by the Board of Mayor and Aldermen.

DRUG-FREE WORKPLACE POLICY

The City of Manchester believes that illegal drugs have no place in the workplace. Furthermore, the Drug-Free Workplace Act requires federal contractors to certify adoption and implementation of programs to prevent unlawful possession, use or distribution of illicit drugs by employees. For these reasons, the City of Manchester adopts the following regulations.

Prohibited Conduct

The unlawful manufacture, distribution, dispensation, possession or use of controlled substances is prohibited in the City's workplace. Employees working on or under a contract or grant referenced in 41 U.S.C. §§ 701, 702 shall abide by the terms of this policy as a condition of their employment on said contract or grant. An employee who violates any provision of this policy shall be subject to discipline, up to and including termination.

Employee Obligations

All employees shall notify their department head and the City of Manchester Human Resources Director in writing of any criminal drug statute conviction as defined by Federal Law for a violation occurring no later than 5 days after such conviction.

Employer Obligations

The City of Manchester Human Resources Director shall notify the contracting agency within ten (10) days after receiving notice from an employee or otherwise receiving actual notice of such conviction. The City of Manchester shall within thirty (30) days after receiving notice from an employee of such conviction:

- a. take appropriate action against employee, up to and including termination of employment
- b. at the employee's expense, require employee to participate satisfactorily in a drug or alcohol abuse assistance or rehabilitation program approved for such purposes through the Employee Assistance Program.
- c. The City of Manchester shall provide each employee a copy of this policy and post it prominently throughout the areas where employees work.

Education Program

The City of Manchester Human Resources Director in conjunction with department heads shall establish and implement a program to inform employees about:

- a. the dangers of drug and alcohol abuse;
- b. the City of Manchester's policy of maintaining a drug-free environment;
- c. the availability of drug or alcohol counseling, rehabilitation, and employee assistance programs; and
- d. penalties for violations of this policy. The City of Manchester shall make a good faith effort to continue to maintain a drug-free environment through the implementation of this policy and ensure that all new employees are informed of the policy.

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

September 10, 2021

Alderman Will Stewart, Chair
Human Resources and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Dear Chair Stewart and HRIC Members:

I, Kathleen Ferguson, Human Resources Director respectfully request reclassifying the current Benefits Coordinator (1270) grade 18 position to a new Benefits Manager (1270) grade 20.

The current incumbent -Benefits Coordinator position- has evolved as an important leadership role within the Human Resources Department. The position is a strategic partner now and makes decisions, sets goals, and contributes to the success of the Human Resources Department. Over the years the role has had increased duties, responsibilities, knowledge, and skills which now aligns with the title of Benefits Manager.

Human Resources completed a desk audit and observed and noted some duties and responsibilities which did not exist in the past, but are now evident in the position today.

Some additional essential work includes:

- Supervises a new Benefits Administrative Assistant II;
- Manages, conducts and educates employees and retirees through scheduled numerous group meetings, and increased new hire orientations on the employee benefits programs;
- Possesses comprehensive knowledge of federal and state benefits compliance regulations;
- Analyzes data, and recommends solutions for strategic planning purposes; and
- Researches new benefit programs to enhance the “employee experience.”

The Benefits Coordinator position is solely responsible for improving communication outlets in order for all employees to be aware of benefit education meetings, and new improved services etc.

The large number of City of Manchester employees (over one thousand twelve hundred (1200) active employees), along with the increased number of retirees (approximately seven hundred fifty (750) retirees), and the new supervisory responsibilities of additional staff, strongly constitute the job title and grade change from the sole City Benefits Coordinator grade 18 to a Benefits Manager grade 20.

Human Resources has the funds available within the Human Resources FY 2022 budget to proceed with this change.

Human Resources recommends:

- Reclassifying and class specification changes from a Benefits Coordinator (1270) grade 18 to a Benefits Manager (1270) grade 20.

Respectfully submitted,

Kathleen Ferguson, SHRM-CP, PHR
Human Resources Director

City of Manchester *New Hampshire*

In the year Two Thousand and twenty-one

AN ORDINANCE

“Amending Section 33.024, 33.025, & 33.026 (Benefits Coordinator) of the Code of Ordinances of the City of Manchester.”

SECTION 33.024 CLASSIFICATION OF POSITIONS to be amended as follows:

Change Benefits Coordinator, Class Code 1270 to Benefits Manager, Class Code 1270

SECTION 33.025 COMPENSATION OF POSITIONS to be amended as follows:

Change Benefits Coordinator, Class Code 1270, Grade 18, to Benefits Manager, Class Code 1270, Grade 20

SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Change, Benefit Coordinator, Class Code 1270, Grade 18 (specs attached)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Benefits Coordinator <u>Manager</u>
Class Code Number	1270 18 <u>20</u>

General Statement of Duties

Coordinates and administers all employee Benefits within the City's personnel plan; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to [manage, administer and educate employees and retirees on](#) ~~directly administer~~ the employee benefits program. The work is performed under the supervision of the Human Resources Director but considerable leeway is granted for the exercise of independent judgement and initiative. [Supervision is exercised over the work of employees in the class of Administrative Assistant II and related office personnel.](#) The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, representatives of insurance companies, business and community organizations and the public. The principal duties of this class are performed in a general office environment.

Examples of Essential Work (illustrative only)

- Manages and facilitates the City benefits programs and related systems, including billing, day-to-day administration, open enrollment, benefits education, compliance resolution, and change reporting;
- [Oversees and Enrolls](#) all current, eligible and incoming employees [and retirees](#) into the City's benefits plan, including dispensing written materials, information, applications and change forms;
- Processes applications and change forms for active employees and retirees. Prepares and disseminates information relating to changes in [benefit carriers, plans and](#) rates for [all](#)

- employee benefit plans health and dental insurance and related, including developing/modifying benefits forms to reflect changes;
- Provides direct assistance and guidance to employees and retirees ~~in the completion of all forms~~ relating to the Employee Benefits Programs;
- Researches and gathers information for departments on benefit issues and provides answers or recommends strategies or solutions to benefit problems or issues;
- Initiates, oversees and completes payroll deductions and adjustment actions ~~for Health, and Dental insurance, including pre-tax and tax deferred programs, other insurance, COBRA and related for all employee benefit programs;~~
- Manages the City's HSA (Health Savings Account), program;
- Prepares special reports and queries on benefit activities as requested by the Human Resources Director, HRIC, BMA, or other citywide departments.
- Provides recommendations and Mmeets with HR Director, Consultants, and Health Account Managers ~~regarding to discuss~~ issues, policies processes and, changes etc. relating to City benefits programs;
- Researches and provides recommendations to the HR Director regarding potential ancillary benefit offerings for employees;
- Manages the ~~City web site for the~~ HR Department website for benefit related items;
- Assists ~~in~~ review of the benefit plan documents; including but not limited to health, dental, LTD, Life and ADD;
- Conducts regular compliance reviews of all benefit practices in accordance with federal law, including updating and reviewing of the City's plan document;
- Makes~~Oversees and performs~~ payroll changes as appropriate including ACA tracking and reporting requirements;
- Reconciles, oversees, and performs audits of benefits programs to ensure accuracy of premium and plan deductions;
- Respond to benefits surveys;
- Manages benefit vendor transfers; prepare and communicate changes to employees; ~~work with vendor to~~ update forms, rate charts and information;
- Provides billing administration and is a liaison for to eligible user~~employees and retirees of all the~~ City's benefit programs; health &/or dental, and life insurance programs;
- Collects, compiles and interprets data for records and reports as required by State and Federal law;
- Oversees collection and processing of premium payments from the employees and retirees of the ~~Collects and processes funds for City payments and City and State pension systems~~pensioners;
- ~~Originates~~ Creates and maintains comprehensive financial reports on all insurance programs;
- Resolves problems between employees, retirees and health care providers and vendors;
- ~~Reconcile active employees and City, and State pensioners billings monthly;~~
- Organizes and oversees yearly open enrollment and other special enrollments as required;
- ~~Collects payments from pensioners, inputs cash receipts and performs accounts payable processing;~~
- Conducts employee orientation programs as well as other benefit education training programs to both employees and retirees;

- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- [Assists and evaluates the work of benefits personnel within Human Resources;](#)
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

**Required Knowledge, Skills and Abilities
(at time of appointment)**

- Comprehensive knowledge of the principles and procedures of benefits administration as applied in public sector &/or local government;
- Comprehensive knowledge of the HRIS as applied in a large municipal jurisdiction;
- [Comprehensive knowledge of federal and state benefits compliance regulations;](#)
- Thorough knowledge of generally accepted accounting principles;
- Thorough knowledge of accounts processing procedures;
- Thorough knowledge of complete employee benefits packages;
- [Ability to analyze data for strategic planning purposes;](#)
- Ability to prepare detailed fiscal reports relating to employee benefits programs;
- Ability to handle confidential employee information with tact and discretion;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from an accredited college or university with a Bachelor's Degree in Accounting, Public Administration, Human Resources, Business Administration or related field; and
- Considerable experience in benefit administration -and related Human Resource functions; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

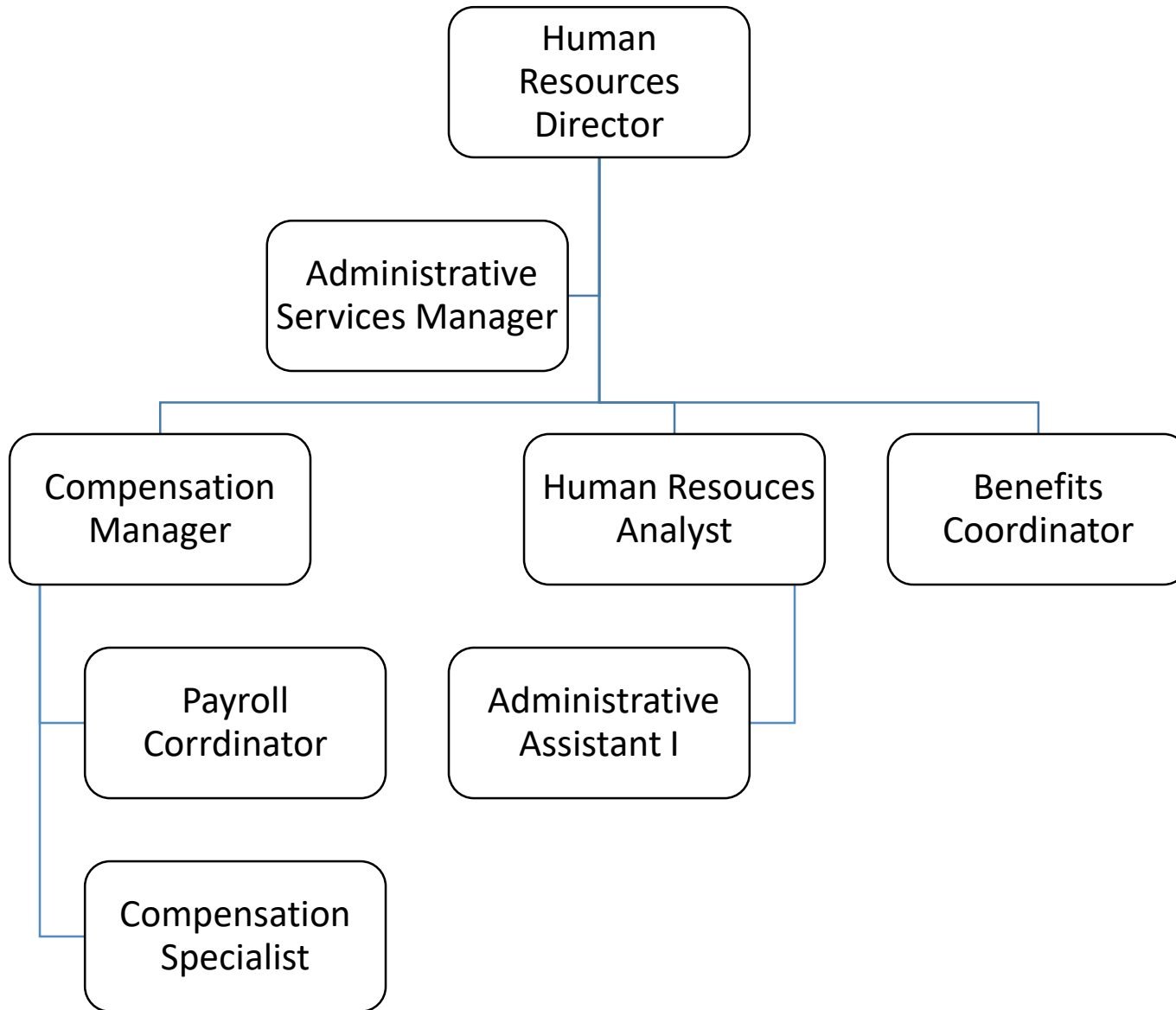
- None.

Essential Physical Abilities

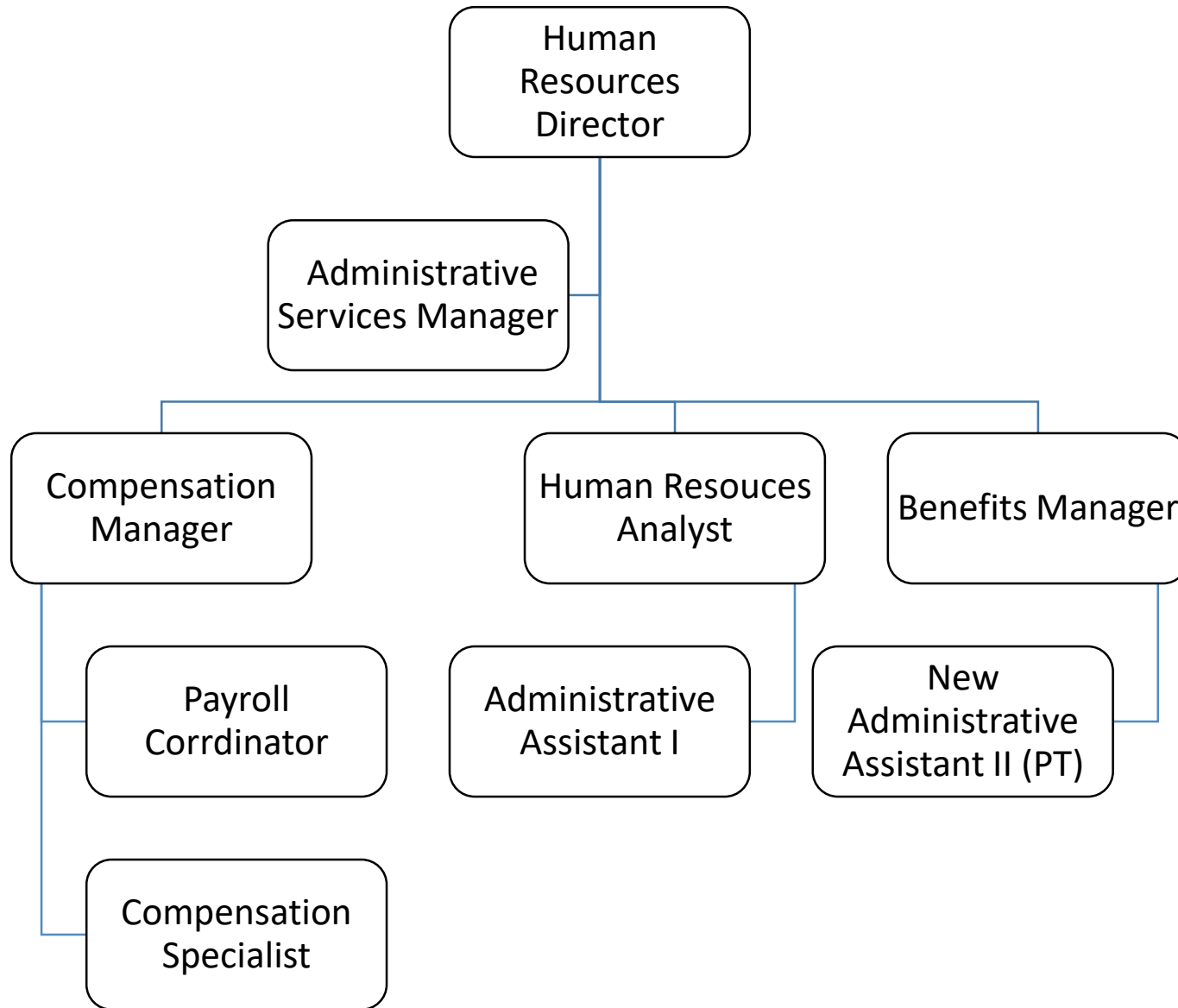
- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to review a wide variety of materials in electronic or hardcopy form;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a personal computer, telephone and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to function within the general office environment.

Approved by:_____ Date:_____

HUMAN RESOURCE DEPARTMENT CURRENT ORGANZIATIONAL CHART



HUMAN RESOURCE DEPARTMENT PROPOSED ORGANIZATIONAL CHART



Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

September 17, 2021

Alderman Will Stewart, Chair
Human Resources and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Dear Chair Stewart and HRIC Members:

Subject: Two class specification changes to include physical requirements.

It has come to Human Resources attention that two (2) class specifications neglected to include important essential physical abilities that are a requirement of the job. Both the Equipment Operator I (5440), and the Meter Reader II (4160) do not have the required lifting and carrying weight limits contained in their class specifications.

The weight limitations are used to arrange new hire medicals in order to make sure the selected candidates can pass the minimum physical requirements of the position.

Water Works Director Phil Croasdale is in agreement with this recommended change regarding the Meter Reader II and though the City does not employ any Equipment Operator I's currently, Human Resources would like to take this opportunity to correct the Equipment Operator I class specification in the event a Department Head decides to add one to their complement. Human Resources would like to be proactive as opposed to reactive.

All of the other Equipment Operator II, III, IV, and V's include this language, as well as the Meter Reader I.

Human Resources recommends adding the language:

- **Equipment Operator I** - *Sufficient physical strength and endurance, with or without reasonable accommodation, to lift and carry, through a full range of motion, up to 70 pounds occasionally and 35 pounds frequently.*
- **Meter Reader II** - *Sufficient strength to lift objects weighing 50 pounds on occasion; and objects weighing 25 pounds frequently;*

Respectfully submitted,

Kathleen Ferguson, PHR, SHRM-CP
Human Resources Director

City of Manchester
New Hampshire

In the year Two Thousand and twenty-one

AN ORDINANCE

“Amending Section 33.026 (Equipment Operator I) of the Code of Ordinances of the City of Manchester.”

SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Change Equipment Operator I, Class Code 5440, Grade 12 (specs attached)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Equipment Operator I
Class Code Number	5440-12

General Statement of Duties

Operates a light truck, mower or related equipment; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to operate assigned equipment and related maintenance duties. The work is performed under the supervision and direction of an assigned supervisor but some leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, outside contractors and the public. The principal duties of this class are performed in an outdoor work environment.

Examples of Essential Work (illustrative only)

- Operates a light truck used in hauling supplies and materials;
- Operates a riding mower and related equipment;
- Takes shortest and safest routes possible in transportation operations, obeying all traffic laws and monitoring other traffic;
- Practices defensive driving techniques;
- Performs general custodian and maintenance functions as necessary;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;

- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities (at time of appointment)

- Substantial knowledge of safe driving procedures within a municipal civic construction and related service delivery operation;
- Substantial knowledge of construction equipment, materials and methods;
- Substantial knowledge of traffic hazards and traffic safety principles, practices and procedures;
- Substantial knowledge of proper lifting techniques and personal protective equipment used in the operation of hand and power tools;
- Ability to comprehend and follow safety rules and regulations;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or possession of a GED; and
- Some related experience; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Valid New Hampshire driver's license.
- Valid New Hampshire CDL B license.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to operate a motor vehicle;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a motor vehicle;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to operate a motor vehicle.
- Sufficient physical strength and endurance, with or without reasonable accommodation, to lift and carry, through a full range of motion, up to 70 pounds occasionally and 35 pounds frequently.

Approved by: BMADate: 8/4/2015

City of Manchester
New Hampshire

In the year Two Thousand and twenty-one

AN ORDINANCE

“Amending Section 33.026 (Meter Reader II) of the Code of Ordinances of the City of Manchester.”

SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Change Meter Reader II, Class Code 4160, Grade 12 (specs attached)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Meter Reader II
Class Code Number	4160-12

General Statement of Duties

Reads meters of Manchester Waterworks customers; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to ensure all data pertinent to water service is collected. The work is performed under the supervision and direction of the Meter Operations Supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. This class is distinguished from the class of Meter Reader I by the additional responsibility of dealing with high water usage and resolving customer oriented issues. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees and the public. The principal duties of this class are performed in an outdoor work environment, involving the use of vehicles, bicycles and walking to cover up to ten miles of City roadways per day.

Examples of Essential Work (illustrative only)

- Reads meters in cases of high water usage;
- Investigates customer complaints/problems and takes steps within Water Department policies to resolve all such situations;
- Tests back flow valves;
- Reads meters electronically on assigned route to collect water flow information used in customer billing operations;

- Walks, drives or rides assigned route, as expedient, to access water meters on the inside or outside of homes;
- Explains Water Department policies and procedures to home and business owners as requested;
- Notifies appropriate Waterworks personnel of any damages/broken meters;
- Cleans and services meters in the repair shop as needed;
- Participate in the setting of heavy meters with Water Meter Repair Technicians;
- Takes shortest and safest routes possible in transportation operations, obeying all traffic laws and monitoring other traffic;
- Practices defensive driving techniques;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Performs snow removal around hydrants;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities (at time of appointment)
--

- Thorough knowledge of (or the ability to quickly learn) the geographical layout of the City of Manchester;
- Thorough knowledge of the functions of meter reading operations;
- Thorough knowledge of Water Department goals and policies;
- Ability to walk long distances (up to ten miles) and maintain assigned schedules in extreme weather conditions;
- Ability to tests back flow valves;
- Ability to deal with a wide range of persons, including situations in which individuals may be upset over some issue involved with Waterworks activities and policies;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;

- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or possession of a GED; and
- Considerable experience in related operations, preferably with some customer service component; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Valid New Hampshire Driver's License.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor activities in assigned area;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to drive a vehicle, operate a hand held meter reading machine and use related equipment;
- Sufficient strength to lift objects weighing 50 pounds on occasion; and objects weighing 25 pounds frequently;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to walk long distances, ride a bicycle, operate a vehicle and have access to all areas of the City.

Approved by: _____ BMA

Date: Feb 21, 2006

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

September 2, 2021

Alderman Will Stewart, Chair
Human Resources and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Dear Chair Stewart and HRIC Members:

Airport Director Theodore Kitchens is requesting a complement change. He would like to eliminate one vacant Airport Maintenance Worker II (3010) grade 15, and replace with an Airport Building Technician (3030) grade 17.

The Airport Building Maintenance Technician performs structural and mechanical preventative maintenance and repairs on Airport buildings, and according to Director Kitchens, will fill an existing gap in coverage in order to ensure the Airport facilities are maintained and monitored twenty-four (24) hours a day, three hundred sixty-five (365) days a year.

Director Kitchens has confirmed this complement change is within the Department's FY 2022 budget.

Human Resources recommends:

- Eliminating one (1) Airport Maintenance Worker II (3010) grade 15; and
- Adding one (1) Airport Building Technician (3030) grade 17.

Respectfully submitted,

Kathleen Ferguson, PHR, SHRM-CP
Human Resources Director



Theodore S. Kitchens, A.A.E.
Director of Aviation

One Airport Road
Suite 300
Manchester, NH
03103-7450
Tel: 603-624-6539
Fax: 603-666-4101
www.flymanchester.com

September 21, 2021

Kathleen Ferguson
Director, Human Resources Department
City of Manchester
One City Hall Plaza
Manchester, New Hampshire 03101

**RE: Request for a Complement Change of Existing Vacancies in Airport
Complement
VIA E-MAIL**

Dear Director Ferguson,

The Airport's continuous focus and efforts to align with our Strategic Plan have helped us identify one existing and vacant position that we are respectfully requesting a complement change to.

Existing Position (Position Code)	Existing Pay Grade	New Position (Position Code)	Proposed Pay Grade
Airport Maintenance Worker II (3010)	15	Airport Building Technician (3030)	17

Airport Building Technician

The Airport Building Technician serves as a front line worker in regard to our facilities' maintenance and management. Duties include emergency, corrective and/or preventative maintenance for the Airport's structural, mechanical, HVAC, electrical and plumbing systems. An additional Building Maintenance Technician will create a full complement for this division and fill an existing gap in coverage. This reclassification request will enable adequate staffing levels and shift coverage to ensure our facilities are maintained and monitored 24 hours a day, 365 days a year.

The principal function of an employee in this class is to keep assigned structural and mechanical systems of Airport buildings in a safe and operable condition. The work is performed under the supervision and direction of the Airport Building Maintenance and

Structure Supervisor, but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other Airport employees, Airport tenants, contractors, and the general public. The principal duties of this class are performed both indoors and outside, often in extreme weather conditions.

The Airport has the resources available within our budget to fund this reclassification request.

As you are aware, the Airport is an \$850m economic engine to the greater Manchester region and to the state of New Hampshire. As such, we would be appreciative of yours and the BMA's support in the proposed changes to our complement. Should you have any questions or comments, please feel free to contact me at (603) 851-3119.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Theodore S. Kitchens', with a large, stylized loop at the end.

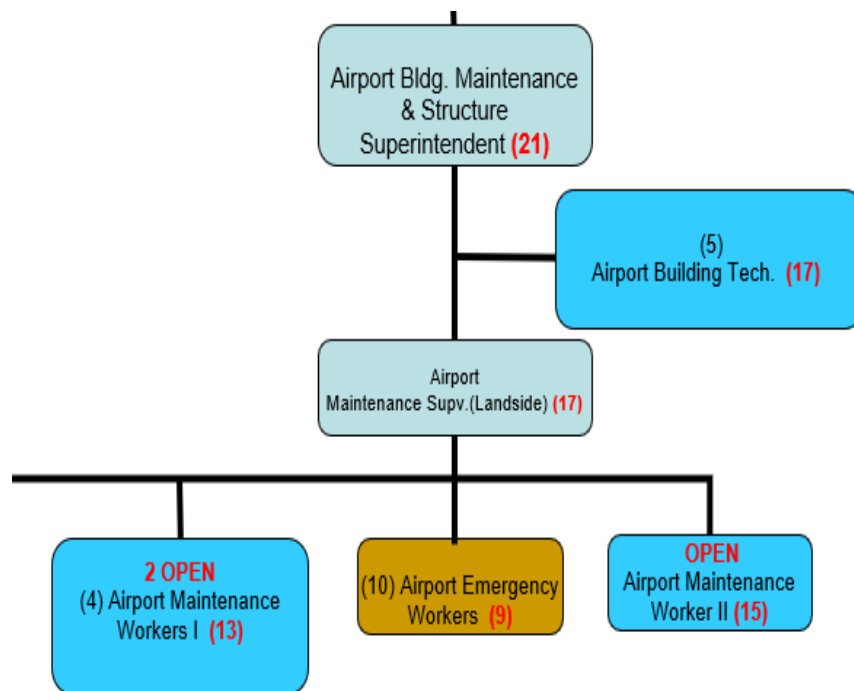
Theodore S. Kitchens, A.A.E.
Airport Director

TSK/kv

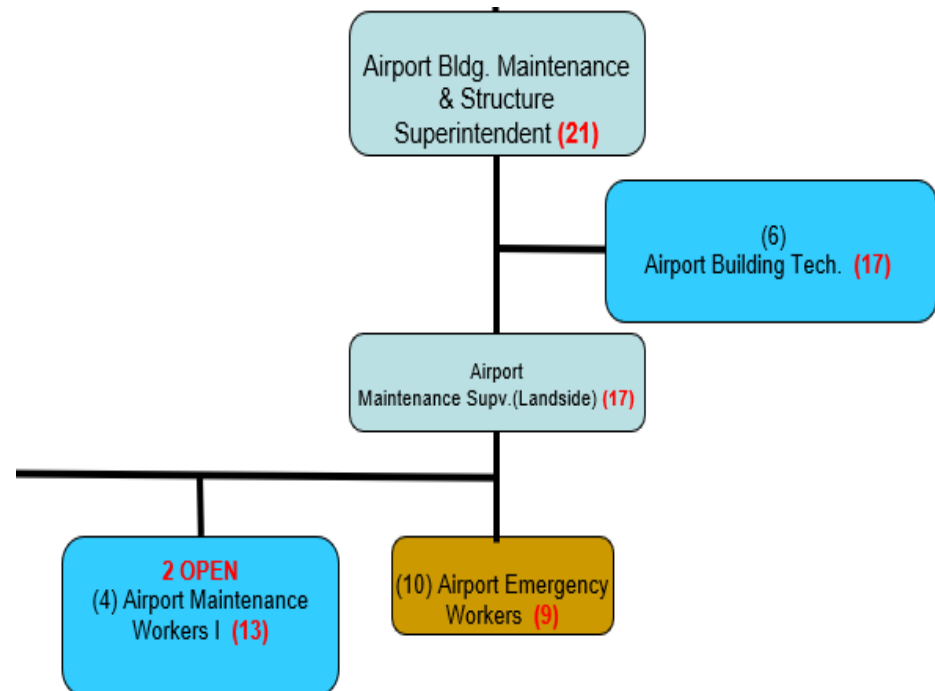
C: L. Elguezabal/MHT
K. Vicente/MHT

Existing Position (Position Code)	Existing Pay Grade	New Position (Position Code)	Proposed Pay Grade
Airport Maintenance Worker II (3010)	15	Airport Building Technician (3030)	17

EXISTING COMPLEMENT:



PROPOSED COMPLEMENT:



Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

September 14, 2021

Alderman Will Stewart, Chair
Human Resources and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Dear Chair Stewart and HRIC Members:

Water Works Director Phil Croasdale requested a desk audit and reclassification on the current Financial Analyst I (2070) grade 19 incumbent. A desk audit was completed by the Human Resources Analyst on September 9, 2021.

The HR Analyst confirms **the incumbent supervises the work of employees** in the finance and administrative work unit of the Water Works Department, which exceeds the supervisory requirements of the Financial Analyst I position.

Human Resources also observed the incumbent and realized the current Financial Analyst I is performing the duties and responsibilities of a Business Administrator (9226) grade 20.

Examples of essential work performed which are over and above the work of a Financial Analyst I include:

- Administers and manages the fiscal operations including financial analysis, accounting, payroll, and preparation of related financial reports;
- Assists in the preparation of the budget;
- Monitors and reviews financial reports including accounts payable, accounts receivable, payroll, and overtime reports;
- Troubleshoots accounting problems and errors, and initiates corrective action.

It is evident the incumbent is performing supervisory duties over the work of numerous employees within the administrative division, therefore Human Resources recommends reclassifying one (1) Financial Analyst I (2070) grade 19 to a Business Administrator (9226) grade 20.

Director Croasdale confirms Water Works has funding for the higher grade in its' FY 2022 budget.

Respectfully submitted,

Kathleen Ferguson, PHR, SHRM-CP
Human Resources Director



MANCHESTER WATER WORKS
281 LINCOLN STREET • MANCHESTER, NEW HAMPSHIRE 03103 • (603)
624-6494



**BOARD OF
WATER COMMISSIONERS**

DANIELLE YORK
President

HAROLD SULLIVAN
Clerk

Ex Officio
HON. JOYCE CRAIG
Mayor

PHILIP W. CROASDALE
Director

September 16, 2021

Kathleen Ferguson, Director
Human Resources Department
City of Manchester
1 City Hall Plaza
Manchester, NH 03101

Re: Position review request – Financial Analyst I

Dear Kathy,

Pursuant to Manchester Water Works (MWW) continuing reorganization, I respectfully request a position review (review) for the Financial Analyst I in our compliment. This position is primarily responsible for supervising the financial and accounting side of operations. The review is requested to determine if the class specifications are aligned with the duties assigned as it stands today and moving forward.

In the process of reorganizing the department, the Financial Analyst I has taken on a more senior role in supervising and managing the day to day activities of the Finance and Accounting operations. This includes supervising five employees (prior to reorganization, four employees were supervised by this position) and oversight of general ledger activities, payroll, human resources, job costing and accounts payable.

The proposal attached is for the Financial Analyst I (Grade 19) to be upgraded to Business Administrator (Grade 20). Please see the attached current and proposed organizational chart.

I appreciate your consideration to the above request and would be available to meet and answer any questions at your convenience.

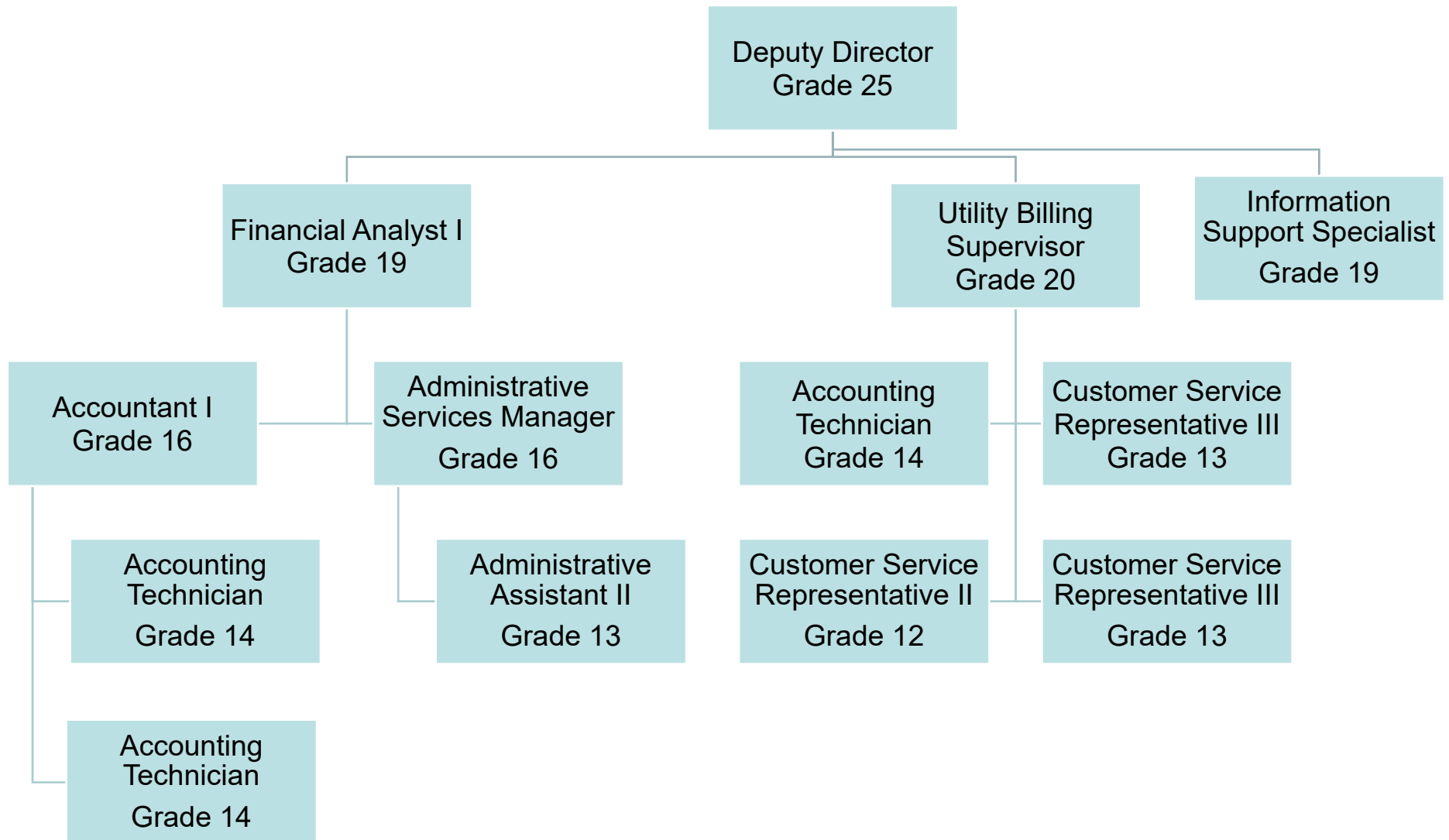
Sincerely,

Philip W. Croasdale

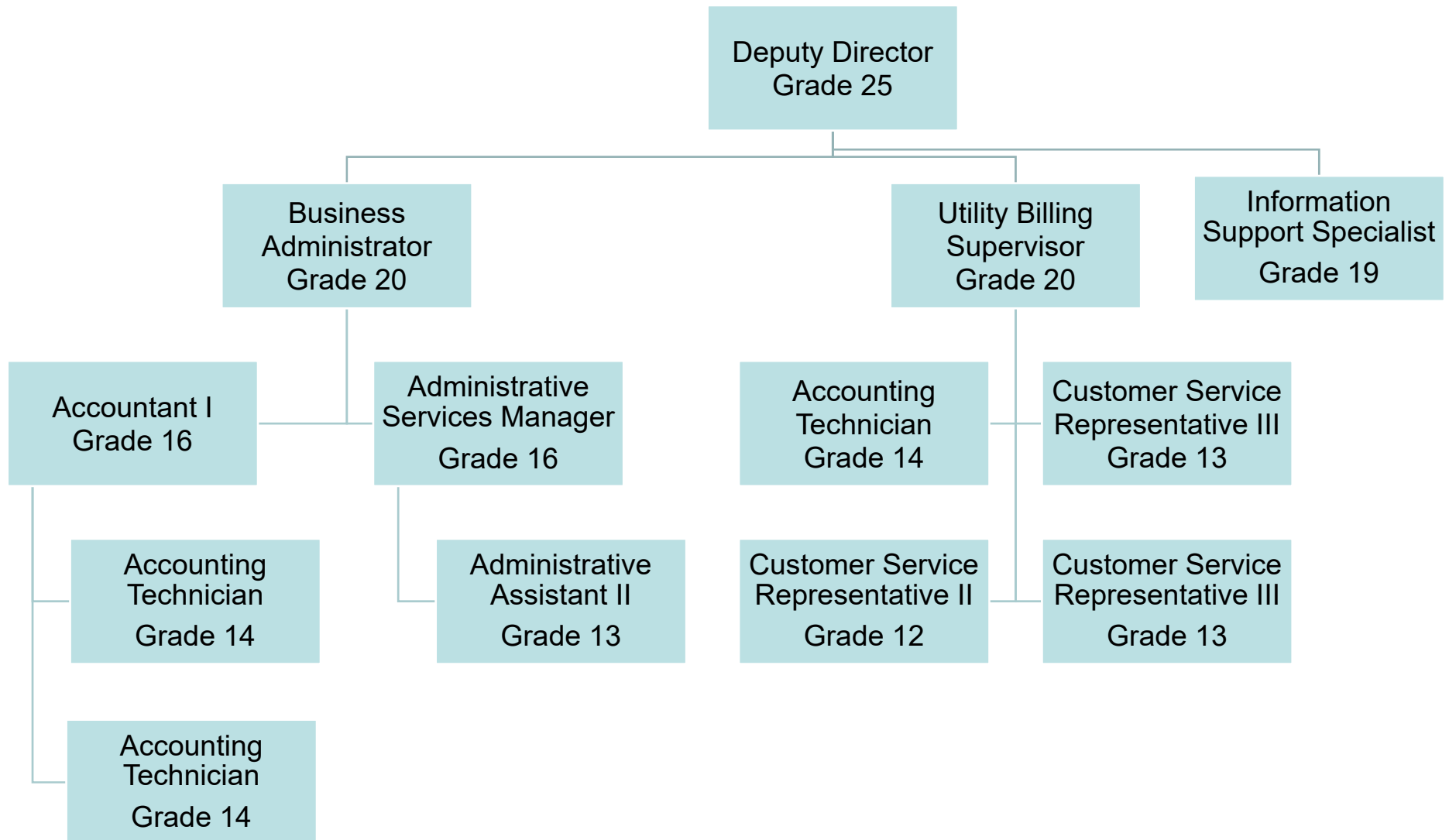
Philip W. Croasdale
Director

PC:dp

Finance and Administration - Current



Finance and Administration - Proposed



Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

September 21, 2021

Alderman Will Stewart, Chair
Human Resources and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Dear Chair Stewart and HRIC Members:

Public Works Director, Kevin Sheppard would like to add three (3) new American Rescue Plan Act (ARPA) funded, limited term positions which require two (2) new class specifications. New class specifications include two (2) Parks Ranger I's (4065) grade 16, and one (1) Parks Ranger II (4066) grade 17.

Human Resources created two new class specifications which reflect the needs of the City currently regarding the City's parks, trails, and cemeteries. They scored out as Parks Ranger I grade 16, and the Parks Ranger II as a grade 17.

Both of the positions involve patrolling parks, trails, and cemeteries and monitoring activity to identify violations of applicable rules and regulations. Parks Rangers will also perform routine maintenance, assist with the removal of illegal encampments, and ensure compliance with dam requirements, clearing of vegetation, and lock and unlock gates at parks and cemeteries to ensure curfews are followed.

Human Resources recommends the addition of the following new job titles to the Parks, Recreation, and Cemetery Division of the Department of Public Works:

- Adding two (2) ARPA funded, limited term Park Ranger I (4065) grade 16 positions; and
- Adding one (1) ARPA funded, limited term Park Ranger II (4066) grade 17 position.

Due to ARPA funding, the addition of these positions will not have a negative impact on the department's FY 2022 budget.

Respectfully submitted,

Kathleen Ferguson, PHR, SHRM-CP
Human Resources Director

1 City Hall Plaza • Human Resources Department • Manchester, New Hampshire 03101 • (603) 624-6543 •
FAX: (603) 628-6065
E-mail: HumanResources@ManchesterNH.gov • Website: www.manchesternh.gov

Kevin A. Sheppard, P.E.
Public Works Director

Timothy J. Clougherty
Deputy Public Works Director



Commission
Patrick Robinson, Chair
James Burkush
Trixie Dysart
Armand Forest
Kathleen Sullivan

CITY OF MANCHESTER
Department of Public Works

MEMORANDUM

To: Kathleen Ferguson, Human Resources Director

From: Kevin Sheppard, P.E., Director of Public Works

Date: September 22, 2021

Re: Parks Recreation & Cemetery Compliment

I am requesting your support for the addition of three positions added to the Parks Recreation & Cemetery compliment as follows:

- 2 Park Ranger I positions (Grade 16)
- 1 Park Ranger II position (Grade 17)

The purpose of adding park rangers to the Public Works complement is to increase community active living by making our parks safer, cleaner, and more accessible through community programming and enforcement of our existing regulations.

The rangers schedule will coincide with those times the City's outdoor recreational opportunities are busiest and will be funded directly through the ARPA program, as approved by the Board of Mayor and Aldermen at their July 6, 2021 meeting.

Thank you for your time and consideration. I am available to discuss this at your convenience should you have any questions concerning this request.

City of Manchester *New Hampshire*

In the year Two Thousand and twenty-one

AN ORDINANCE

“Amending Section 33.024, 33.025, & 33.026 (Parks Ranger II) of the Code of Ordinances of the City of Manchester.”

SECTION 33.024 CLASSIFICATION OF POSITIONS to be amended as follows:

Establish Parks Ranger II, Class Code 4066

SECTION 33.025 COMPENSATION OF POSITIONS to be amended as follows:

Establish Parks Ranger II, Class Code 4066, Grade 17, Nonexempt

SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Establish Parks Ranger II, Class Code 4066, Grade 17 (specs attached)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Parks Ranger I
Class Code Number	4065-16

General Statement of Duties

Patrols assigned areas within the City's parks, trails and cemeteries to ensure compliance with rules and regulations; assists with maintenance of properties; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to promote responsible enjoyment of, and prevent illicit activity in parks, trails and cemeteries. The work is performed under the supervision and direction of an assigned supervisor, but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, representatives of the Manchester Police Department, other area Police Departments, and the public. The principal duties of this class are performed in both an indoor and outdoor work environment in the course of patrol duties with the potential for personal danger.

Examples of Essential Work (illustrative only)

- Patrols parks, trails and cemeteries and monitors activity to identify violations of applicable park, trails, and cemetery rules and regulations, environmental and trespassing laws, and takes appropriate actions to deal with the situation, including issuing citations, issuing written warnings, or rectifying the situation through a dialogue with all parties involved as warranted;

- Works with NH DES, NH Department of Natural & Cultural Resources, representatives and other state agencies involving environmental, park, trail, and cemetery related issues;
- Enforces all local, state and federal laws, as well as park, trail and cemetery rules and regulations, and issues citations for violations;
- Performs routine maintenance on park, trail and cemetery properties and structures, including brush removal, litter collection, painting, carpentry work, welding, and minor repairs of related equipment;
- Assists park and cemetery maintenance crews with tree removal, equipment operation and other duties as needed;
- Operates power equipment, including chain saws, edgers, weed eaters, push and riding mowers, back hoes and field painters, and other hand tools as necessary;
- Operates dump truck for construction and maintenance including plowing and snow removal operations;
- Trims fence lines and the banks of drainage ditches;
- Collects litter and debris;
- Assists with the removal of illegal encampments;
- Locks and unlocks gates at parks, trails, and cemeteries, and takes appropriate actions to ensure that curfews are followed;
- Ensures compliance with dam requirements, including adjustments of gates, monitoring of water flow, clearing of vegetation, regulatory reporting, and other related responsibilities;
- Responds to calls and/or complaints from citizens, involving arriving at the scene, taking statements from all parties involved, identifying a violation if one exists, and issuing citations as the situation warrants;
- Maintains a highly visible presence within assigned areas for the purpose of deterring crime as possible, maintaining good community relations and providing an identifiable source for citizens to go to for assistance, guidance, protection and service;
- Maintains an awareness of any emergency situation in the community, including fires, natural disasters and environmental hazards, and notifies appropriate departments or agencies;
- Testifies in court as needed;
- Performs a daily activity of public relations through speaking with citizens, responding to their needs as possible and explaining through actions and words the goals and purposes of applicable environmental regulations;
- Informs park and cemetery administrative personnel immediately of any situation which appears to be out of the ordinary;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;

- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities (at time of appointment)

- Thorough knowledge of parks and athletic fields maintenance activities and procedures;
- Thorough knowledge of safety procedures involved in parks maintenance activities;
- Thorough knowledge of local, State and Federal laws pertaining to permissible activities in parks, trails, and cemeteries;
- Substantial knowledge of the uses and purposes of all parks, trails, and cemetery properties;
- Substantial knowledge of current law enforcement practices and methods;
- Substantial knowledge of the proper operating procedures for all related equipment;
- Ability to work in situations involving confusion and potential danger to oneself, citizens or another Park Ranger and to make quick decisions which help to secure the safety of all individuals involved;
- Ability to use hand tools such as picks, shovels, and rakes;
- Ability to command authority from members of the public through a calm demeanor and appropriate actions;
- Ability to use good judgement and demonstrate critical thinking;
- Ability to quickly learn the policies and procedures of assigned Department;
- Ability to quickly learn the geographical layout of all parks, trails, and cemeteries;
- Ability to perform basic first aid procedures;
- Ability to read deeds and maps to identify boundary lines;
- Ability to use a compass and understand bearings to locate property monuments and markers, as well as locate unmarked boundary lines;
- Ability to identify and document property encroachments;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate a snow plow, sidewalk tractor, ATV, and snowmobile;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training
--

- Graduation from High School or possession of a GED, preferably supplemented by some additional training in security and/or enforcement of rules and regulations, or related; and
- Some security and/or enforcement related experience; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Twenty-one years of age;
- Pass a background check;
- Pass a drug test;
- Valid Driver's License;
- CDL-B w/ Air Brake endorsement (within 12 months of employment); and
- First Aid and AED Training Certificate (within 6 months of employment);
- Rotating shift schedules required.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to observe community activities in the course of law enforcement duties;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate equipment and detain individuals as necessary, and sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate hand and power tools continuously and to lift and carry, through a full range of motion, up to 100 pounds occasionally, 50 pounds frequently, and 20 pounds continuously;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to patrol assigned areas, and be able to stoop, kneel, crouch, stand, walk, push, pull, climb and grasp repetitively.

Approved by: BMA Date:

City of Manchester *New Hampshire*

In the year Two Thousand and twenty-one

AN ORDINANCE

“Amending Section 33.024, 33.025, & 33.026 (Parks Ranger II) of the Code of Ordinances of the City of Manchester.”

SECTION 33.024 CLASSIFICATION OF POSITIONS to be amended as follows:

Establish Parks Ranger II, Class Code 4066

SECTION 33.025 COMPENSATION OF POSITIONS to be amended as follows:

Establish Parks Ranger II, Class Code 4066, Grade 17, Nonexempt

SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Establish Parks Ranger II, Class Code 4066, Grade 17 (specs attached)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Parks Ranger II
Class Code Number	4066 - 17

General Statement of Duties

Patrols assigned areas within the City's parks, trails and cemeteries to ensure compliance with rules and regulations; assists with maintenance of properties; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to promote responsible enjoyment of and prevent illicit activity in parks, trails and cemeteries. The work is performed under the supervision and direction of an assigned supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. The class is distinguished from the class of Parks Ranger I by serving as a lead worker with added responsibility and knowledge. Supervision is exercised over the work of employees in the class of Parks Ranger I. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, representatives of the Manchester Police Department, other area Police Departments, and the public. The principal duties of this class are performed in both an indoor and outdoor work environment in the course of patrol duties with the potential for personal danger.

Examples of Essential Work (illustrative only)

- Patrols parks, trails and cemeteries and monitors activity to identify violations of applicable park, trail, and cemetery rules and regulations, environmental and trespassing laws and takes appropriate actions to deal with the situation, including issuing citations, issuing written

- warnings, or rectifying the situation through a dialogue with all parties involved as warranted;
- Supervises, trains, evaluates and coordinates the work of Park Ranger I's in carrying out the various patrol and maintenance activities;
 - Works with NH DES, NH Department of Natural & Cultural Resources representatives, and other state agencies involving environmental, parks, trails, and cemetery related issues;
 - Enforces all local, state and federal laws, as well as parks, trails and cemetery rules and regulations, and issues citations for violations;
 - Performs routine maintenance on parks, trails and cemetery properties and structures, including brush removal, litter collection, painting, carpentry work, welding, and minor repairs of related equipment;
 - Assists park and cemetery maintenance crews with tree removal, equipment operation, and other duties as needed;
 - Operates power equipment, including chain saws, edgers, weed eaters, push and riding mowers, back hoes, field painters and other hand tools as necessary;
 - Operates dump truck for construction and maintenance including plowing and snow removal operations;
 - Trims fence lines and the banks of drainage ditches;
 - Collects litter and debris;
 - Assists with the removal of illegal encampments;
 - Locks and unlocks gates at parks, trails, and cemeteries, and takes appropriate actions to ensure that curfews are followed;
 - Ensures compliance with dam requirements, including adjustments of gates, monitoring of water flow, clearing of vegetation, regulatory reporting, and other related responsibilities;
 - Responds to calls and/or complaints from citizens, involving arriving at the scene, taking statements from all parties involved, identifying a violation if one exists, and issuing citations as the situation warrants;
 - Maintains a highly visible presence within assigned areas for the purpose of deterring crime as possible, maintaining good community relations and providing an identifiable source for citizens to go to for assistance, guidance, protection and service;
 - Maintains an awareness of any emergency situation in the community, including fires, natural disasters and environmental hazards, and notifies appropriate departments or agencies;
 - Testifies in court as needed;
 - Performs a daily activity of public relations through speaking with citizens, responding to their needs as possible and explaining through actions and words the goals and purposes of applicable environmental regulations;
 - Informs park and cemetery administrative personnel immediately of any situation which appears to be out of the ordinary;
 - Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
 - Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;

- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities (at time of appointment)

- Thorough knowledge of parks and athletic fields maintenance activities and procedures;
- Thorough knowledge of safety procedures involved in parks maintenance activities;
- Thorough knowledge of the uses and purposes, as well as the policies and procedures of the Parks, Recreation & Cemetery Division;
- Thorough knowledge of local, State and Federal laws pertaining to permissible activities in parks and cemeteries;
- Thorough knowledge of current law enforcement practices and methods;
- Substantial knowledge of the skilled trades areas of carpentry and plumbing;
- Substantial knowledge of the proper operating procedures for all related equipment;
- Ability to coordinate Department objectives and community needs with Department resources and personnel capabilities;
- Ability to work in situations involving confusion and potential danger to oneself, citizens or another Park Ranger and to make quick decisions which help to secure the safety of all individuals involved;
- Ability to use hand tools such as picks, shovels, and rakes;
- Ability to command authority from members of the public through a calm demeanor and appropriate actions;
- Ability to quickly learn the policies and procedures of assigned Department;
- Ability to quickly learn the geographical layout of all parks, trails, and cemeteries;
- Ability to perform basic first aid procedures;
- Ability to read deeds and maps to identify boundary lines;
- Ability to use a compass and understand bearings to locate property monuments and markers, as well as locate unmarked boundary lines;
- Ability to identify and document property encroachments;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate a snow plow, sidewalk tractor, ATV, and snowmobile;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;

- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or possession of a GED, supplemented by some additional training in security and/or enforcement of rules and regulations, or related; and
- Considerable security and/or enforcement related experience with some supervisory experience; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Twenty-one years of age;
- Pass a background check;
- Pass a drug test
- Valid Driver's License;
- CDL B w/air brakes endorsement (within 12 months of employment);
- First Aid and AED Training Certificate (within 6 months of employment);
- Rotating shift schedules required.

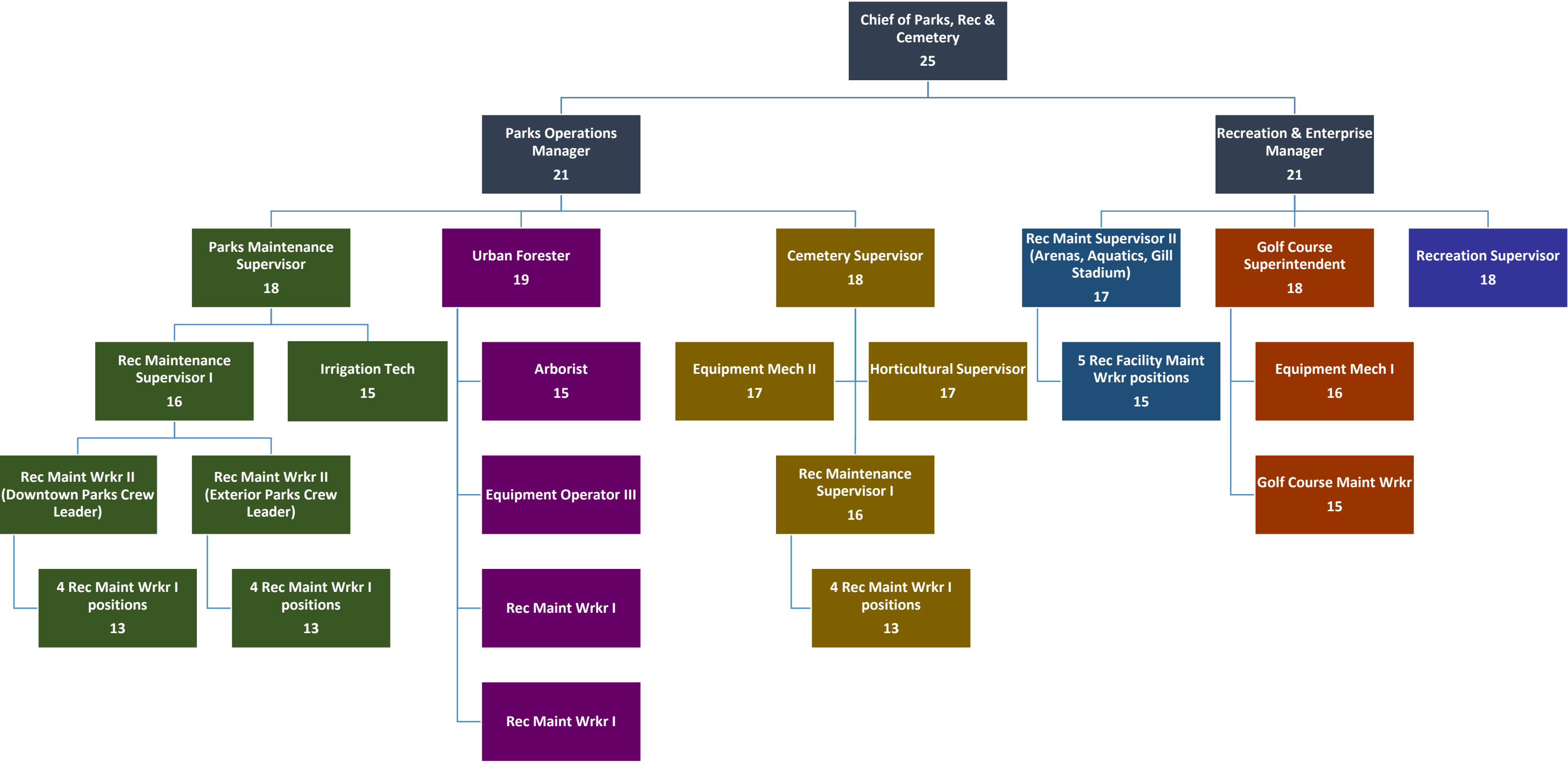
Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to observe community activities in the course of law enforcement duties;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate equipment and detain individuals as necessary, and sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate hand and power tools continuously and to lift and carry, through a full range of motion, up to 100 pounds occasionally, 50 pounds frequently, and 20 pounds continuously;

- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to patrol assigned areas and be able to stoop, kneel, crouch, stand, walk, push, pull, climb and grasp repetitively.

Approved by: BMA Date:

Parks, Recreation & Cemetery Division - CURRENT



Parks, Recreation & Cemetery Division - PROPOSED

