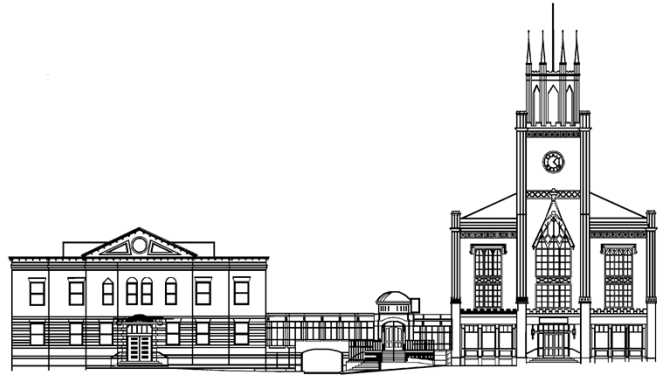




COMMITTEE ON HUMAN RESOURCES/INSURANCE

November 16, 2021 at 6:00 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. HR Reports submitted by Kathleen Ferguson, Human Resources Director:

- Position Summary Report
- Vacancy Requisition Requests and Approvals
- Sapphire SmartShopper Report
- Summary of Arbitrations/Grievances

(Note: Provided for informational purposes only; no action is required.)

2. Communication from Kathleen Ferguson, HR Director, informing the committee that 13 interested parties have responded to the RFP for an EAP provider with final proposals due on November 19, 2021.

(Note: Provided for informational purposes only; no action is required.)

3. Communication from the HR Director regarding a planned orientation for newly elected and incumbent aldermen to be held in December.

(Note: Provided for informational purposes only; no action is required.)

4. Communication from the HR Director regarding the City's Drug and Alcohol policy that was approved at the 10/19/21 BMA meeting but referred back to HR to look into testing for all City employees.

(Note: Provided for informational purposes only; no action is required.)

5. Communication from the HR Director regarding the NH Retirement System Audit and recommending that a committee or group be formed to research and develop new programs and policies regarding long-term disability and workers' compensation with a report back to the HR Committee.

Gentlemen, what is your pleasure?

6. Communication from the HR Director requesting the reclassification of an Administrative Services Manager, grade 16, to an Administrative Services Manager II, grade 17.

Gentlemen, what is your pleasure?

7. Communication from the HR Director requesting that department heads be authorized to hire new candidates between steps 1-5 within the grade provided they have the funding in their current budget to cover the increase.

Gentlemen, what is your pleasure?

8. Communication from the HR Director regarding a new policy for Sexual Misconduct, Domestic Violence and Dating Violence.

Gentlemen, what is your pleasure?

9. Communication from Phil Croasdale, Water Works Director, requesting a reorganization of the Treatment and Supply Division as follows:

Add:

- One (1) WTP Laboratory Manager, grade 21;
- One (1) WTP Operations and Maintenance Manager, grade 21;
- One (1) Instrument Technician I, grade 18; and
- Two (2) WTP Plant Operator II's, grade 17

Reclassify:

- One (1) Laboratory Technician I, grade 17, to one (1) WTP Laboratory Technician I, grade 17; and
- One (1) Laboratory Technician II, grade 19, to one (1) WTP Laboratory Technician II, grade 19

Gentlemen, what is your pleasure?

10. Communication from Timothy Clougherty, Deputy Public Works Director, requesting a class specification change to the Drop Off Facility Supervisor position to allow for a six month period upon hiring to obtain the required certifications and licenses.

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.



City of Manchester

Human Resources Department

One City Hall Plaza
Manchester, New Hampshire 03101

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

DATE: October 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	09/17/2021	Customer Service Rep. III	1*	
City Clerk	09/01/2021	Licensing Enforcement Inspector	1*	
Finance	09/20/2021	Accounting Technician		1*
Finance	09/03/2021	Accountant I	1*	
Finance	09/03/2021	Accountant II		1*
Finance	09/02/2021	Accountant II	1***	
Youth Services	09/27/2021	Administrative Assistant II		1***
Human Resources	09/07/2021	Administrative Assistant II		1*
Human Resources	09/20/2021	Administrative Assistant I		1*
Facilities	09/05/2021	Public Works Support Specialist		1*
Facilities	09/18/2021	Building Maintenance Tech.	1^	
Central Fleet	09/06/2021	Equipment Mechanic II	1*	
Central Fleet	09/06/2021	Equipment Maint. Super. I		1*
Central Fleet	09/06/2021	Equipment Mechanic I		1*
Aviation	09/13/2021	Manager, Airport Ops. & Facilities		1*
Aviation	09/20/2021	Airport Maintenance Worker I	1***	
Aviation	09/07/2021	Asst. Airport Dir. Prop & Contracts		1*
EPD	09/07/2021	Accounting Technician		1*
EPD	08/31/2021	Accounting Technician	1*	
Water Works	09/20/2021	Water Meter Technician	1*	
Water Works	09/20/2021	Equipment Operator IV		1*
Water Works	09/20/2021	Public Services Worker III	1*	
Water Works	09/20/2021	Equipment Operator IV		1*
Fire	09/24/2021	Firefighter	1***	
Police	08/31/2021	Animal Control Officer I	1*	
Police	08/31/2021	Accounting Specialist II		1*
Page Total			12	14

*Due to Internal Promotions/Demotions/Position Control Changes

**Due to Retirement

*** Due to Resignation

Due to Lay off / % Discharged / ^Deceased

DEPARTMENT	DATE	POSITION	NEW VACANCY	NEW HIRES
Police	08/27/2021	Police Office	1*	
Police	08/27/2021	Financial Analyst I	1***	
Police	08/27/2021	Accounting Specialist II	1***	
Police	09/13/2021	Police Records Specialist I	1***	
Health	09/10/2021	Public Health Specialist II	1***	
Health	09/07/2021	School Nurse I		1*
Health	09/13/2021	School Nurse II		1*
Health	09/23/2021	School Nurse II	1***	
Health	09/14/2021	School Nurse II		1*
Health	09/09/2021	Customer Serv. Rep. II	1*	
Health	09/09/2021	Administrative Assistant II		1*
Health	09/02/2021	School Nurse I		1*
Health	09/07/2021	School Nurse I		1*
Health	09/30/2021	Customer Service Representative II	1**	
Highway	08/29/2021	Equipment Operator III		1*
Highway	09/05/2021	Highway Supervisor I	1*	
Highway	09/06/2021	Equipment Operator II	1*	
Highway	08/29/2021	Public Service Worker I		1*
Highway	08/30/2021	Refuse Collector	1*	
Highway	08/30/2021	Public Services Worker I		1*
Highway	09/30/2021	Public Services Worker I	1*	
Highway	09/30/2021	Equipment Operator II		1*
Highway	09/30/2021	Public Service Worker II	1*	
Highway	09/30/2021	Equipment Operator II		1*
Highway	09/01/2021	Public Service Worker II	1*	
Highway	09/01/2021	Equipment Operator II		1*
Highway	09/19/2021	Public Service Worker II	1*	
Highway	09/19/2021	Equipment Operator III		1*
Highway	08/30/2021	Refuse Collector	1*	
Highway	08/30/2021	Equipment Operator II		1*
Highway	09/22/2021	Civil Engineer III	1***	
Highway	09/27/2021	Civil Engineer I		1*
Highway	09/20/2021	Accounting Specialist II		1*
Parks & Recreation	08/29/2021	Recreation Maintenance Worker I	1*	
Parks & Recreation	08/31/2021	Recreation Maintenance Worker I	1**	
Library	09/30/2021	Library Clerk I	1**	
Library	08/30/2021	Library Page		1*
		Page Total	20	17
		Grand Total	32	31

*Due to Internal Promotions/Demotions/Position Control Changes

**Due to Retirement

*** Due to Resignation

Due to Lay off / % Discharged / ^Deceased

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: October 18, 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
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	Michaud	8/9/2021	8/9/2021	8/10/2021
8/10/2021	211-65-21	DPW	Recreation Maintenance Worker (Temp)	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	Heon	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	New position	Bibeau	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		Auger	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
8/26/2021	228-71-21	Library	Accountant I	Ryan		8/26/2021	8/26/2021	8/26/2021

2021 Requisition Report

Received	Req. #	Dept.	Position	Replacing	Replacement Name	HR Approved	Sent to Mayor	Mayor Approved
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	Foster	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	Joyal	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	Economic 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 Representative 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	Schaffer	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		9/21/2021	9/21/2021	9/23/2021
9/23/2021	258-29-21	Water	Water Meter Technician	Courchesne		9/23/2021	9/23/2021	9/23/2021
9/23/2021	259-29-21	Water	Public Services Worker III	Denver		9/23/2021	9/23/2021	9/23/2021
9/23/2021	260-21-21	Facilities	Building Maintenance Technician	Manseau		9/23/2021	9/23/2021	10/4/2021
9/28/2021	261-22-21	Tax	Customer Services Representative III	Lea		9/28/2021	9/28/2021	10/4/2021
10/1/2021	262-50-21	DPW	Public Service Worker II	Messantchi		10/1/2021	10/1/2021	10/4/2021
10/1/2021	263-50-21	DPW	Public Services Worker I	Dunmyer		10/1/2021	10/1/2021	10/4/2021

2021 Requisition Report

Received	Req. #	Dept.	Position	Replacing	Replacement Name	HR Approved	Sent to Mayor	Mayor Approved
10/1/2021	264-50-21	DPW	Public Services Worker I	Champagne		10/1/2021	10/1/2021	10/4/2021
10/6/2021	265-13-21	Info System	Senior Applications Developer/Analyst	Schaffer		10/6/2021	10/7/2021	10/7/2021
10/7/2021	266-41-21	Health	Public Health Specialist II	Chui		10/6/2021	10/7/2021	10/7/2021
10/12/2021	267-33-21	Police	Community Program Coordinator	ARPA		10/12/2021	10/12/2021	10/14/2021
10/18/2021	268-30-21	Fire	Business Services Officer	Sorenson		10/18/2021	10/18/2021	

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

October 18, 2021

To: Will Stewart, Chair
Human Resources and Insurance Committee

From: Kathleen Ferguson, Human Resources Director

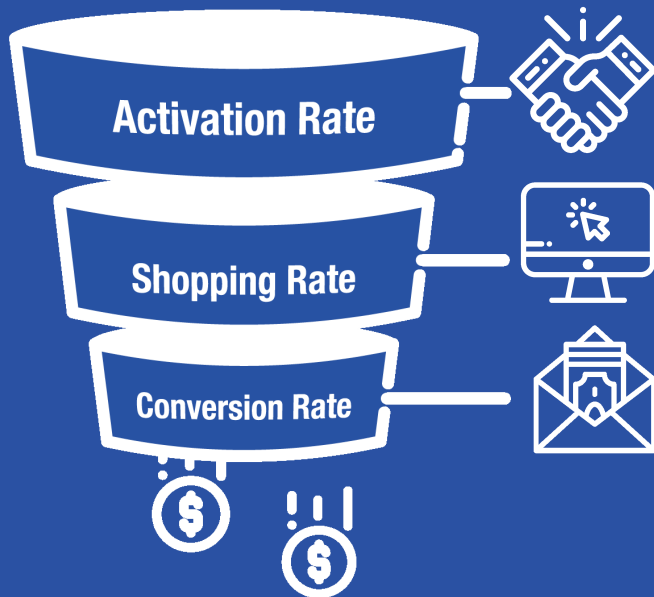
RE: Sapphire SmartShopper Report (August, 2021)

Sapphire SmartShopper Report

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

Total Savings for **August, 2021** was \$21,114. Total YTD savings \$284,574.

- August, 2020 vs. August, 2021 savings is down \$10,673.
- YTD Savings 2020 to 2021 is down \$32,047.
- Activation Rate 49% Activated Shopping Rate 95%, Activated Conversion Rate 79%.
- In August we had 12 new additional activations which is 2% of the 580 households that are activated, 183 shopping searches and 56 incentives paid.

Aug 2021
Report Date**PERFORMANCE REPORT****EXECUTIVE SUMMARY-Program to Date****Eligible
Population****2,848**
Members**1,194**
Households

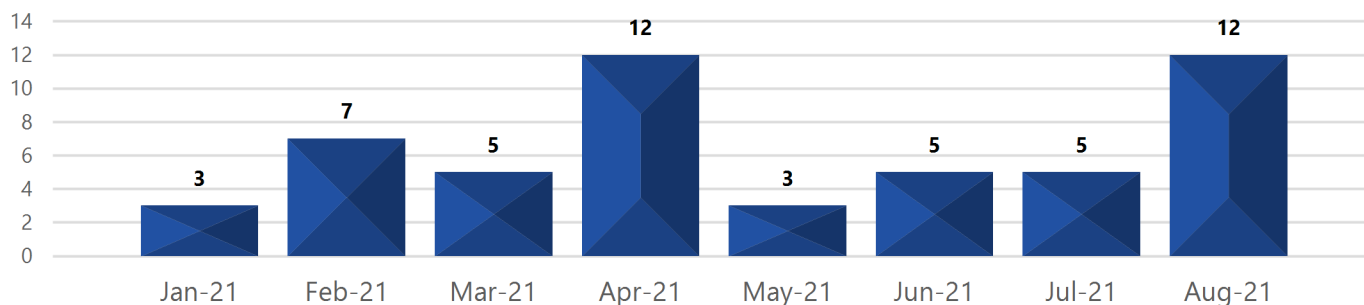
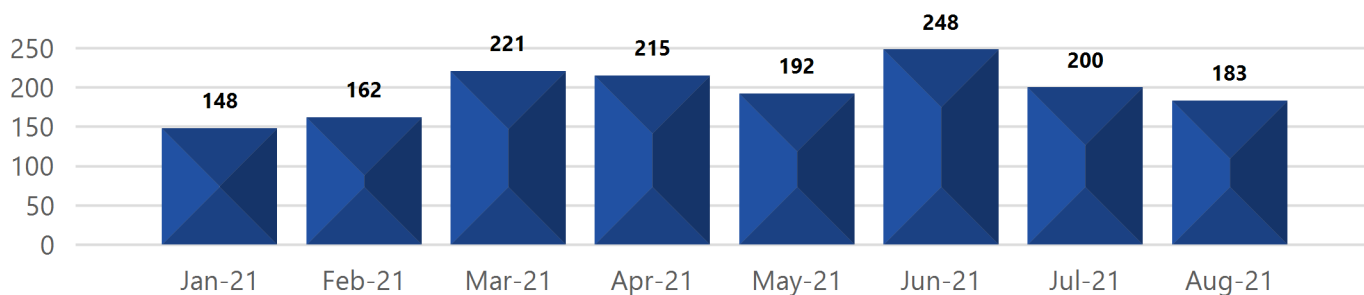
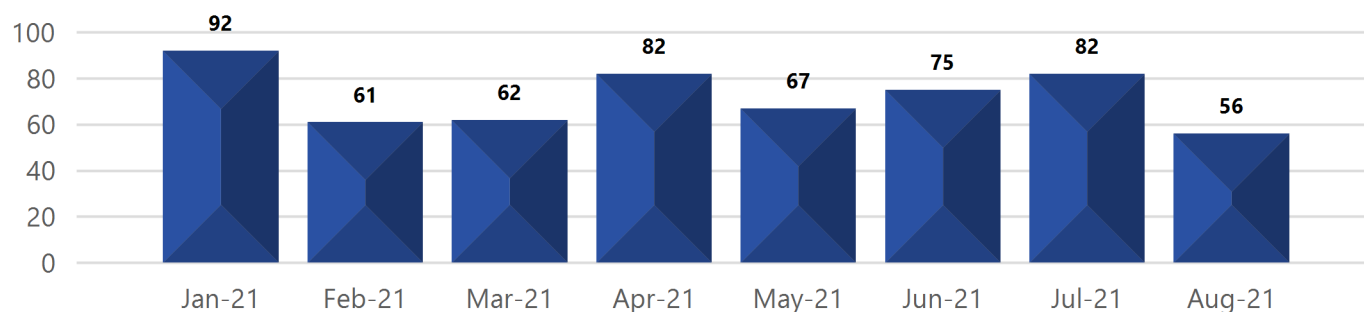
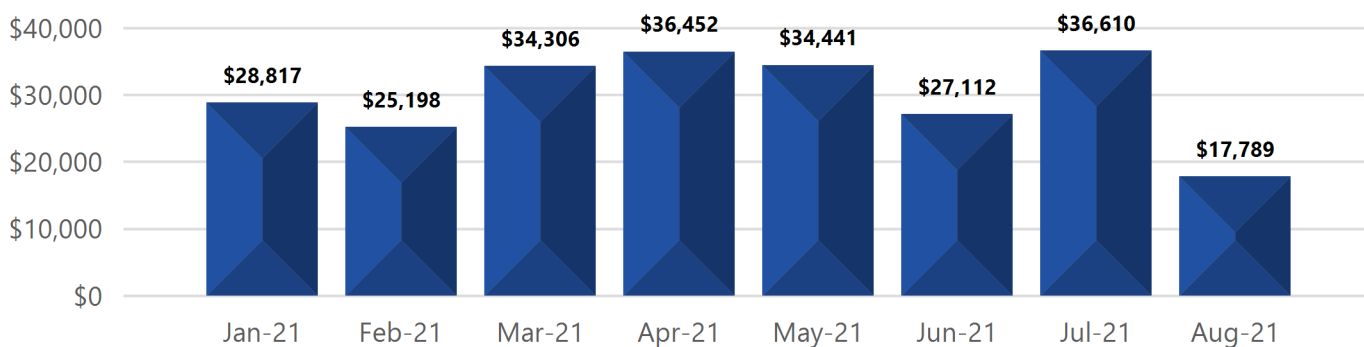
49% Activation Rate	8% Activation Benchmark	580 Activated Households	
95% Activated Shopping Rate	66% Activated Shop Benchmark	552 Households Shopped	
79% Shop Conversion Rate	35% Shop Conversion Benchmark	436 Households Receiving Incentive	4,445 Total #Incentives

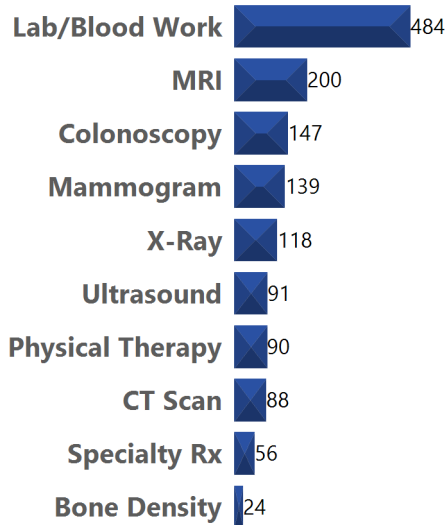
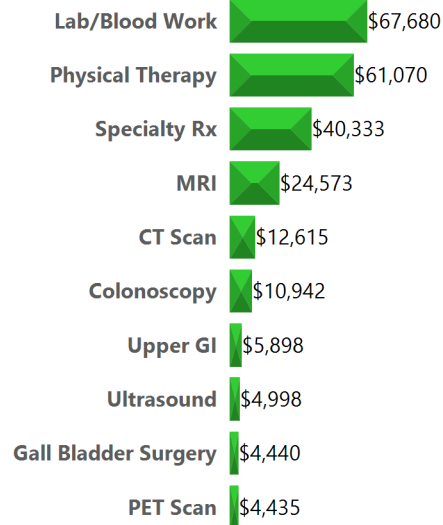
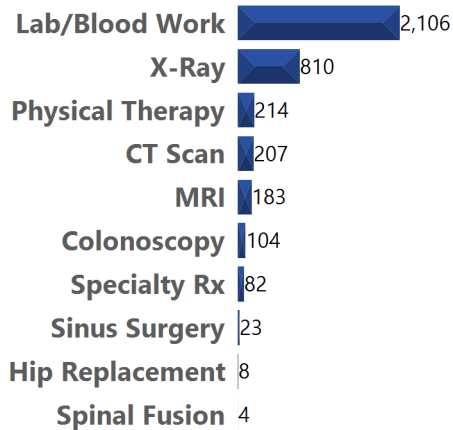
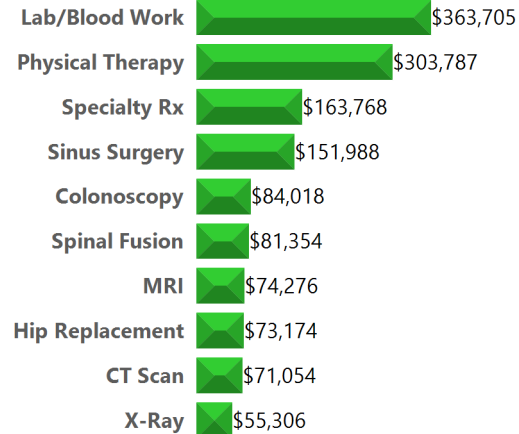
**\$3,357,107**
Total Gross Savings**\$331,595**
Total Incentives(\$)**\$3,025,512**
Total Claims Savings**Incentive and Savings Summary**

Timeframe	Gross Savings	Incentives Paid(\$)	Claims Savings	Incentives Paid(#)
MTD	\$21,114	\$3,325	\$17,789	56
YTD	\$284,574	\$43,850	\$240,724	577
PTD	\$3,357,107	\$331,595	\$3,025,512	4,445

Aug 2021

Report Date

PERFORMANCE REPORT**Activations****Shopping****Incentives****Claim Savings**

Aug 2021
Report Date**PERFORMANCE REPORT****Top Procedures Summary (Jan 2021 - Aug 2021)****Top Shopping Procedures****Top Savings Summary****Missed Opportunity Procedure Summary (Jan 2021 - Aug 2021)****Top 10 Missed Opportunity Claims****Top 10 Missed Opportunity Savings**

Aug 2021
Report Date**PERFORMANCE REPORT****Cost-Effective Breakout By Procedure (Jan 2021 - Aug 2021)**

Procedure Name	Incurred Claims	Shopping Activity	Incentives Paid(#)	Incentives Paid (\$)	Savings	Savings Per Case	Sapphire BOB savings(Prior Year)	Potential Savings
Back Surgery	5	0	0	\$0	\$0	\$0	\$3,848	\$19,238
Bariatric Surgery	1	5	0	\$0	\$0	\$0	\$6,805	\$6,805
Bone and Joint Imaging	2	6	0	\$0	\$0	\$0	\$645	\$1,290
Bone Density	22	24	7	\$550	\$143	\$20	\$85	\$1,268
Breast Biopsy	10	9	1	\$250	(\$250)	(\$250)	\$1,198	\$10,785
Breast Lumpectomy	4	0	0	\$0	\$0	\$0	\$0	\$0
Bronchoscopy	4	0	0	\$0	\$0	\$0		\$0
Bunionectomy	1	4	0	\$0	\$0	\$0	\$6,935	\$6,935
Cardiac	3	1	0	\$0	\$0	\$0		\$0
Cardiology Procedure	69	10	1	\$75	(\$75)	(\$75)		\$0
Carpal Tunnel	2	0	0	\$0	\$0	\$0	\$1,474	\$2,949
Cataract Removal	9	3	0	\$0	\$0	\$0	\$1,485	\$13,366
Colonoscopy	104	147	26	\$5,100	\$10,942	\$421	\$1,077	\$84,018
CT Scan	207	88	18	\$2,300	\$12,615	\$701	\$376	\$71,054
Dilation & Curettage - D&C	2	0	0	\$0	\$0	\$0		\$0
Ear Tubes	8	0	0	\$0	\$0	\$0	\$169	\$1,348
Gall Bladder Surgery	3	1	1	\$125	\$4,440	\$4,440	\$5,852	\$11,704
General Surgery Procedure	4	3	0	\$0	\$0	\$0		\$0
Hammertoe Correction	0	0	0	\$0	\$0	\$0		\$0
Heart Imaging(SPECT)	7	0	0	\$0	\$0	\$0		\$0
Hernia Repair	7	13	0	\$0	\$0	\$0	\$2,316	\$16,215
Hip Replacement	8	10	0	\$0	\$0	\$0	\$9,147	\$73,174
Hysterectomy	2	1	0	\$0	\$0	\$0	\$1,286	\$2,573
Hysteroscopy	3	0	0	\$0	\$0	\$0	(\$100)	(\$300)
Kidney and Urinary Tract Treatment	1	0	0	\$0	\$0	\$0		\$0
Knee Replacement	6	8	0	\$0	\$0	\$0	\$5,420	\$32,522
Knee Surgery	10	9	1	\$50	(\$50)	(\$50)	\$1,626	\$14,637
Lab/Blood Work	2,106	484	348	\$8,700	\$67,680	\$194	\$207	\$363,705
Lithotripsy - Kidney Stones	3	0	0	\$0	\$0	\$0	\$2,160	\$6,479
Mammary Gland Procedure	0	0	0	\$0	\$0	\$0		\$0
Mammogram	248	139	43	\$2,025	\$3,592	\$84	\$120	\$24,650

Aug 2021
Report Date**PERFORMANCE REPORT****Cost-Effective Breakout By Procedure (Jan 2021 - Aug 2021)**

Procedure Name	Incurred Claims	Shopping Activity	Incentives Paid(#)	Incentives Paid (\$)	Savings	Savings Per Case	Sapphire BOB savings(Prior Year)	Potential Savings
MRI	183	200	37	\$4,775	\$24,573	\$664	\$509	\$74,276
OB/Gyn	7	1	0	\$0	\$0	\$0		\$0
Orthopedic Procedure	9	2	0	\$0	\$0	\$0		\$0
PET Scan	11	12	2	\$300	\$4,435	\$2,218	\$3,722	\$33,494
Physical Therapy	214	90	37	\$5,550	\$61,070	\$1,651	\$1,716	\$303,787
Prostate Surgery	1	1	0	\$0	\$0	\$0		\$0
Pulmonary Test	1	2	0	\$0	\$0	\$0		\$0
Shoulder Surgery	4	1	0	\$0	\$0	\$0	\$4,755	\$19,022
Sinus Surgery	23	0	0	\$0	\$0	\$0	\$6,608	\$151,988
Sleep Study	0	6	0	\$0	\$0	\$0		\$0
Specialty Rx	82	56	25	\$12,500	\$40,333	\$1,613	\$2,873	\$163,768
Spinal Fusion	4	1	0	\$0	\$0	\$0	\$20,338	\$81,354
Tonsils and Adenoids	1	0	0	\$0	\$0	\$0	\$2,352	\$2,352
Total Revision of Hip and Knee	2	2	0	\$0	\$0	\$0		\$0
Tubal Ligation	5	0	0	\$0	\$0	\$0	\$3,038	\$15,192
Ultrasound	343	91	19	\$700	\$4,998	\$263	\$170	\$54,987
Upper GI	38	19	7	\$750	\$5,898	\$843	\$1,188	\$36,820
Urethra and Bladder Scope	11	0	0	\$0	\$0	\$0	\$3,883	\$42,708
Uterine Tissue Biopsy	6	2	0	\$0	\$0	\$0		\$0
X-Ray	810	118	4	\$100	\$380	\$95	\$69	\$55,306
Total	4,616	1,569	577	\$43,850	\$240,724			\$1,799,466



Aug 2021
Report Date

PERFORMANCE REPORT

Engagement Details (Program To Date)

Activation	Registration	Shopping	
580 Total HH's Activated	536 Total HH's Registered	552 Total HH's that Shopped	
77% Digital Activation	71% Digital Registration	61% Digital Shopping	54% Male Shopper
23% PAT Activation	29% PAT Registration	39% PAT Shopping	46% Female Shopper

Metric Name	Definition
Activation Rate	Total Activated Households/Total Households
Registration	First instance of a Member validating or providing an email and/or phone number
Shopping	Total number of phone inquiries and web searches by Households
Activated Households that Shopped	How many Activated Households had shop activity for incentivized procedures
Activated Shopping Rate	Total Activated Households that shopped for incentivized procedures/ Total Activated Households
# Incentives Paid	How many Incentives had the client/account received
\$ Incentives Paid	How much had the client/account received from Incentives
Shop Conversion Rate	Total Activated Households receiving an Incentive / Total Activated Households that Shopped
Claims Savings	Calculated as Gross Savings amount - Incentive Amount
Gross Savings	Dollar amount saved by Households choosing to receive care by incentivized providers rather than higher priced providers (original provider cost minus the cost of the incentivized provider). Sum Of Incentive Amounts and Claim Savings.
Savings Per Case	Claim Savings/Incentives Paid
Book of Business Average Savings(prior year)	Average savings per Incentives paid across Sapphires book of business for comparison purposes
Potential Savings	(Incurred Claims-Incentives Paid) * (BoB Average Savings)
Conversion	Member successfully receiving an incentive after shopping

Disclaimer: This report may contain include protected health information ("PHI") and Client represents the report recipient is a permitted recipient under state and federal laws and regulations, including but not limited to HIPAA. In the event such individual is no longer a permitted recipient, Client shall notify Sapphire Digital immediately.

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

November 4, 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 October, 2021.

KF/ca

October, 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			Grievance has been withdrawn subject to impact bargaining.
2-United Steelworkers Local 8938 03-2021	7/26/2021	Use of vacation in lieu of sick			Grievance was never officially filed.
3-United Steelworkers Local 8938 04-2021	8/5/2021	Promotional by-pass			Awaiting an arbitration date.
4-United Steelworkers Local 8938 05-2021	8/24/2021	Promotional by-pass			Grievance was withdrawn by grievant.

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: October 22, 2021

Subject: EAP Update (For informational purposes only.)

A Request for Proposal (RFP) for City Employee Assistance Program (EAP) provider has been advertised through numerous public channels, including the City newsletter, and the Union Leader.

The City has had thirteen (13) interested parties, of which all have received RFP packages.

Due date for final proposals is November 19, 2021.

Thank you.

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: November 5, 2021

Subject: Aldermen Orientation (For informational purposes only)

Human Resources Department, in partnership with City Clerk Department, is planning an Aldermen Orientation in December, 2021. City department heads will be attending for introductions with new and incumbent aldermen, to discuss their work and answer questions.

Sample agenda items may include:

- Mission and vision statements;
- Committee descriptions;
- Core values;
- Yarger Decker pay scale (grades and steps);
- Health insurance including Smartshopper;
- Consent agenda;
- Budget overview etc.

We look forward to welcoming the new aldermen and assisting in the transitional process to serving the City of Manchester.

Thank you.

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

October 22, 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: Drug & Alcohol Screenings - For informational purposes only.

At the October 19, 2021 Board of Mayor and Aldermen (BMA) meeting, the City of Manchester's Drug and Alcohol policy was discussed and approved to not only require "*Police Officer and Firefighter*" new hire personnel to have a pre-employment drug and alcohol test, but for the policy to include all "*safety sensitive and/or contractual positions*" as well.

Certain board members stated that because, 1) "*the City is a Drug Free Workplace*", and 2) "*employees from specific departments should not be treated differently than others*", that all prospective employees should be subject to a pre-employment drug and alcohol test as a condition of hire.

After consulting with City Solicitor, Emily Rice, it was determined that from a constitutional perspective, blanket pre-employment drug testing of municipal employees is not permissible.

There are limited circumstances where a prospective candidate for a municipal employment position may be required to submit to a drug and alcohol screening. The United States Supreme Court has decided that drug and alcohol testing are forms of "searches" which means that a municipality may not test prospective employees for drug and alcohol use in a way that is "unreasonable" under the Fourth Amendment.

Prospective employees who would serve in "safety-sensitive positions" may be required to submit to drug and alcohol screenings, along with people who operate vehicles requiring a commercial driver's license (CDL).

The current policy approved on October 19, 2021 is in accordance with the U.S. Constitution.

Respectfully submitted,

Kathleen Ferguson, SHRM-CP, PHR
Human Resources Director

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER Human Resources Department

To: Alderman Will Stewart, Chair

From: Kathleen Ferguson, Human Resources Director

Date: October 25, 2021

Subject: New Hampshire Retirement System (NHRS) Auditors Conclusion

The New Hampshire Retirement System (NHRS) has concluded that based on the materials reviewed, other than audit observations regarding the compliance report, it appears that the City of Manchester is in compliance with NHRS requirements for enrollment, deduction, remittance procedures, and post-retirement medical subsidy payments for the period audited.

There were non-compliance issues found involving the remittance of wages and contributions to the NHRS. Some observations were:

- 1) unreported wages for members who were out of work on an employer sponsored disability plan such as long term disability (LTD), and
- 2) wages being reported for members who were in receipt of workers' compensation payments.

Per number 1) above, compensation received by members through employer-funded salary continuance plans is considered earnable compensation to the extent attributable to employer funding, and is subject to the regular required member and employer contributions. Once an employee is on LTD, they are receiving earnable compensation and the City is required to make contributions to NHRS.

The employer contributions are as follows:

Police – 33.88%

Fire – 32.99%

A salary continuance plan is a short-term or long-term disability plan. The plan is considered to be “employer-funded” when the cost of the disability plan premium is funded either wholly or partially by the employer. (If the salary continuance plan premium is funded wholly by the member, (which is **not the case** with the City of Manchester), contributions are neither required nor permitted.)

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

Because the City of Manchester funds the LTD 100%, the City is responsible for the full amount of the employer portion of the pension contribution, even though the employee is not actually working. The LTD payments are considered earnable compensation, and therefore subject to NHRS contributions.

For example, if a Police Officer earns \$50,000/year and entitled to 60% LTD payments or \$30,000/year, the City is subject to NHRS contributions of \$10,164.

Per number 2) above, the City is not subject to NHRS contributions for workers' compensation because it is not considered earnable compensation. The issue the audit brought to HR's attention is that the **City cannot allow an employee to have both sick accruals and be on workers' compensation for the same time period.** The problem arises when an employee uses their sick accruals while they wait for workers' compensation approval. Sick accruals are considered earnable compensation, and therefore subject to NHRS contributions. The City is not in compliance because employees on workers' comp. cannot contribute to NHRS for the period they received workers' compensation.

Human Resources recommends forming a committee or group to research and develop new programs and policies regarding long term disability (LTD) and workers' compensation in order to overcome some of the issues regarding NHRS contributions, as well as internal City of Manchester issues. The committee could report back to the Human Resources and Insurance Committee in the future.

Thank you.

Voluntary LTD – Employee cost (after 24 months)

<u>Salary</u>	<u>Monthly Premium</u>	<u>Weekly Premium</u>
\$50,000	\$6.64	\$1.66
\$75,000	\$9.92	\$2.48
\$100,000	\$13.24	\$3.31

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

October 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:

At my request, the Human Resources Department's Administrative Service Manager (1130) grade 16, completed a Position Reclassification Questionnaire due to added responsibilities, and project management opportunities currently occurring in the department.

A desk audit was performed on October 19, 2021. The desk audit confirmed that the incumbent assumes all of the essential job duties of an Administrative Services Manager, and is now performing the following additional duties that are not included in the Administrative Services Manager class specification:

- Assists and directs various departmental, division and/or division staff including, human resources, customer service, administrative and technical staff;
- Manages, schedules and coordinates special projects, including implementing and supporting new departmental software operating systems and related technology;
- Coordinates, prepares and maintains department's advanced fiscal management functions including, budgetary process, fiscal administration, payroll, expenditures and revenues;
- Performs project management activities;
- Interviews new applicants, and takes part in the review and hiring process of administrative support employees as well as assisting in personnel and policy decisions, and more.

The incumbent has increased responsibilities and is performing job duties that are at a higher level and align more with a new class specification, Administrative Services Manager II (1132) grade 17 (attached).

Human Resources confirms the increased reclassification is within the department's FY 2022 budget.

Human Resources recommends reclassifying the current Administrative Services Manager (1130) grade 16 to a new class title: Administrative Services Manager II (1132) grade 17.

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 (Administrative Services Manager II) of the Code of Ordinances of the City of Manchester.”

SECTION 33.024 CLASSIFICATION OF POSITIONS to be amended as follows:

Establish Administrative Services Manager II, Class Code 1132

SECTION 33.025 COMPENSATION OF POSITIONS to be amended as follows:

Establish Administrative Services Manager II, Class Code 1132, Grade 17 Exempt

SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Establish Administrative Services Manager II, Class Code 1132, 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	Administrative Services Manager II
Class Code Number	1132-17

General Statement of Duties

Provides administrative and project management support within the area of fiscal administration, human resources, and related in a City Department; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to ensure professional standards are used in the administration of all assigned Departmental functions. The work is performed under the supervision and direction of an assigned administrator and/or Department Head but extensive leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of employees in accounting and related support function activities. This class is distinguished from the class of Administrative Services Manager by the direction and input related to special citywide projects which include other Departments, Divisions and Human Resource Administrative personnel. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, business organizations, contractors and the public. The principal duties of this class are performed in a general office environment.

Traffic Department: Position may require the handling of hazardous wastes.

Examples of Essential Work (illustrative only)

- Assists and directs various departmental, division and/or division staff including, human resources, customer service, administrative and/or technical staff;
- Manages, schedules and coordinates special projects;
- Manages and oversees departmental software operating systems, both in implementation and ongoing support;
- Coordinates, prepares and maintains department's budgetary process, fiscal administration, payroll, expenditures and revenues;
- Performs account reconciliations and related analyses;
- Coordinates and manages human resource related topics;
- Performs Project Management activities;
- Prioritizes and shifts workloads as required;
- Coordinates office scheduling requirements;
- Interviews new applicants, and takes part in the review and hiring process of administrative support employees as well as assisting in personnel decisions;
- Processes invoices, requisitions, purchase orders, and related;
- Tracks monthly budget expenses and runs comparison spreadsheets with the City's financial system;
- Administers advanced fiscal management functions within the Department, including overseeing expenditures and revenues, payroll processes, budget development and administration and related;
- Assists and participates in plans for the procurement of monies from outside funding sources, including community services, grant development and administration and related;
- Coordinates the implementation of new computer systems and related technology in the Department;
- Prepares specialized analytical reports relating to a core function of a Departmental operation for use in policy development and evaluation of existing programs and initiatives;
- Participates in policy development with the Department Head and other departmental and/or divisions as requested;
- Performs special projects as assigned;
- 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 Generally Accepted Accounting Principles;
- Thorough knowledge of financial office procedures and practices;
- Thorough knowledge of the functions of assigned Department or specialty area within City government;
- Thorough knowledge of accounts payable and payroll processes;
- Thorough knowledge of budget preparation within a municipality;
- Ability to interpret accounting reports and records and to analyze accounting data for control and reporting purposes;
- Ability to handle confidential and administrative information with tact and discretion;
- Ability to assist, direct, train and evaluate the work of others;
- 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 Public Administration, Business Administration or a closely related field; and
- Considerable experience in office management, financial administration and/or human resources operations and related; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- None.

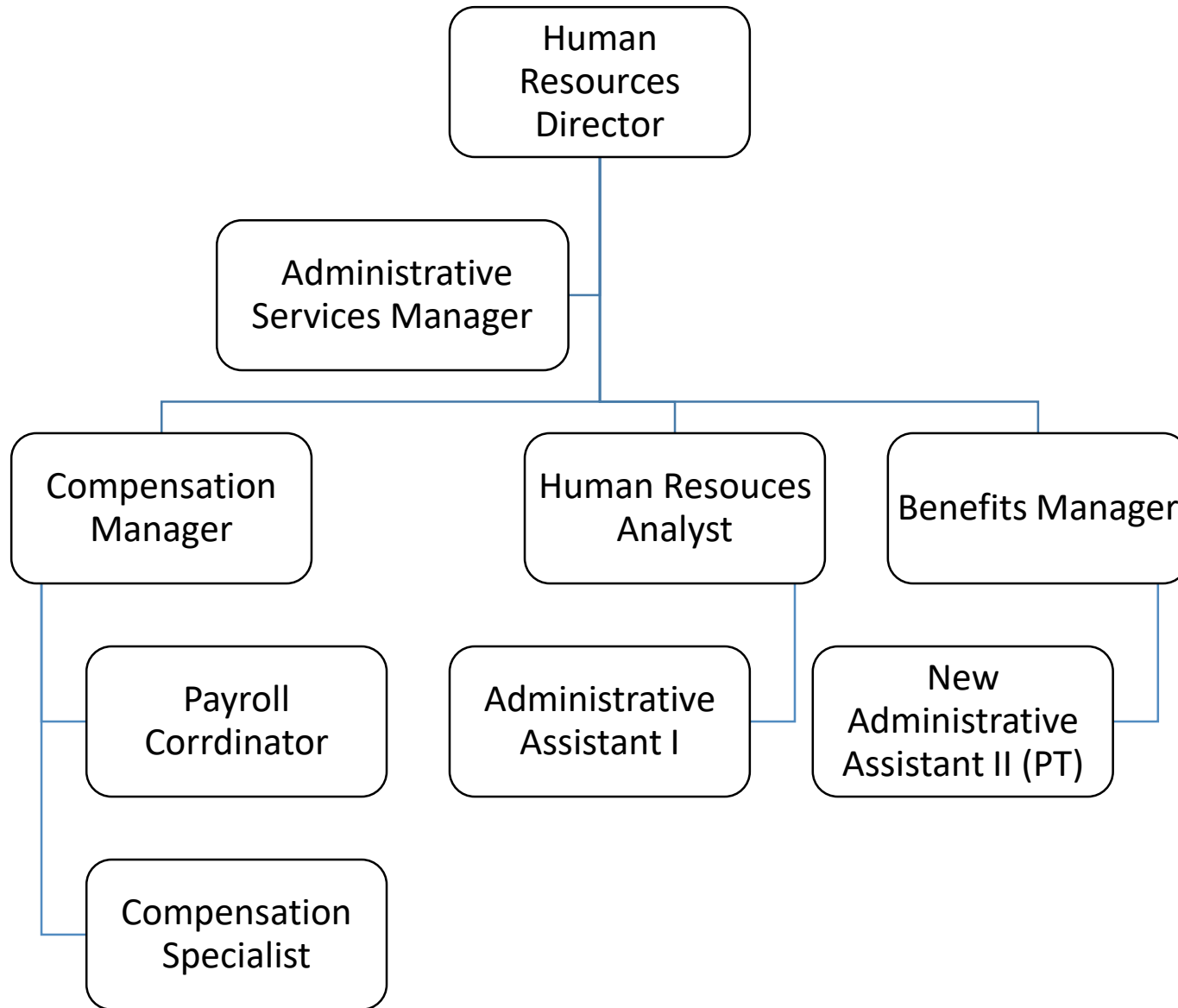
Essential Physical Abilities

- 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 material in both electronic and hard copy form;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a personal computer and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to various areas of the City.

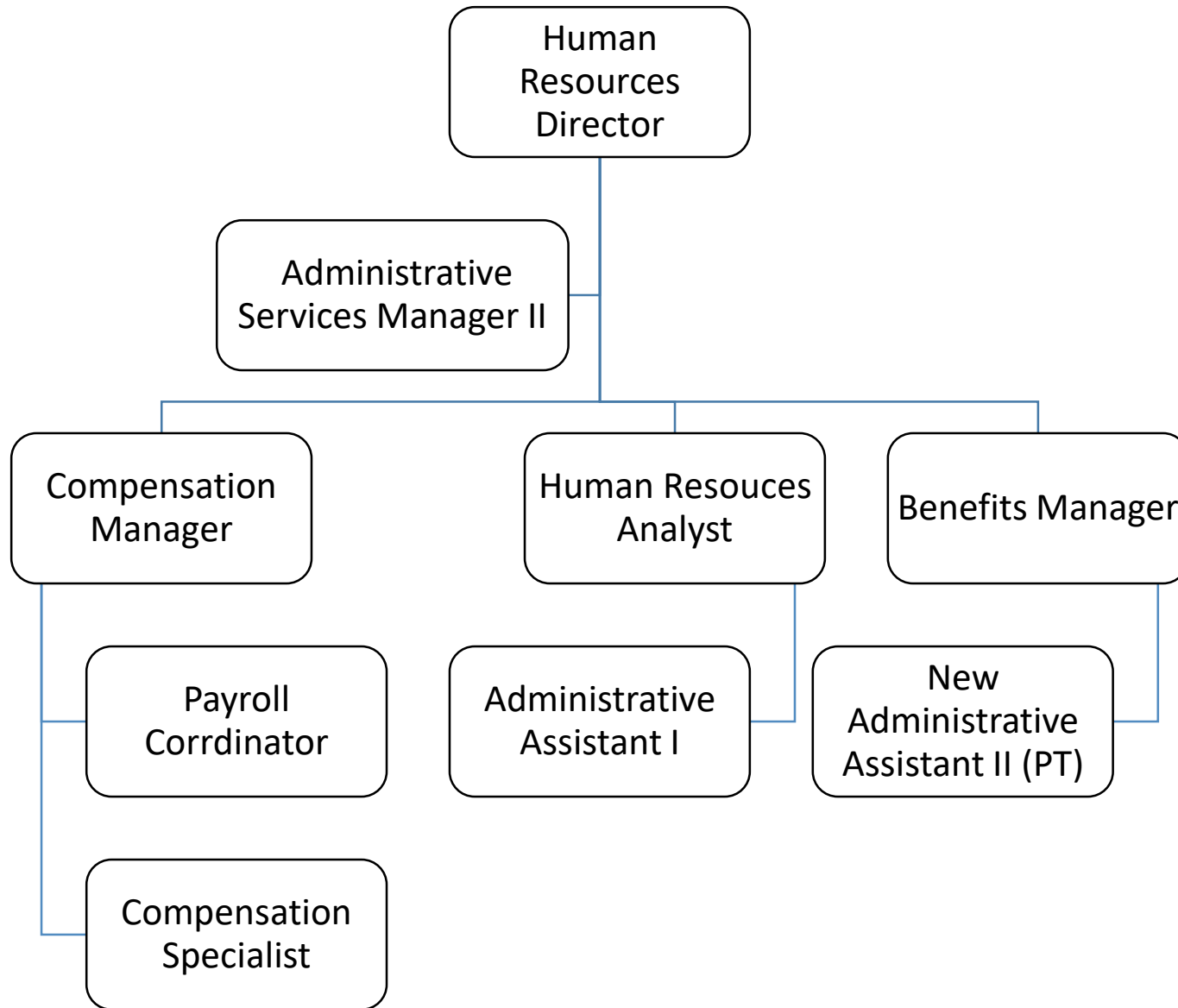
Approved by: _____ Date: _____

Revision 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

October 22, 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:

A letter dated August 13, 2021, regarding the challenging and competitive job market was submitted to HRIC and discussed at the September 7, 2021 meeting. The situation has not improved.

Hiring at higher step approvals has been a normal occurrence due to some inadequate original entrance pay rates offered by the City. Because of the shortage in available candidates, many companies make quick job offers for specialized roles in the hope of luring in the appropriate candidates before they get chosen from another competitor.

Currently if a Department Head wants to offer a higher step to a talented potential candidate, they have to:

- 1) Compose a letter justifying why they want to hire at a higher step
- 2) Submit the letter to Human Resources
- 3) Human Resources has to review, make a recommendation and send to the Mayor's Office
- 4) The Mayor reviews the justification letter and HR's recommendation
- 5) The Mayor sends an email to all with approval to hire the applicant at a higher step.

This process is in place to keep controls on hiring inadequacies.

Job offers today, in this competitive current job market, must be made quickly, since most candidates who are actively job seeking may have applied to multiple positions at one time. According to Indeed's career guide, (Indeed is an American worldwide employment website that posts millions of jobs), "When possible, consider contacting candidates the same day as their final interview or within one day of making your decision. This shows that the company is eager to bring on a new employee." The current process does not allow Department Heads to make quick offers to the best candidates.

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Allowing Department Heads to hire candidates at step 1-5 without completing the 5 steps above and with no authorization from the Mayor would decrease the amount of time to make an offer to a potential candidate.

Any department who wishes to offer a potential new candidate a position with the City over step 6, would still need to go through the regular approval process (steps 1-5 listed above).

The Department Heads would have to confirm they have the adequate funds in their current budget for the increased offer as they currently do. They would also have to notify the Human Resources Department in order for payroll and compensation to verify the information when the new Employee Information Sheet (EIS) is submitted to Human Resources.

The following is an example of the cost differences from step 1-5 in numerous grade positions:

	Grade	Step	Per Hour	Annual Pay
	8	1	\$11.74	\$24,409.82
	8	5	\$13.21	\$27,473.45
Difference			\$1.47	\$3,063.63
	Grade	Step	Per Hour	Annual Pay
	12	1	\$15.38	\$31,996.27
	12	5	\$17.31	\$36,012.09
Difference			\$1.93	\$4,015.82
	Grade	Step	Per Hour	Annual Pay
	20	1	\$26.43	\$54,975.53
	20	5	\$29.78	\$61,875.46
Difference			\$3.35	\$6,899.93
	Grade	Step	Per Hour	Annual Pay
	28	1	\$45.41	\$94,458.19
	28	5	\$51.11	\$106,313.57
Difference			\$5.70	\$11,855.38

Human Resources recommends allowing Department Heads to have the authority to hire new candidates between step 1 and step 5 within the grade, provided they confirm they have the necessary funding in their current budget to cover the increase.

Respectfully submitted,

Kathleen Ferguson, SHRM-CP, PHR
Human Resources Director

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

September 13, 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:

Attached is a new policy for response to workplace-related incidents of sexual misconduct, domestic violence, and dating violence. There has been a new special condition requirement set forth by the United States Department of Justice, Office on Violence Against Women (VAWA) which recommended review of the City's current policies and procedures and making adjustments in accordance to the standards provided by the US Department of Justice.

The Manchester Police and City Solicitors Departments are recipients of grant funding which requires compliance with this special condition within a specific timeframe from award date.

The New Hampshire Department of Justice's Grants Management Team will be required to ensure that all its subrecipients, at any tier, be in compliance with this special condition.

The new policy demonstrates the City's commitment to a safer and more supportive organizational climate, and to the prevention and reduction of the incidence and effects of domestic violence, sexual violence, and stalking at the workplace.

Human Resources recommends approving the "Sexual Misconduct, Domestic Violence, and Dating Violence Policy."

Respectfully submitted,

Kathleen Ferguson, PHR, SHRM-CP
Human Resources Director

City of Manchester
Human Resources Department
One City Hall Plaza
Manchester, NH 03101-1932
Tel: (603) 624-6543
Fax: (603) 628-6065

SEXUAL MISCONDUCT, DOMESTIC VIOLENCE, AND DATING VIOLENCE POLICY CITY OF MANCHESTER, NEW HAMPSHIRE

I. Purpose:

The City of Manchester [hereinafter "City"] institutes this policy as part of its commitment to a safer and more supportive organizational climate and to the prevention and reduction of the incidence and effects of domestic violence, sexual violence, and stalking [hereinafter "violence"] at the workplace. The City of Manchester recognizes that domestic violence, sexual violence, and stalking present unique issues for its workforce.

Domestic violence, sexual violence, and stalking are workplace issues even if incidents occur elsewhere. Domestic violence, sexual violence, and stalking cross economic, educational, cultural, age, gender, racial, and religious lines and occur in a wide variety of contexts. Therefore, the City will take every appropriate measure to prevent and/or address such violence in the context of:

- Subordinate/superior relationships;
- Heterosexual and same-sex intimate partner relationships, including marital, cohabiting, or dating;
- Heterosexual or same sex non-intimate partner relationships, such as between coworkers;
- Parent/child relationships; and
- Violent acts of others that could potentially occur within the workplace.

The purposes and goals of this policy are to:

1. Support a comprehensive workplace education and training program to prevent violence and promote healthy relationships for employees and their families;
2. Create a supportive and healthful work environment that helps employees to avoid the use of violence in any context;

CITY OF MANCHESTER, NEW HAMPSHIRE POLICY ON SEXUAL MISCONDUCT, DOMESTIC VIOLENCE, AND DATING VIOLENCE

3. Institutionalize responsive policies and procedures to assist employees who are impacted by violence, including the provision of training on this policy to employees and management;
4. Prohibit sexual harassment by employees, consultants, volunteers or contractors, or any other person and will not be tolerated.
5. Prevent retaliation against any person because he or she has reported a matter, filed a complaint, testified, assisted or participated in any manner in an investigation under this Policy or opposed any practice prohibited by this Policy will not be tolerated.

II. Definitions:

1. **Survivor or victim** - an individual who is currently subject to, or has in the past been subjected to, domestic violence, sexual violence, stalking or other forms of violence.
2. **Perpetrator** - an individual who commits or threatens to commit an act of domestic violence, sexual violence, or stalking, including unwarranted violence against animals.
3. **Domestic Violence-** is a pattern of coercive behavior, including acts or threatened acts, that is used by a perpetrator to gain power and control over a current or former spouse, family member, intimate partner, or person with whom the perpetrator shares a child in common. Domestic violence includes, but is not limited to: physical violence, injury, or intimidation; sexual violence or abuse; emotional and/or psychological intimidation; verbal abuse; threats; harassment; stalking; or economic abuse and control.
4. **Sexual Violence** - is a range of behaviors, including but not limited to: sexual harassment; a completed nonconsensual sex act (i.e., rape); an attempted nonconsensual sex act; abusive sexual contact (i.e., unwanted touching); and non-contact sexual abuse (e.g., threatened sexual violence, exhibitionism, verbal harassment). Some or all of these acts may also be addressed in The City's Sexual Harassment Policy. Sexual violence is any sexual act or behavior that is perpetrated against someone's will when someone does not or cannot consent. Survivors of sexual violence may know the perpetrator(s), such as a coworker or a supervisor, and/or may be involved in a dating or marital relationship with the perpetrator, or the perpetrator may be unknown to the survivor. Consent is not given when a perpetrator uses force, harassment, threat of force, threat of adverse

CITY OF MANCHESTER, NEW HAMPSHIRE POLICY ON SEXUAL MISCONDUCT, DOMESTIC VIOLENCE, AND DATING VIOLENCE

personnel action, coercion, or when the survivor is asleep, incapacitated, or unconscious.

- 5. Stalking** - refers to harassing, intimidating or threatening conduct that causes the survivor to fear for his or her safety or the safety of a family member, or would cause a reasonable person in a similar situation to fear for his or her safety. Stalking conduct includes, but is not limited to: following or spying on a person; appearing at a person's home or work; engaging in unwanted, harassing, or threatening phone calling, emailing, texting, etc.; waiting at places in order to make unwanted contact with the survivor or to monitor the survivor; leaving unwanted items, presents, or flowers for the survivor; and posting information or spreading rumors about the survivor on the internet, in a public place, or by word of mouth. Stalking may occur through use of technology including, but not limited to: email; voicemail; text messaging; and use of GPS and social networking sites.
- 6. Protection or Restraining Order** - Protection orders, sometimes called restraining orders or stay away orders, allow a survivor to petition the court for protection from a perpetrator, as well as establish custody and visitation guidelines and provide for other forms of support, like rent or mortgage payments, which last for the duration of the order. Protection orders may also be issued in criminal cases as a condition of probation or condition of release particularly in a domestic violence, sexual violence, dating violence, or stalking related crime.
- 7. Workplace-Related Incidents** - Workplace-related incidents of domestic violence, sexual violence, dating violence, and stalking include acts, attempted acts, or threatened acts by or against employees, the families of employees, and/or their property, that imperil the safety or well-being of any person associated with an employee of The City, regardless of whether the act occurred in or outside the organization's physical workplace. An employee is considered to be in the workplace while in, or utilizing the resources of the employer, including but not limited to facilities, work sites, equipment, or vehicles, or while on work-related travel.
- 8. Non-Workplace Incidents** - Non-workplace incidents of domestic violence, sexual violence, dating violence, and stalking include acts, attempted acts, or threatened acts by or against any person or animal that occur anywhere outside a company's physical workplace, and/or while an employee is not engaged with or traveling for the employer.

CITY OF MANCHESTER, NEW HAMPSHIRE POLICY ON SEXUAL MISCONDUCT, DOMESTIC VIOLENCE, AND DATING VIOLENCE

- 9. Workplace Safety Plan** - A strategy developed in collaboration with a victim and victim service provider to implement workplace safety options, including but not limited to: handling of court protection orders; procedures for alerting security personnel of threats or incidents; temporary or permanent adjustments to work schedules, locations, contact information, change in parking spots, and requests for escorts to and from workplace facilities.

III. Persons Covered by this Policy - Persons covered by this policy include full and part-time employees, interns, contractors, volunteers, or temporary workers engaged by the City of Manchester or in any workplace location.

IV. Statement of Confidentiality - The City of Manchester recognizes and respects an employee's right to privacy and the need for confidentiality and autonomy. The City shall maintain the confidentiality of an employee's disclosure regarding violence to the extent allowed by law, and unless to do so would result in physical harm to any person, and/or jeopardize safety within the workplace. When information must be disclosed to protect the safety of individuals within the workplace, the City shall limit the breadth and content of such disclosure to information reasonably necessary to protect the safety of the disclosing employee and others, and to comply with the law. The City shall provide advance notice to the employee who disclosed information, to the extent possible, if the disclosure must be shared with other parties in order to maintain safety in the workplace or elsewhere. The City shall also provide the employee with the name and title of the person to whom the City intends to share the employee's statements, and shall explain the necessity and purpose regarding said disclosure.

V. Employer Responses to Violence

A. Responses to Survivors

- i. Non-Discrimination and Non-Retaliation** - The City will not discharge or in any manner discriminate or retaliate against an employee because of the employee's status as a survivor of domestic violence, sexual violence, or stalking, if the survivor provides notice to the organization of the status, or the organization has actual knowledge of the status.

The City will not retaliate against a survivor of domestic violence, sexual assault, or stalking for requesting leave or a reasonable accommodation (see Section 5(A)(ii)), regardless of whether the request was granted.

- ii. Leave and Other Reasonable Accommodations and Assistance**

The City recognizes that survivors of domestic violence, sexual assault, stalking and dating violence may need time off to obtain or attempt to obtain a protection or restraining order or any other legal assistance to help ensure his or her health, safety, or welfare or that of his or her child. The City will

CITY OF MANCHESTER, NEW HAMPSHIRE POLICY ON SEXUAL MISCONDUCT, DOMESTIC VIOLENCE, AND DATING VIOLENCE

work in collaboration with the employee to provide reasonable and flexible leave options when an employee or his or her child is a survivor of domestic violence, sexual assault, and/or stalking. The City will work with employee to provide paid leave first before requiring an employee to utilize unpaid leave.

An employee must provide reasonable advance notice to the employer of the need to take time off unless advance notice is not feasible. The City may require the employee to provide documentation or other certification verifying that the employee was a survivor of violence. To request Leave, employee should contact:

- A) the employee's immediate supervisor or the first level supervisor who is not involved in the alleged harassment;
- B) the Human Resources Director or his/her designee; or
- C) the City Solicitor.

The City will maintain the confidentiality of a person who requests leave under this policy, to the extent allowed by law.

The City will also provide reasonable accommodations for a survivor of domestic violence, sexual violence, or stalking who requests an accommodation for the safety of the survivor or to maintain his or her work performance while at work. Reasonable accommodations may include the implementation of safety measures, include a transfer, reassignment, modified schedule, changed work telephone, changed work station, installed lock, assistance in documenting the violence that occurs in the workplace, an implemented safety procedure, another adjustment to a workplace facility, or work requirement in response to the violence, or referral to a survivor assistance organization. The City will assist an employee to enforce his or her protection order, if applicable.

iii. Access to Unemployment Insurance Benefits

The City recognizes that in certain situations it is no longer feasible for an employee who is a survivor of violence to continue working for The City. In

such circumstance, The City shall provide to employee information regarding access to unemployment insurance benefits. The City has designated Human Resources Director to provide accurate information regarding unemployment benefits for survivors of violence.

CITY OF MANCHESTER, NEW HAMPSHIRE POLICY ON SEXUAL MISCONDUCT, DOMESTIC VIOLENCE, AND DATING VIOLENCE

iv. Work Performance

The City recognizes that employees who are survivors of violence may experience temporary difficulty fulfilling job responsibilities. If The City becomes aware that an employee's work performance or conduct has been impacted by domestic violence, sexual assault, and stalking, The City will offer support to the employee and work in collaboration with the employee to address the issues, in accordance with established policies within the workplace. The City may develop a work plan with employee, provide leave and other accommodations as specified in Section 5(A)(ii), provide referrals to support or advocacy agencies, advise employee of his or her rights regarding unemployment insurance as specified in Section 5(A)(iii), and maintain a separate and confidential record of employee's status as a survivor of domestic violence, sexual assault, and stalking to ensure to survivor that his or her rights and privileges of employment are not impacted or compromised as a result of the violence.

v. Protection and Restraining Orders

The City recognizes that a survivor of violence may seek an order of protection, or may receive a protection or restraining order, as part of his or her efforts to become safe and as part of his or her workplace safety plan. The City recognizes that the workplace may or may not be included on an order as a location from which a perpetrator must remain away. If an employee chooses to disclose the existence of a protection or restraining order to The City, The City may, wherever possible, assist the employee to enforce his or her order, shall archive said order in a confidential and separate file from employee's personnel file, and, if applicable, may assist employee to gather documentation from the workplace, such as emails or voice messages, that could support the employee's efforts in the justice system or otherwise to obtain or maintain safety from a perpetrator.

B. Reporting by Employees with Information About Violence

Employees who have information about or witness an act of violence perpetrated by an employee, or who have information about or witness violence against an employee, are required to report all information, as soon as possible after the alleged act of violence occurs, to any or all of the following:

- A) the employee's immediate supervisor or the first level supervisor who is not involved in the alleged harassment;
- B) the Human Resources Director or his/her designee; or
- C) the City Solicitor.

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The City will not retaliate against, terminate, or discipline any employee for reporting information about alleged incidents of violence, as defined in this policy that may have been committed by any other employee, including a member of management. Prohibited acts of retaliation include, but are not limited to, demotion or withholding of earned pay, as well as acts of personal retaliation, such as those related to an employee's immigration status or sexual orientation, for example.

Any employee who believes he or she has been subjected to adverse action as a result of making a report pursuant to this policy should contact the Human Resources Director, or the City Solicitor. See Section 7 regarding reporting of violations of this policy.

C. Responses to Workers Who Commit Violence

If The City receives information that alleges or suggests that an employee has committed an incident of workplace-related or non-workplace violence, as defined in this Policy, or if any manager receives information that any employee has engaged in any incident of workplace-related or non-workplace violence, then the matter shall be referred to the Human Resources Director or designee, for the purpose of investigating the information or allegation. The City shall conduct an immediate investigation of the information or allegation; which investigation shall be completed within a timely manner.

Every employee shall have a duty to cooperate with the investigation, and failure to do so will result in disciplinary action being taken against the uncooperative employee up to and including termination. Any employee who fails to be completely truthful or who withholds information shall be subject to disciplinary action up to and including termination.

At the conclusion of the investigation conducted by The City, the investigator shall report her or his findings to the designated official. If the investigator concludes, by a preponderance of the evidence, that the employee has engaged in a workplace-related incident or non-workplace incident, as defined in this Policy, then that employee shall be subject to disciplinary action up to and including termination. The employee might also be required to participate in counseling or other remedial measures. Employees are prohibited from utilizing any workplace resources, such as work time, phones, email, computers, fax machines or other means to threaten, harass, intimidate, embarrass or otherwise harm another person.

An employee who is subject to a protection or restraining order, or a named defendant in a criminal action as a result of a threat or act of domestic violence, sexual violence, or stalking must notify the City of Manchester's Human Resources Department

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immediately regarding the existence of such criminal or civil action. Failure to disclose the existence of such criminal or civil actions in these circumstances will result in disciplinary action, up to and including termination from employment.

- VI. *Reporting by Employees Who Are Survivors*** - Employees who are survivors of domestic violence, sexual assault, and stalking, and employees who are concerned about coworkers who might be survivors are encouraged to contact the Human Resources Director as the person to whom such contact should be made. The City of Manchester's designated service provider shall provide community referrals and resources to employees in order to assist employees with their concerns or experiences regarding violence.
- VII. *Reporting Violation of Policy*** - A person who wishes to report a violation of this policy should also contact the Human Resources Director, or the City Solicitor. The City will not subject employees who report violence or report a violation of this policy to work-related or personal retaliation, as described in Section 5(B). Any allegations of violations of this policy will be immediately investigated in accordance with the timeline and procedure outlined in Section 5(C).
- VIII. *Modifications of Policy*** - The City reserves the right to change or modify this Policy at any time. This Policy is not intended to be part of any contract of employment between the City and any person.

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

October 30, 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:

Manchester Water Works Director Phil Croasdale has requested a reorganization of the Treatment and Supply Division of the Department. Due to the planned new water treatment plant in Hooksett, and new increased demand of water quality regulatory compliance, a complement change is in order.

He would like to add three (3) new positions which are, one (1) WTP Laboratory Manager (4246) grade 21, one (1) WTP Operations & Maintenance Manager (4245) grade 21, and one (1) WTP Instrument Technician I (4235) grade 18. The Water Works Department has expanded and requires managerial oversight in the laboratory, management and maintenance support of water treatment and storage facilities, and additional technical instrument installation and repairs expertise and support.

Director Croasdale requests adding two (2) WTP Operator II's (4230) grade 17, again due to expanded growth.

He also requests reclassifying one (1) Laboratory Technician I (4100) grade 17, to a new class specification, WTP Laboratory Technician I (4221) grade 17, and reclassifying one (1) Laboratory Technician II (4120) grade 19, to a new class specification, WTP Laboratory Technician II (4222) grade 19. There is no change in grades. These reclassifications align more with the actual duties and responsibilities of the positions, and are specific to the Water Works laboratory.

Water Works Director, Phil Croasdale confirms he has the funds necessary for these complement changes in the Water Works Department's FY 2022 budget.

Human Resources recommends adding:

- One (1) WTP Laboratory Manager (4246) grade 21;
- One (1) WTP Operations and Maintenance Manager (4245) grade 21;
- One (1) Instrument Technician I (4235) grade 18; and
- Two (2) WTP Plant Operator II's (4230) grade 17

Human Resources also recommends reclassifying:

- One (1) Laboratory Technician I (4100) grade 17, to one (1) WTP Laboratory Technician I (4221) grade 17; and
- One (1) Laboratory Technician II (4120) grade 19, to one (1) WTP Laboratory Technician II (4222) grade 19.

These complement changes and reclassifications will not take effect until March 1, 2022 per Director Croasdale.

Respectfully submitted,

Kathleen Ferguson, SHRM-CP, PHR
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. CROSDALE
Director

October 29, 2021

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

Re: Reorganization - Water Treatment and Supply Division

Dear Kathy,

I respectfully request your consideration for the proposed reorganization to Manchester Water Works (MWW) complement. Attached are the current and proposed organization charts for the Treatment and Supply Division. This reorganization is in conjunction with the new water treatment plant in Hooksett coming on-line as well as to keep in line with increased demand of water quality regulatory compliance.

If approved, the reorganization and position changes would be effective March 1, 2022. I am proposing to implement these changes over two fiscal years, FY2022 and FY2023 with Fiscal Year 2022 cost impact to the Budget approximately \$62,700. Funds within the current fiscal year (FY2022) budget have been identified to fund these changes.

Complement changes proposed are the following:

Adding the following five positions to our current complement:

WTP Laboratory Manager (Grade 21)
WTP Operations and Maintenance Manager (Grade 21)
WTP Instrument Technician I (Grade 18)
(2) WTP Operator II (Grade 17)

Reclassifying two existing positions from:

One (1) Laboratory Technician II (Gr 19) to a new WTP Laboratory Technician II (Gr 19)
One (1) Laboratory Technician I (Gr 17) to a new WTP Laboratory Technician I (Gr 17)

Following are narrative justification comments for adding above positions:

WTP Laboratory Manager (see attached Class Specification)

A dedicated laboratory manager will coordinate and oversee all laboratory operations and compliance monitoring, maintenance of laboratory accreditation, and water quality oversight, lab personnel supervision and training. The Water Supply & Treatment Division laboratory complement currently lacks this managerial oversight in the laboratory.

Reorganization – Water Treatment and Supply Division

Page two

October 29, 2021

The one additional WTP Laboratory Technician I will be required in order for the department to perform a two-fold increase in process and regulatory compliance sampling when the new treatment facility is brought on line.

WTP Operations & Maintenance Manager (see attached Class Specification)

MWW treatment, pumping and storage facilities have expanded more than two-fold since the Lake Shore Road Water Treatment Plant (WTP) began operation in 1974. Today, our facilities include the Fifty (50) million-gallon per day (MGD) water treatment plant, nine (9) remote pumping stations, nine (9) storage tanks & reservoirs and, soon to come on-line in 2023, a \$40M, 7.2-MGD water treatment plant and raw water pump station. Current MWW facility systems to be supported by this position include security camera & alarm systems, fire alarm systems, numerous HVAC systems, extensive water production piping systems, chemical feed systems, numerous large pump & motor supply systems, along with typical building/facility maintenance requirements.

The WTP O&M Manager will direct and have managerial control over water supply & treatment division operations and maintenance activities utilizing the following personnel; WTP Chief Operator; five (5) Treatment Plant Operator II's, and; six (6) Treatment Plant Operator I positions. The Manager will also be responsible to develop and manage the fiscal O&M and Capital Budgets pertaining to water supply facilities and coordinate implementation of the resulting repair & capital improvement projects.

WTP Instrument Technician I (see attached Class Specification)

MWW currently has well over one hundred online process analyzers, flow & pressure measurement devices, tank level sensing devices, and related equipment. The new water treatment plant will add approximately fifty more such devices. The current devices feed information into MWW's Supervisory Control And Data Acquisition (SCADA) system comprising over 13,000 data base tags including 1,188 alarms based on these online process analyzers. Accuracy of the data being supplied is critical to the proper operation of MWW's water supply systems which is currently providing potable drinking water to over 200,000 customers. Compliance and reporting to NHDES and Federal EPA regulations is substantially based on these online devices.

Justification to reclassify existing Laboratory Tech I and II: The duties and skill sets required of these two new positions more clearly reflect the actual duties performed which are unique to MWW.

This reorganization and complement changes have been approved by the Board of Water Commissioners at the October 28, 2021 Regular Monthly Water Board Meeting.

I appreciate your consideration of this request and would be happy to meet at any time to address any questions concerning this matter.

Sincerely,

Philip W. Croasdale

Philip W. Croasdale, Director

attachments

City of Manchester *New Hampshire*

In the year Two Thousand and twenty-one

AN ORDINANCE

“Amending Section 33.024, 33.025, & 33.026 (WTP Instrument Technician I) of the Code of Ordinances of the City of Manchester.”

SECTION 33.024 CLASSIFICATION OF POSITIONS to be amended as follows:

Establish WTP Instrument Technician I, Class Code 4235

SECTION 33.025 COMPENSATION OF POSITIONS to be amended as follows:

Establish WTP Instrument Technician I, Class Code 4235, Grade 18, Nonexempt

SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Establish WTP Instrument Technician I, Class Code 4235, 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	WTP Instrument Technician I
Class Code Number	4235-18

General Statement of Duties

Performs installation and repair of online process instruments and analyzers; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to perform installation and repair of Water Treatment Plant (WTP) instrumentation equipment, diagnose faults and failures and accomplish needed repairs. The work is performed under 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 and the public. The principal duties of this class are performed in both an indoor and outdoor work environment with potential personal hazards.

Examples of Essential Work (illustrative only)

- Performs installation and repair of instrumentation equipment including flow venturists, magmeters, vortex meters, pressure sensors, ultrasonic level sensors, laser level sensors, and assorted other process measurement devices;
- Performs installation and repair of process analyzers, including monochloramine, chlorine, turbidity, manganese, pH, ultraviolet & ozone disinfection, and assorted other online process analytical devices;
- Calibrates new or re-calibrates existing equipment and sensors using digital voltmeters, ammeters, and related analyzer performance verification equipment;
- Installs new and factory recalibrated sensors and analyzers working closely with treatment plant operators, laboratory, and technical staff;

- Works closely with technical staff to program and integrate instruments and analyzers into the Supervisory Control and Data Acquisition (SCADA) Programmable Logic Controllers, Human Machine Interface (HMI), and other local control systems;
- Assists in developing control schemes and alarm functions to maximize treatment plant efficiency and safety;
- Works closely with vendor representatives to insure equipment accuracy;
- Coordinates acquisition of supplies, reagents, and maintains appropriate spare inventory to maximize equipment online operation;
- Coordinates and provides ongoing training to treatment plant operators and technical staff to insure proper interpretation of data provided by online instrumentation and analyzers;
- Maintains accurate calibration records including third party records and documentation to meet all Federal, State and local requirements;
- 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)
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- Thorough knowledge of process measurement instrumentation and equipment;
- Thorough knowledge of online process analytical equipment,
- Substantial knowledge of instrumentation theory, calibration methods, and mathematical calculations required to maintain accurate process performance;
- Substantial knowledge of Federal, State and local codes and regulations, safety practices, and procedures;
- Ability to work safely within industrial facilities;
- Ability to conduct electrical and electronic testing and diagnostic procedures;
- 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 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 an Associate's Degree in electronics or related; and
- Some experience working with technical instrumentation and/or electronics field; 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;
- State of New Hampshire Department of Environmental Services (NHDES) Grade II Water Treatment Operator Certification (preferred);
- New Hampshire Journeyman's Electrician License (Preferred);
- SCADA Experience (preferred).

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, personal mobility, and physical reflexes, with or without reasonable accommodation, which permits the employee to work within industrial environments including confined spaces;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to perform complex testing and repair work;
- Sufficient strength to lift objects weighing 50 pounds on occasion, and objects weighing 25 pounds frequently.

Approved by: _____ Date:_____.

City of Manchester *New Hampshire*

In the year Two Thousand and twenty-one

AN ORDINANCE

“Amending Section 33.024, 33.025, & 33.026 (WTP Laboratory Manager) of the Code of Ordinances of the City of Manchester.”

SECTION 33.024 CLASSIFICATION OF POSITIONS to be amended as follows:

Establish WTP Laboratory Manager, Class Code 4246

SECTION 33.025 COMPENSATION OF POSITIONS to be amended as follows:

Establish WTP Laboratory Manager, Class Code 4246, Grade 21, Exempt

SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Establish WTP Laboratory Manager, Class Code 4246, Grade 21 (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	WTP Laboratory Manager
Class Code Number	4246-21

General Statement of Duties

Plans, organizes, manages, and administers the operations and activities of the Water Works Laboratory; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to plan, prioritize, assign, supervise, review and participate in the work of Water Treatment Plant (WTP) laboratory staff. The work is performed under the direct supervision of the assigned supervisor but considerable leeway is granted for the exercise of independent judgment and initiative. Supervision is exercised over the work of employees in the class of WTP Laboratory Technician I and II. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other city employees, as well as outside contractors, local business, community organizations and the general public. The principal duties of this class are performed in a laboratory, office and outdoor work environment with potential personal hazards.

Examples of Essential Work (illustrative only)

- Manages and directs the performance of Water Works laboratory personnel;
- Supervises, trains, and schedules WTP Laboratory staff to ensure compliance and operations;
- Oversees all laboratory functions;
- Ensures compliance for water quality analysis with federal, state and local regulations;
- Develops and administers Laboratory budget;
- Provides status reports to the department Director and Water Works Deputy Director – Water Treatment and Supply on laboratory operations, special projects, water quality issues and/or problems within the operational processes;
- Prepares reagents, biological medias, orders supplies, and maintains laboratory inventory;
- Participates in employee evaluations and hiring processes;

- Trains and offers technical assistance to field personnel in the Manchester Water Works (MWW) Distribution Department, Watershed Division and staff of the Water Supply Division;
- Documents all training activities to ensure compliance with federal regulations;
- Coordinates daily activities of the laboratory between water department personnel on multiple projects;
- Coordinates the laboratory sampling and analysis schedule in compliance with all local, state and federal regulations;
- Oversees the collection of daily samples from water treatment plant processes, source and treated waters throughout Manchester and surrounding franchise area;
- Oversees the performance of and interprets complex laboratory analyses on environmental samples;
- Analyzes and interprets data, policy and procedures, and/or operates specialized equipment in order to arrive at logical conclusions or recommendations;
- Oversees compliance with the most recent TNI (The NELAC Institute) laboratory certification standards and ensures laboratory accreditation based on said standards in compliance with New Hampshire Environmental Laboratory Accreditation Program (NH ELAP);
- Ensures laboratory staff meet all yearly accreditation requirements;
- Serves as the Water Works Laboratory's Quality Assurance Officer (QAO);
- Plans policies and long term strategies, formatting conclusions based on available criteria and data, and evaluating the effectiveness of the laboratory objectives;
- Presents data reports and objectives to Water Works staff and the general public;
- Acts as the Deputy Director – Water Treatment and Supply in their absence, relative to their responsibilities;
- Presents water quality information to Water Commissioners Board and the Board of Mayor and Alderman as necessary;
- Oversees laboratory projects such as evaluating and/or validating new procedures or equipment;
- Actively participates in the Laboratory Association of New Hampshire (LANH);
- Oversees the Lake Monitoring Program;
- Participates in general laboratory housekeeping duties including bottle washing and sterilization; Provides status reports to the Water Works Director and Water Works Deputy Director - Water Treatment and Supply on laboratory operations, special projects, water quality issues and/or problems within the operational processes;
- Provides necessary information and training concerning how to perform laboratory 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, as well as reviews publications and audio-visual materials to remain current on procedures, principles, practices and new analytical developments in laboratory science and water quality;
- Responds to citizens' questions, complaints, 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)
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- Thorough knowledge of analytical methods, laboratory procedures, facilities and equipment;
- Thorough knowledge of scientific discipline pertinent to the laboratory's function;
- Thorough knowledge of water treatment processes and water quality;

- Thorough knowledge of all standard methods utilized in the MWW Laboratory including physical, chemical, biological and microbiological procedures Thorough knowledge of TNI Accreditation Standards;
- Thorough knowledge of laboratory safety guidelines;
- Thorough knowledge of proficiency testing requirements and laboratory staff competence to meet NH ELAP accreditation requirements;
- Thorough knowledge of the Clean Water Act and Safe Drinking Water Act in addition to knowledge of compliance requirements in regards to New Hampshire Department of Environmental Services (NH DES);
- Ability to prepare comprehensive analytical reports, detailed standard operating procedures and implement Quality Assurance and Quality Control procedures in the laboratory;
- Ability to apply logical expertise to resolve problems of a specialized or professional nature in a wide range of applications, including but not limited to water quality and water treatment;
- Ability to navigate City Geography Information Systems (GIS) and distribution plans as necessary;
- Ability to communicate effectively with others, both orally and in writing, using both scientific and non-scientific 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 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 Microbiology, Chemistry, Biology or other closely related field and;
- Considerable experience in an Environmental or Water laboratory; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- TNI accreditation through NH ELAP (complete within 12 months from date of position);
- Valid New Hampshire Driver's License;
- NHDES Grade IV Water Treatment Operators Certification (preferred).

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 in the normal visual range, with or without reasonable accommodation, visual deficiencies must not interfere with the ability to perform laboratory analyses;

- Superior manual dexterity and coordination required, with or without reasonable accommodation, which permits the employee to perform complex laboratory analyses which involve specialized equipment as needed;
- Sufficient physical ability necessary for sitting and standing for extended periods of time, with or without reasonable accommodation, which permits the employee to work with and around laboratory equipment and collect water samples in both indoor and outdoor environments including confined spaces.

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 (WTP Laboratory Technician I) of the Code of Ordinances of the City of Manchester.”

SECTION 33.024 CLASSIFICATION OF POSITIONS to be amended as follows:

Establish WTP Laboratory Technician I, Class Code 4221

SECTION 33.025 COMPENSATION OF POSITIONS to be amended as follows:

Establish WTP Laboratory Technician I, Class Code 4221, Grade 17, Nonexempt

SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Establish WTP Laboratory Technician I, Class Code 4221, 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	WTP Instrument Technician I
Class Code Number	4235-18

General Statement of Duties

Performs installation and repair of online process instruments and analyzers; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to perform installation and repair of Water Treatment Plant (WTP) instrumentation equipment, diagnose faults and failures and accomplish needed repairs. The work is performed under 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 and the public. The principal duties of this class are performed in both an indoor and outdoor work environment with potential personal hazards.

Examples of Essential Work (illustrative only)

- Performs installation and repair of instrumentation equipment including flow venturists, magmeters, vortex meters, pressure sensors, ultrasonic level sensors, laser level sensors, and assorted other process measurement devices;
- Performs installation and repair of process analyzers, including monochloramine, chlorine, turbidity, manganese, pH, ultraviolet & ozone disinfection, and assorted other online process analytical devices;
- Calibrates new or re-calibrates existing equipment and sensors using digital voltmeters, ammeters, and related analyzer performance verification equipment;
- Installs new and factory recalibrated sensors and analyzers working closely with treatment plant operators, laboratory, and technical staff;

- Works closely with technical staff to program and integrate instruments and analyzers into the Supervisory Control and Data Acquisition (SCADA) Programmable Logic Controllers, Human Machine Interface (HMI), and other local control systems;
- Assists in developing control schemes and alarm functions to maximize treatment plant efficiency and safety;
- Works closely with vendor representatives to insure equipment accuracy;
- Coordinates acquisition of supplies, reagents, and maintains appropriate spare inventory to maximize equipment online operation;
- Coordinates and provides ongoing training to treatment plant operators and technical staff to insure proper interpretation of data provided by online instrumentation and analyzers;
- Maintains accurate calibration records including third party records and documentation to meet all Federal, State and local requirements;
- 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)
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- Thorough knowledge of process measurement instrumentation and equipment;
- Thorough knowledge of online process analytical equipment,
- Substantial knowledge of instrumentation theory, calibration methods, and mathematical calculations required to maintain accurate process performance;
- Substantial knowledge of Federal, State and local codes and regulations, safety practices, and procedures;
- Ability to work safely within industrial facilities;
- Ability to conduct electrical and electronic testing and diagnostic procedures;
- 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 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 an Associate's Degree in electronics or related; and
- Some experience working with technical instrumentation and/or electronics field; 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;
- State of New Hampshire Department of Environmental Services (NHDES) Grade II Water Treatment Operator Certification (preferred);
- New Hampshire Journeyman's Electrician License (Preferred);
- SCADA Experience (preferred).

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, personal mobility, and physical reflexes, with or without reasonable accommodation, which permits the employee to work within industrial environments including confined spaces;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to perform complex testing and repair work;
- Sufficient strength to lift objects weighing 50 pounds on occasion, and objects weighing 25 pounds frequently.

Approved by: _____ Date:_____.

City of Manchester *New Hampshire*

In the year Two Thousand and twenty-one

AN ORDINANCE

“Amending Section 33.024, 33.025, & 33.026 (WTP Laboratory Technician II) of the Code of Ordinances of the City of Manchester.”

SECTION 33.024 CLASSIFICATION OF POSITIONS to be amended as follows:

Establish WTP Laboratory Technician II, Class Code 4222

SECTION 33.025 COMPENSATION OF POSITIONS to be amended as follows:

Establish WTP Laboratory Technician II, Class Code 4222, Grade 19, Nonexempt

SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Establish WTP Laboratory Technician II, Class Code 4222, Grade 19 (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	WTP Laboratory Technician II
Class Code Number	4222-19

General Statement of Duties

Performs laboratory testing on water samples; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to monitor source and treated waters according to assigned function. The work is performed under the supervision and direction the W TP (Water Treatment Plant) Laboratory Manager or assigned supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. This class is distinguished from the class of Laboratory Technician I by the responsibility of training and coordinating the work of other laboratory personnel. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with commercial and industrial representatives, government officials, other City employees and the public. The principal duties of this class are performed in a laboratory, office and an outdoor work environment with potential personal hazards.

Examples of Essential Work (illustrative only)

- Oversees the WTP Laboratory Technician I, part-time staff and interns by providing technical advice on more complex testing activities;
- Collects samples from water treatment plant processes, source waters and distribution sites;
- Oversees the Lake Monitoring Program including in-lake sampling and testing;

- Interprets lake monitoring data and prepares reports with corresponding data;
- Performs routine chemical, physical, bacteriological and biological tests on water samples in compliance with the Water Works Laboratory's Accreditation;
- Performs routine testing as well as periodic proficiency testing overseen by Federal and State Environmental Laboratory Accreditation Program(s) to maintain drinking water certification standards both individually and for laboratory accreditation;
- Completes the New Hampshire Environmental Laboratory Accreditation Program (NH ELAP) Data Integrity and Ethics training on an annual basis;
- Maintains quality assurance, quality control and integrity of samples;
- Explains correct sampling procedures and any needed modifications to Manchester and surrounding franchise areas where required;
- Acts as the Laboratory's Quality Control Officer (QCO) and performs managerial responsibilities in the absence of the WTP Laboratory Manager;
- Participates in routine laboratory assessments, on-site audits and assists with internal audits;
- Assists the WTP Laboratory Manager with data management;
- Prepares reagents, biological media and samples for laboratory analyses;
- Adheres to strict safety guidelines in handling samples, reagents and chemicals;
- Interprets, records and prepares daily reports of test results, and maintains chain of custody, in both laboratory and field log books;
- Operates, calibrates and performs routine maintenance on simple and specialized laboratory and field sampling equipment;
- Reports results and any potential issues to WTP Laboratory Manager, or other senior staff as necessary;
- Maintains inventory of all equipment and supplies and submits budget requests directly to Laboratory Manager;
- Participates in general laboratory housekeeping duties including bottle washing and sterilization;
- Records and documents incoming chemicals, reagents and other laboratory supplies;
- 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)
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- Thorough knowledge of sampling techniques, appropriate to work responsibilities;
- Thorough knowledge of chemistry, microbiology, limnology and biology as it applies to proper collection and analysis of water samples;
- Thorough knowledge of proper laboratory techniques;
- Substantial knowledge and experience in water analysis, methods, techniques, standards and NH ELAP accreditation requirements;
- Ability to navigate City Geography Information System (GIS) and distribution plans as necessary;
- Ability and knowledge to perform advanced chemical, physical, bacteriological and biological tests on source and treated water samples;
- Ability to coordinate the work of others and provide training in assigned area;
- Ability to follow all laboratory safety guidelines;
- Ability to teach and train others in various laboratory methods and practices;
- Ability to calibrate, maintain and operate various laboratory equipment;
- 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 Chemistry, Microbiology, Biology or a closely related field; and
- Considerable experience in a water or environmental laboratory; and/or experience in environmental sampling; 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;
- State of New Hampshire Department of Environmental Services (NHDES) Grade III Water Treatment Operator Certification (preferred).

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 work with chemicals and to review a variety of written and mathematical material in electronic or hard copy form;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate laboratory, computer, and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to perform sampling duties in the field including confined spaces.

Approved by:_____ Date:_____

City of Manchester *New Hampshire*

In the year Two Thousand and twenty-one

AN ORDINANCE

“Amending Section 33.024, 33.025, & 33.026 (WTP Operations & Maintenance Manager) of the Code of Ordinances of the City of Manchester.”

SECTION 33.024 CLASSIFICATION OF POSITIONS to be amended as follows:

Establish WTP Operations & Maintenance Manager, Class Code 4245

SECTION 33.025 COMPENSATION OF POSITIONS to be amended as follows:

Establish WTP Operations & Maintenance Manager, Class Code 4245, Grade 21, Exempt

SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Establish WTP Operations & Maintenance Manager, Class Code 4245, Grade 21 (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	WTP Operations & Maintenance Manager
Class Code Number	4245-21

General Statement of Duties

Manages the operation and maintenance functions of water treatment and storage facilities, and performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to oversee and manage facilities and maintenance operations. The work is performed under the supervision and direction of an assigned supervisor, but extensive leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of the WTP (Water Treatment Plant) Chief Operator and WTP Operators. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with Federal, State and local governmental officials, outside contractors, consultants, other City employees and the public. The principal duties of this class are performed in both an indoor general office environment and an outdoor work environment, including construction sites, confined spaces and access to electrical and heating systems with potential personal hazards.

Examples of Essential Work (illustrative only)

- Plans, organizes and directs the operations and activities of the WTP Chief Operator and all Treatment Plant Operators within the Supply Division;
- Providing technical assistance to Water Works staff and outside contractors;
- Manages, develops and performs budget planning and preparation and provides cost estimates on major projects
- Develops and writes Request for Proposals for future capital projects;

- Evaluates maintenance performance, activities and systems and implements necessary changes to programs, personnel assignments and equipment in order to increase efficiency and effectiveness within assigned operations;
- Plans, prepares and administers maintenance and service contracts, including specification development; as well as review of work to ensure compliance and manage overall project cost;
- Provides monitoring of facilities for security, mechanical and/or equipment malfunctions;
- Identifies facility repair needs, establishes and maintains personnel safety in accordance with Occupational Safety and Health Administration (OSHA) guidelines;
- Schedules and coordinates testing of fire safety systems;
- Prepares reports and correspondence relating to compliance with State and/or Federal rules and regulations;
- Provides technical assistance in purchasing of equipment and supplies;
- Attends bid openings and evaluates and recommends bids for approval;
- Provides direct supervision of the Treatment Plants activities during emergencies and weather related events;
- Acts as the Deputy Director in their absence relative to their responsibilities;
- Provides necessary information and training concerning how to perform 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)
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- Thorough knowledge of the proper operation, maintenance and repair of machinery including but not limited to pumps, valves, piping and other water treatment equipment;
- Thorough knowledge of the proper operation, maintenance and repair of treatment facilities, raw water stations, pump stations and storage facilities and equipment;
- Thorough knowledge of applicable tools used in water treatment plant maintenance activities;
- Thorough knowledge of Supervisory Control and Data Acquisition (SCADA) automated operating systems;
- Thorough knowledge of standard maintenance and safety standards;
- Thorough knowledge of public and private purchasing policies and procurement procedures;
- Some knowledge of building construction with ability to read blueprints;
- Some knowledge of the skilled trades areas of welding, carpentry and related;
- Ability to supervise, train, evaluate and coordinate the work of others;
- 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 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 an applicable field; and
- Extensive experience in the maintenance of heavy industrial and pumping equipment with some supervisory experience preferred; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

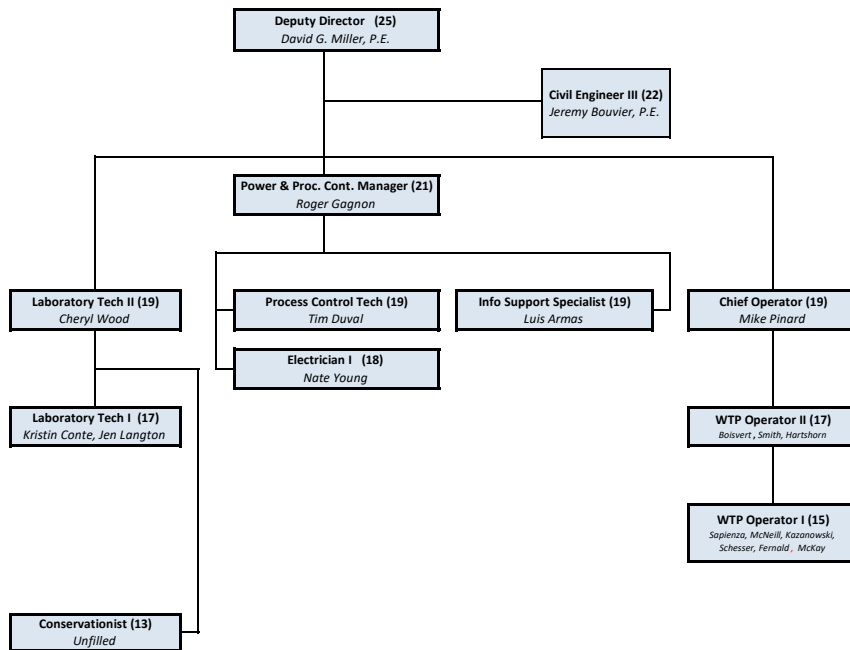
- On-call status;
- Valid New Hampshire Driver's License;
- State of New Hampshire Department of Environmental Services (NHDES) Grade IV Water Treatment Operator Certification (preferred);
- SCADA Experience (preferred).

Essential Physical Abilities

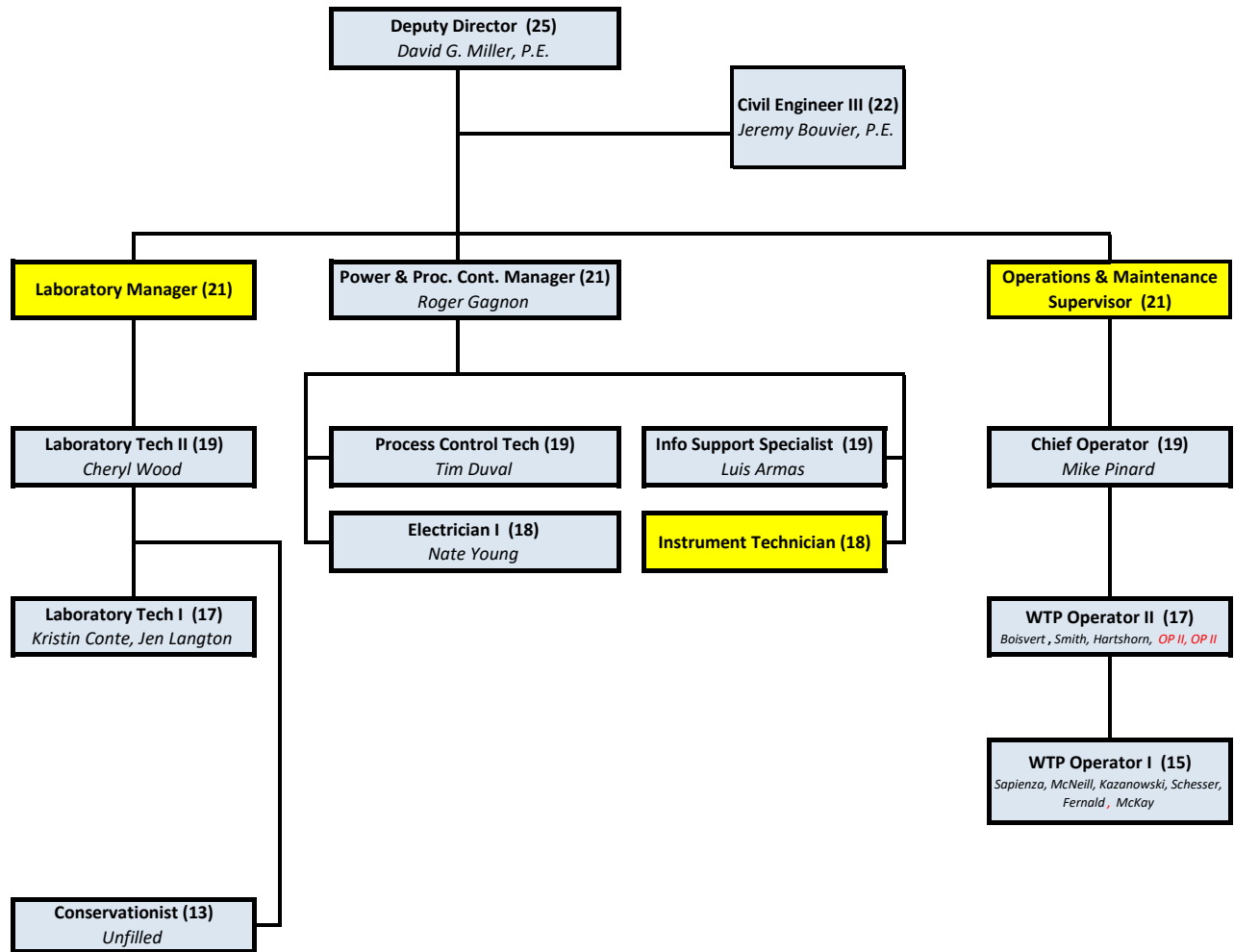
- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to perform supervisory and management functions;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to perform maintenance and repair functions as needed including in confined spaces;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work with and around heavy industrial equipment under inclement weather conditions and around hazardous materials and chemicals.

Approved by _____ Date: _____

**MANCHESTER WATER WORKS
WATER SUPPLY DIVISION
Organizational Chart - Current**



MANCHESTER WATER WORKS
WATER SUPPLY DIVISION
Organizational Chart - Proposed



Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

November 8, 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:

Deputy Public Works Director, Timothy Clougherty is requesting an update to the Drop-off Facility Supervisor (5610) grade 17. Currently a State of New Hampshire Solid Waste Certificate, and a State of New Hampshire Weight Master's License is required according to the class specification.

Department of Public Works agrees the two requirements are important, but at the point of application submittal decreases forwarding qualified applicants. Many class specifications, similar in nature, allow obtaining certifications and licenses within six (6) months of hire in order to increase the amount of qualified applicants.

Human Resources recommends adding to the Drop-off Facility Supervisor (5610) grade 17 "Required Special Qualifications":

- (within six months of hire) to the State of New Hampshire Solid Waste Certificate requirement; and
- (within six months of hire) to the State of New Hampshire Weight Master's License requirement.

There is no financial impact on this recommended change.

Respectfully submitted,

Kathleen Ferguson, PHR, SHRM-CP
Human Resources Director

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



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

Timothy J. Clougherty
Deputy Public Works Director

CITY OF MANCHESTER
Department of Public Works

Mrs. Kathy Ferguson
City Of Manchester
HR Director
Manchester, NH 03101

Good Morning Kathy:

We recently learned of an employee transferring to another Department from the Dropoff Facility Supervisor position (classification attached).

The description contains the following under Required Special Qualifications:

- State of New Hampshire Solid Waste Certificate;
- State of new Hampshire Weight Master's License.

While we do want the individual to possess these certifications, requiring such at the time of application will effectively limit our candidate pool to those outside the organization. It is doubtful that we would find such a candidate in short order.

This is an important position within the organization and time is of the essence for filling it.

We request that we be allowed to post the position with the requirement for attainment within 6 months of hire. This will open the candidate pool to others familiar with the operations, currently within the Department's compliment.

Thank you. Your consideration is appreciated, in advance.

I am available should you have any questions.

Sincerely,

Timothy J. Clougherty
Deputy Public Works Director

City of Manchester
New Hampshire

In the year Two Thousand and twenty-one

AN ORDINANCE

“Amending Section 33.024, 33.025, & 33.026 (Drop-off Facility Supervisor) of the Code of Ordinances of the City of Manchester.”

SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Change Drop-off Facility Supervisor, Class Code 5610, 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	Drop-off Facility Supervisor
Class Code Number	5610-17

General Statement of Duties

Supervises all operations at the Solid Waste Drop-off Facility; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to ensure professional standards are applied in all weighing and customer service operations. The work is performed under the supervision and direction of the Solid Waste & Environmental Programs Manager or an assigned Superintendent 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 Scale operator and Laborer. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, business and community organizations and the public. The principal duties of this class are performed in all areas of the Drop-off facility.

Examples of Essential Work (illustrative only)

- Supervises all activities at the City's Drop-off Facility, including training and coordinating staff, monitoring refuse and recyclables deposits and ensuring that all rules and regulations are being adhered to;
- Resolves conflicts/problems arising from solid waste and recyclables deposits and oversees all customer service operations within the Drop-off facility;

- Maintains security of monies at all times and performs daily cash reconciliations;
- Monitors completion of job assignments to ensure compliance with standards and instructions and revises instructions and time frames as necessary;
- Trains employees on equipment, task procedures, work standards and proper safety procedures;
- Completes thorough and accurate reports on daily work activities, including tasks completed;
- Reviews and analyzes methods, policies, procedures and performance to implement or recommend implementation of objective improvement systems;
- Serves as a liaison to internal and external customers and responds to requests and inquiries concerning programs, policies, procedures, time lines for construction, maintenance and repair projects;
- Weighs refuse, recyclables and related items in both commercial and non-commercial vehicles for the purpose of assigning the correct charge amount to any deposited item(s);
- Maintains thorough and accurate documentation of all transactions and weighing procedures;
- provides detailed knowledge to any inquiring customer regarding the proper disposal of materials under City guidelines;
- Collects payments for deposits items after deposit and explains weighing procedures and fee rates as necessary;
- Bills customers for drop-offs as appropriate;
- Identifies any hazardous material and informs individuals of items which may not be deposited at the Drop-off Facility;
- 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)
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- Comprehensive knowledge of the function and operation of commercial scales and related weighing responsibilities;
- Comprehensive knowledge of current principles and practices associated with customer service operations;
- Comprehensive knowledge of the City's rules and regulations as applied to the Drop-off Facility;

- Thorough knowledge of and the ability to recognize various forms of hazardous materials;
- Thorough knowledge of State and Federal regulations affecting the handling of solid waste and recyclables;
- Ability to supervise, train, evaluate and coordinate the work of others;
- 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 scale operations and related features of the Drop-off Facility; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- State of New Hampshire Solid Waste Certificate (within six months of hire);
- State of New Hampshire Weight Master's License (within six months of hire).

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 drop-off procedures;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a scale and related equipment;

- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to all areas of the Drop-off Facility.

Approved by:_____ Date:_____

Approved revision by: BMA

Date: July 9, 2019



CITY OF MANCHESTER
Board of Aldermen

MEMORANDUM

To: Committee on Human Resources/Insurance
Aldermen Stewart, Hirschmann, Barry, Cavanaugh, and Roy

From: Alderman Jim Roy
Ward 4 *Jim Roy*

Date: December 8, 2020

Re: Proposal to Conduct Evaluation of Fire Department

Due to the significant shift of duties for Firefighter personnel within the last ten years, I believe we should discuss and ultimately hire an independent firm to evaluate the Fire Department. An evaluation of the department in its entirety has never been more critical than right now to determine if there are systemic stressors within the department that are adversely affecting the mental health of the members.

I believe the single most important asset within our city is our employees and it is imperative that we, as a board, make every effort to protect them.

Thank you for your consideration.