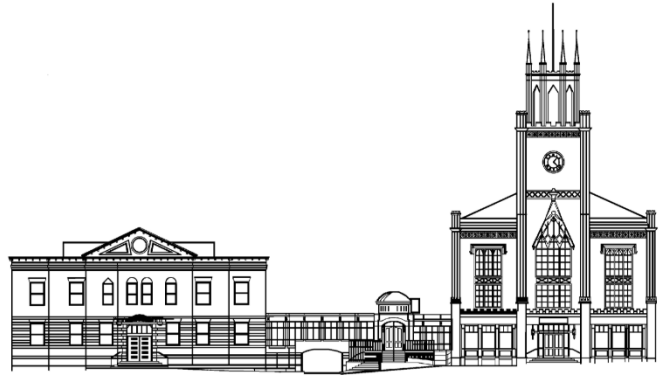




COMMITTEE ON HUMAN RESOURCES/INSURANCE

April 7, 2026 at 5:00 PM

Aldermanic Chambers, City Hall (3rd Floor)

Members: Aldermen Goonan, Sapienza, O'Neil, Burkush, Vincent

AGENDA

The Chairman calls the meeting to order.

The Clerk calls the roll.

1. HR Reports submitted by Victoria Prestejohn, Human Resources Director:
 - Position Summary Report
 - Vacancy Requisition Requests and Approvals
 - Summary of Arbitrations/Grievances*(Note: Provided for informational purposes only; no action is required.)*
2. Communication from the Human Resources Director regarding updates to the Dress Code Policy and Inclement Weather Policy.
(Note: Provided for informational purposes only; no action is required.)
3. Discussion regarding FY27 benefit renewals.
(Note: Supporting documentation will be attached to the agenda once it is submitted to the Office of the City Clerk.)
4. Communication from Sharon Wickens, Finance Officer, requesting the addition of one (1) Purchasing Manager position, grade 124, to the department's complement.
Gentlemen, what is your pleasure?
5. Communication from Faye Morrison, Parking Manager, requesting the following changes to the division's complement:
 - Eliminate one (1) vacant part-time Customer Service Representative I position, grade 105
 - Add one (1) part-time Parking Control Officer position, grade 104**Gentlemen, what is your pleasure?**

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: March 1, 2026

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

Re: Position Report Summary

Dear Mayor Ruais 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. The following changes have been made to this report and will be reflected as such in future reports: notations removed from numbers in the New Hires column; addition of Internal and External columns to reflect the New Hires' application status.

DEPARTMENT	DATE	POSITION	NEW VACANCY	NEW HIRES	INTERNAL	EXTERNAL
Assessor	02/26/2026	Office Administrator I	1%			
City Clerk	02/17/2026	Archives & Records Mgmt. Coordinator		1		1
Central Fleet	02/27/2026	Equipment Mechanic II	1%			
Aviation	02/23/2026	Airport Building Technician		1		1
Water	02/08/2026	Water Technician III		1		1
Water	02/09/2026	Equipment Operator IV	1*			
Water	02/09/2026	Water Works Utility Supervisor		1	1	
Water	02/23/2026	Engineering Technician II		1		1
Fire	02/28/2026	Firefighter – EMT	1**			
Fire	02/28/2026	Firefighter – EMT	1**			
Fire	02/28/2026	Emergency Services Dispatcher – Fire	1%			
Fire	02/28/2026	Assistant Fire Marshal	1**			
Police	02/28/2026	Police Services Specialist	1**			
Police	02/22/2026	Police Officer	1**			
Police	02/28/2026	Police Officer	1***			
Police	02/25/2026	Evidence Specialist	1***			
Police	02/12/2026	Emergency Services Disp. – Police	1***			
Health	02/17/2026	Environmental Health Specialist I		1		1
DPW – Highway	02/09/2026	Engineering Technician I	1*			
DPW – Highway	02/09/2026	Utility Inspector I		1	1	
DPW – Highway	02/16/2026	Equipment Operator III	1*			
DPW – Highway	02/16/2026	Equipment Operator V		1	1	
DPW – Highway	02/19/2026	Equipment Operator II	1***			
DPW- Highway	02/10/2026	Equipment Operator II		1	1	
Library	02/28/2026	Security Officer I	1**			
		Total	16	9	4	5

*Due to Internal Promotions/Demotions/Position Control Changes

**Due to Retirement

*** Due to Resignation

Due to Lay off / % Discharged / &Death

Shading – Retirement EIS rec'd for future month

Victoria Prestejohn
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

March 27, 2026

To: Alderman Daniel Goonan, Chair, Human Resources and Insurance Committee

From: Victora Prestejohn, Human Resources Director

Re: INFORMATIONAL ONLY: Summary of Grievances and Arbitrations

Attached is a summary document regarding outstanding and/or settled union grievances and arbitrations as of March 27, 2026.

March, 2026
Outstanding Grievances and Arbitrations

DEPARTMENT/ CASE NUMBER	DATE FILED	GRIEVANCE	STATUS	ARB DATE	OUTCOME
Police /G-0103-15	June 2025	MPD Unjust Termination	Post-Hearing Briefs	4/10/26	
Police /TBD	February 2026	MPD Unjust Termination	Pending		
Police /TBD	February 2026	MPD Unjust Termination	Pending		
Fire /TBD	February 2026	IAFF Unjust Termination	Pending		
Water /TBD	March 2026	Water Unjust Termination	Pending		
Police /TBD	March 2026	MPD Termination	Pending		

Victoria Prestejohn
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

March 27, 2026

To: Alderman Daniel Goonan, Chair, Human Resources and Insurance Committee

From: Victora Prestejohn, Human Resources Director

Re: 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.

Requisition Report 2026

Received	Req. #	Dept.	Position	Replacing	HR Approved	Sent to Mayor	Mayor Approved
2/24/2026	1386-21-26	DPW	Project Coordinator - Temp	Tarra Caikauskas	2/24/2026	2/24/2026	3/11/2026
2/24/2026	1387-50-26	DPW	Equipment Operator III	Joshua Williamson	2/24/2026	2/24/2026	3/3/2026
2/24/2026	1388-50-26	DPW	Refuse Truck Driver	Nicholas Donati	2/24/2026	2/24/2026	3/3/2026
2/24/2026	1389-65-26	DPW	Recreation Aide (16)	Seasonal	2/24/2026	2/24/2026	3/3/2026
2/24/2026	1390-65-26	DPW	Lifeguard I (33)	Seasonal	2/24/2026	2/24/2026	3/3/2026
2/24/2026	1391-65-26	DPW	Lead Lifeguard (8)	Seasonal	2/24/2026	2/24/2026	3/3/2026
2/24/2026	1392-65-26	DPW	Aquatics Supervisor (2)	Seasonal	2/24/2026	2/24/2026	3/3/2026
2/24/2026	1393-65-26	DPW	Grounds Maintenance Worker I (5)	Seasonal	2/24/2026	2/24/2026	3/3/2026
2/24/2026	1394-65-26	DPW	Recreation Program Specialist (31)	Seasonal	2/24/2026	2/24/2026	3/3/2026
2/24/2026	1395-65-26	DPW	Recreation Specialist (3)	Seasonal	2/24/2026	2/24/2026	3/3/2026
2/24/2026	1396-65-26	DPW	Grounds Maintenance Worker I -Parks (12)	Seasonal	2/24/2026	2/24/2026	3/3/2026
2/24/2026	1397-65-26	DPW	Grounds Maintenance Worker I Gill (1)	Seasonal	2/24/2026	2/24/2026	3/3/2026
2/24/2026	1398-65-26	DPW	Grounds Maintenance Worker I -Cemetary (12)	Seasonal	2/24/2026	2/24/2026	3/3/2026
2/24/2026	1399-65-26	DPW	Grounds Maintenance Worker I - Forestry -(2)	Seasonal	2/24/2026	2/24/2026	3/3/2026
2/24/2026	1400-65-26	DPW	Grounds Maintenance Worker I - Golf Course (12)	Seasonal	2/24/2026	2/24/2026	3/3/2026
2/25/2026	1401-41-26	Health	Public Health Specialist II	Added Position	2/25/2026	2/25/2026	
3/2/2026	1402-33-26	Police	Police Services Specialist	Mintieny Pham	3/2/2026	3/2/2026	
3/4/2026	1404-20-26	Planning	Community Grants Administrator II	Chelcie Pinsonneault	3/4/2026	3/4/2026	3/10/2026
3/6/2026	1405-13-26	Info Sys	IT Applications Administrator - MUNIS	Vacant	3/6/2026	3/6/2026	3/6/2026
3/6/2026	1406-29-26	Water	Public Services Worker IV - Water	Colin Freitas	3/6/2026	3/6/2026	
3/9/2026	1408-50-26	DPW	Highway Supervisor I	Paul Meservey	3/9/2026	3/9/2026	
3/10/2026	1409-65-26	DPW	Grounds Maintenance Worker II	Benjamin Thomopoulos	3/10/2026	3/10/2026	
3/10/2026	1410-65-26	DPW	Grounds Maintenance Worker II	Owen Rood	3/10/2026	3/10/2026	
3/10/2026	1411-50-26	DPW	Public Services Worker III	Alex Montanez-Rodriguez	3/10/2026	3/10/2026	
3/10/2026	1412-29-26	DPW	Accounting Technician II	New Position	3/10/2026	3/10/2026	
3/13/2026	1413-50-26	DPW	Financial Analyst I	Islam Mohiminul Islam	3/13/2026	3/13/2026	
3/16/2026	1414-20-26	Planning	Community Grants Manager - Temporary		3/16/2026	3/16/2026	
3/17/2026	1415-50-26	DPW	Refuse Collector Temp to Perm	Tendayi Nyatsambo	3/17/2026	3/17/2026	
3/17/2026	1416-50-26	DPW	Grounds Main Worker II	Izaiah Rodriguez	3/17/2026	3/17/2026	
3/17/2026	1417-50-26	DPW	Equipment Operator II	Zachary Clancy	3/17/2026	3/17/2026	
3/19/2026	1418-50-26	DPW	Refuse Collector Temp to Perm	Logan Derome	3/19/2026	3/19/2026	
3/19/2026	1419-50-26	DPW	Refuse Collector Temp to Perm	Edson Rodriguez	3/19/2026	3/19/2026	

Victoria Prestejohn
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

March 27, 2026

To: Alderman Daniel Goonan, Chair, Human Resources and Insurance Committee

From: Victora Prestejohn, Human Resources Director

Re: INFORMATIONAL ONLY: Updated Dress Code Policy

Attached is the Updated Dress Code Policy was updated to clarify expectations for employee appearance and workplace conduct while reinforcing the City's commitment to professionalism, safety, and inclusivity. It ensures consistency across departments, supports a respectful and accessible environment for both employees and the public, and aligns the policy with current workplace standards and legal considerations.



City of Manchester

Proper Dress and Care of Equipment

The purpose of this policy is to ensure that all City employees present a professional image that reflects positively on the City, promotes public trust, and supports a safe and productive work environment. All employees should dress in a professional and appropriate manner, according to the needs of their position. Employees requiring special clothing or uniforms during work hours are required to ensure that uniforms are clean, neat and presentable at the start of each workday. Personal hygiene and grooming should also be maintained.

While the City of Manchester welcomes self-expression, employees must abide by the City Dress Code, any Department-specific dress code, applicable union provisions, and the City's non-discrimination policies. The following items are not permitted as part of the City Dress Code:

- Items meant for non-work activities, such as athletic or sleep wear, unless authorized for a specific City or Department occasion or event.
- Torn, frayed, or overly revealing clothing.
- Items that include prominent advertising of non-City-related endeavors, unless authorized for a specific Department occasion or event.
- Items with references to, or innuendoes of, profanity, violence, vulgarity, or any unlawful activity.
- Tattoos are a form of self-expression yet the city prohibits the visibility of any inappropriate slogans, demeaning, discriminatory or profane images/messages that do not promote a safe and productive work environment.

If an employee's attire is in violation of the dress code, the employee should be informed by their supervisor or designee in a timely manner, and the employee must be provided the opportunity to correct the violation. Questions regarding the dress code or its applicability may be directed to Human Resources. Reasonable accommodations will be made for religious, cultural, or medical needs in accordance with applicable laws.

Colognes, perfumes and sprays: Many employees and members of the public may have allergies, health conditions and sensitivities to scents. Accordingly, the city requests that all employees refrain from excessive use of colognes, perfumes and spray scents within the workplace (including City-issued vehicles).

Employees in departments requiring the use of tools and equipment shall maintain these in good working order.

Victoria Prestejohn
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

March 27, 2026

To: Alderman Daniel Goonan, Chair, Human Resources and Insurance Committee

From: Victora Prestejohn, Human Resources Director

Re: INFORMATIONAL ONLY: Inclement Weather Policy

Attached is the new Inclement Weather Policy which outlines pay procedures for essential and non-essential employees during inclement weather conditions or state of emergency situations.

Victoria Prestejohn
Human Resources Director



CITY OF MANCHESTER Human Resources Department

Inclement Weather Procedures - HR

During inclement weather conditions or state of emergency situations, the following applies:

NOTE:

Please verify all language with your Collective Bargaining Agreement regarding Inclement Weather Procedures.

DEFINITIONS:

NON-ESSENTIAL EMPLOYEES:

Non-essential employees for a storm early-release or emergency closure are defined as employees whose onsite presence is not required to maintain critical operations, public health, or safety during an emergency.

ESSENTIAL EMPLOYEES:

Essential employees for a storm early-release or emergency closure are defined as employees who are required to report to work, regardless of hazardous conditions, to maintain critical, life-safety, or emergency operations.

****Essential vs. Non-essential designation shall be determined by the Department Head.***

PURPOSE:

All employees should assume that the city is open. Reasonable attempts will be made to contact non-essential employees as soon as possible in the event of a closure, delayed opening, or early release. Non-essential employees scheduled to work on a day where offices are closed, or there is a delayed opening, or an early release due to inclement weather will be paid "closure pay" in accordance with their work schedule. Non-essential employees who are not normally scheduled to work on a day where offices are closed or there is a delayed opening, or an early release due to inclement weather will not receive "closure pay."

All employees arriving to work after the start of their scheduled shift due to inclement weather must substitute paid leave (vacation or personal time) for the hours "not actively at work".

Non-essential employees who are "actively at work" when the office officially closes (e.g., early release), or who report to work when offices reopen on a day that has a delayed opening, will be paid for the entire workday (absent paid leave used for tardiness after the start of their regularly scheduled shift, or after the offices reopen).

The City may decide to close early due to worsening weather conditions; non-essential employees are expected to remain at work until the designated closing time.

Non-essential employees who report to work, and later receive approval to leave work prior to an official notification of early release, shall be credited for time “actively at work”. Personal or vacation leave must be used for time not worked due to the employee choosing to leave work early, up until the time which the city declares offices are closed. At that time, the employee will be eligible for “closure pay” for the remainder of their scheduled shift.

In the event the office is closed at any time (e.g., delayed opening or early release) on a day that an employee has called out sick or has previously requested time off which has been approved, that employee will not be considered as “available to work” and therefore must use leave accruals time for all hours not worked that day. Employees will not receive inclement weather credit for this time.

Victoria Prestejohn
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

TO: Alderman Daniel Goonan, Chair
Human Resources and Insurance Committee

FROM: Victoria Prestejohn, Human Resources Director

DATE: April 3, 2026

SUBJECT: GLP-1 Update for FY2027 – Informational Purposes Only

In preparation for the City's health plan renewal, USI is projecting a \$1,700,000 increase to cover GLP-1 medications that are used for purposes other than a primary diabetes diagnosis, such as weight loss. It is important to note that the City's health plan has only covered GLP-1 medications for those who have a primary diabetes diagnosis, and has not covered such prescriptions for weight loss. The additional \$1.7 million projection would be in addition to the 6.8% (\$1.8M) increase for the City's health plan for the upcoming fiscal year.

For self-funded employers like the City, few are choosing to continue providing coverage. Those few employers covering GLP-1 medications typically require members to participate in weight management programs mandating behavior changes for a 6-month period before medication is approved. If medication is approved, members must undergo ongoing recertification to ensure proper adherence and medical necessity indefinitely. The effectiveness of these programs from a cost and member wellbeing perspective are largely unproven and require monthly fees that would need to be paid by the City. Fees can range significantly, anywhere between \$100 to \$200 per engaged participant, per month.

While we may be seeing a decrease in price from direct-to-consumer GLP-1 manufacturers, we anticipate this continuing to fluctuate, especially in light of the recent development of the approved pill-form of GLP-1 therapy. However, data around the efficacy and financial sustainability of the new pill-form is still under review, with more meaningful data and guidance expected by the end of the calendar year.

We have also explored the RxSaveCard program, which allows the City to partially cover GLP-1 member costs. It is my recommendation that given the state of the City's budget and the 6.8% cost increase to the overall plan, we hold on pursuing this option due to the additional cost for implementation and the amount of employer contributions that would be needed.

The City's Human Resources and Finance Departments will continue to work alongside USI and Anthem to monitor any changes to the GLP-1 landscape, and will be open to reconsidering coverage at which time additional data is made available, and it becomes fiscally feasible for the City.

Respectfully Submitted,
Victoria Prestejohn
Human Resources Director

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

Victoria Prestejohn
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

TO: Alderman Daniel Goonan, Chair
Human Resources and Insurance Committee

FROM: Victoria Prestejohn, Human Resources Director

DATE: April 3, 2026

SUBJECT: Health and Dental Insurance Rates for FY2027 – Informational Purposes Only

Human Resources Director Victoria Prestejohn, Benefits Manager Michelle Harrington, and Finance Director Sharon Wickens recently met with Anthem and USI to review key health plan cost drivers and performance indicators to determine the appropriate rate increase needed for the upcoming plan year.

Using data through February 2026, the City of Manchester's FY27 health plan rates will increase by 6.8% (\$1.8M) and dental rates will increase by 8.1% (\$148,000) compared to FY26. This increase will be split between employee and employer contributions at the same cost-share ratios as are currently in place.

Anthem provided an early stop loss renewal offer of 9% (\$228,000) at the current \$250,000 ISL deductible, which is included in the above +6.8% increase. This offer was accepted as projections called for a 20% increase (\$507,000) based on historic experience.

USI also marketed the Life and Disability coverages. Our current carrier, UNUM, responded to market pressure by reducing annual employer costs by 27% (\$31,000) and employee costs by 9% (\$26,000).

Supporting renewal information is as follows:

- Over the last 12 months the health plan has ran at a 95% net loss ratio, which is inclusive of paid medical/pharmacy claims, pharmacy rebates, and stop loss reimbursements. This means that forecasting by USI for FY26 was nearly spot-on, and we expect projections for FY27 to follow suit.
- Top chronic conditions driving spending include Hyperlipidemia (high cholesterol/obesity), Cardiovascular, and Musculoskeletal conditions.
- 24 claimants had total paid claims exceeding \$125,000 in the last 12 months, accounting for 20% of total medical spend; 4 of the top 5 claimants are currently still actively incurring costs.
- Specialty drugs accounted for 47.9% of total pharmacy spending in 2025. Specialty drugs for inflammatory conditions such as Stelara, Skyrizi, and Humira continued to be the top utilized drugs by total annual spend.
- The health plan has seen an increase in mental health related spend and utilization, with 23% of members seeking mental health care for conditions such as anxiety, depression, and others.

Alderman Daniel Goonan, Chair
April 3, 2026
Page 2

- 66% of members have had an annual preventive exam in the last 12 months, which exceeds benchmark (~49% typically seeking preventive care). This data demonstrates that employees are actively engaging with their primary care providers, and identifying and treating conditions early, so as to potentially mitigate long-term, costly claims.

The City will begin open enrollment during the first two weeks of May. Human Resources, Benefit carriers, and vendors will be available to employees who may have questions about the plans and the open enrollment process.

Respectfully submitted,

Victoria Prestejohn
Human Resources Director

Victoria Prestejohn
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

April 7, 2026

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

Re: Finance Department Complement Change Request

Dear Chair Goonan and HRIC Members:

Finance Director Sharon Wickens is requesting the following change to the Finance Department's complement:

- Addition of one (1) non-affiliated, exempt, City-funded, Purchasing Manager position (grade 124)

The addition of a Purchasing Manager would aide in taking the necessary steps to centralize the purchasing function across all City departments, with the goal of reducing long-term costs.

I have reviewed these changes with Director Wickens, and am supportive of her proposal. This additional position has been budgeted accordingly.

Respectfully submitted,

Victoria Prestejohn
Human Resources Director



Sharon Y. Wickens
Finance Officer

Michele A. Bogardus
Deputy Finance Officer

CITY OF MANCHESTER
Finance Department

April 3, 2026

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

Re: Purchasing Manager

Dear Chair Goonan and HRIC Members:

In the Mayor's Fiscal Year 2027 address, a Purchasing Manager position was established under class code 2116 and pay grade 124. This permanent role will fall under the oversight of the Finance Department.

I support the creation of this position and request your approval.

Respectfully submitted,

Sharon Wickens
Finance Officer

Cc: Michele Bogardus

City of Manchester *New Hampshire*

In the year Two Thousand and twenty-six

AN ORDINANCE

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

SECTION 33.024 CLASSIFICATION OF POSITIONS to be amended as follows:

Establish Purchasing Manager, Class Code 2116

SECTION 33.025 COMPENSATION OF POSITIONS to be amended as follows:

Establish Purchasing Manager, Class Code 2116, Grade 124,

SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Establish Purchasing Manager, Class Code 2116, Grade 124 (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, NH	
	Class Title	Purchasing Manager
	Class Code Number	2116
	Pay Grade	124
	FLSA	Exempt
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.		

GENERAL STATEMENT OF DUTIES:

Leads the city-wide Purchasing Division of the Finance Department in the full procurement of goods/services; contract management/bidding oversight; vendor/supplier relationships and the development of purchasing strategies/policies and procedures that align with the overall budget and strategic goals of the city; performs directly related work as required.

DISTINGUISHING FEATURES OF THE CLASS:

The principal function of an employee in this class is to lead the city-wide Purchasing Division in the full procurement of goods/services; contract management; vendor/supplier relationships; strategic sourcing and the development of purchasing strategies/policies and procedures completed within the confines of the law, ordinances, rules and municipal regulations. The work is performed under the supervision and direction of the Mayor, Aldermen and Finance Director 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 City employees, outside vendors/suppliers and the public. The principal duties of this class are performed in a general office environment.

EXAMPLES OF ESSENTIAL WORK:

- Plans, organizes, directs and evaluates the work of Departmental staff in implementing the expressed goals, policies and directives of the Purchasing Division;
- Develops, recommends and implements updates to City's purchasing strategies and departmental policies and procedures in accordance with applicable laws, ordinances, rules and regulations;
- Collaborates with Mayor and Finance Director to ensure requisitioning; ordering systems and inventories are managed with due attention to a system of internal control, monitoring of budgeting constraints and loss prevention;
- Oversees competitive solicitation of the procurement of all goods/services in accordance with ordinance and budget thresholds;
- Oversees essential risk management techniques and processes related to purchasing and contracting functions to protect assets of the city;
- Oversees the city's personal property and inventories;
- Assumes accountability for the issuance, receipt, opening, tabulation, evaluation, distribution and award of all bids/Requests for Proposals (RFP) and Requests for Quotation (RFQ), collaborating with appropriate city divisions;
- Oversees and approves the use of all city solicited and intergovernmental purchasing contracts;
- Confers with Mayor and Finance Director in the negotiation and award of subsequent contracts, including Departmental recommendations;
- Oversees city-wide contract documents;
- Facilitates elevated contract issues and disputes;
- Approves the issuance of all city purchasing cards (P-Cards);
- Provides oversight over all Department contracts, including an annual renewal or re-bidding process, contract preparation and management coordination;
- Oversees bid results for quality and cost effectiveness considerations;
- Oversee cooperative purchasing projects with other municipalities and State agencies as necessary;
- Coordinates the dispersal of antiquated equipment and excess supplies;
- Ensures all purchasing within the Department is performed with a strict adherence to current ethical standards;

- Supervision and full evaluation and discipline of staff, oversees recruitment for the division, training, planning and assignment and direction of work;
- Reviews and approves all weekly division time sheets;
- Provides guidance and demonstrations to new employees in similar positions;
- Keeps supervisors informed of work progress, issues, and potential solutions;
- Attends meetings and training to stay current on relevant practices and developments;
- Responds to citizen inquiries courteously and promptly;
- Coordinates regularly with others to enhance interdepartmental efficiency; and
- Performs additional duties as required by the classification.

REQUIRED KNOWLEDGE SKILLS AND ABILITIES:

- Comprehensive knowledge of current public sector purchasing practices, State laws and City ordinances;
- Comprehensive knowledge of business methods, markets and purchasing practices;
- Comprehensive knowledge of various grades and qualities of a variety of materials, supplies and equipment used by the city in assigned division;
- Thorough knowledge of standard accounting principles and practices;
- Thorough knowledge of standard office procedures, practices and equipment;
- Thorough knowledge of computer purchasing and stores, spreadsheets and word processing applications currently in use by the Department;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to supervise, train, evaluate and coordinate the work of others;
- 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 Master's Degree in Accounting; Business Administration; Finance, Supply Chain Management or related; and
- Three to Five years of experience in purchasing and supervisory operations; or
- Graduation from an accredited college or university with a Bachelor's Degree in Accounting; Business Administration; Finance Supply Chain Management or related; and
- Six or more years of experience in purchasing and supervisory operations; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

REQUIRED SPECIAL QUALIFICATIONS:

- Certified Public Procurement Officer (CPPO), preferred;
- Certified Public Accountant (CPA), preferred;
- Certified Professional Purchasing Manager (CPPM), preferred;
- Institute for Supply Management (ISM) Certified Professional in Supply Management (CPSM), preferred;
- Graduate Certificate in Supply Management, preferred (If Bachelor's Degree only).

ESSENTIAL PHYSICAL ABILITIES:

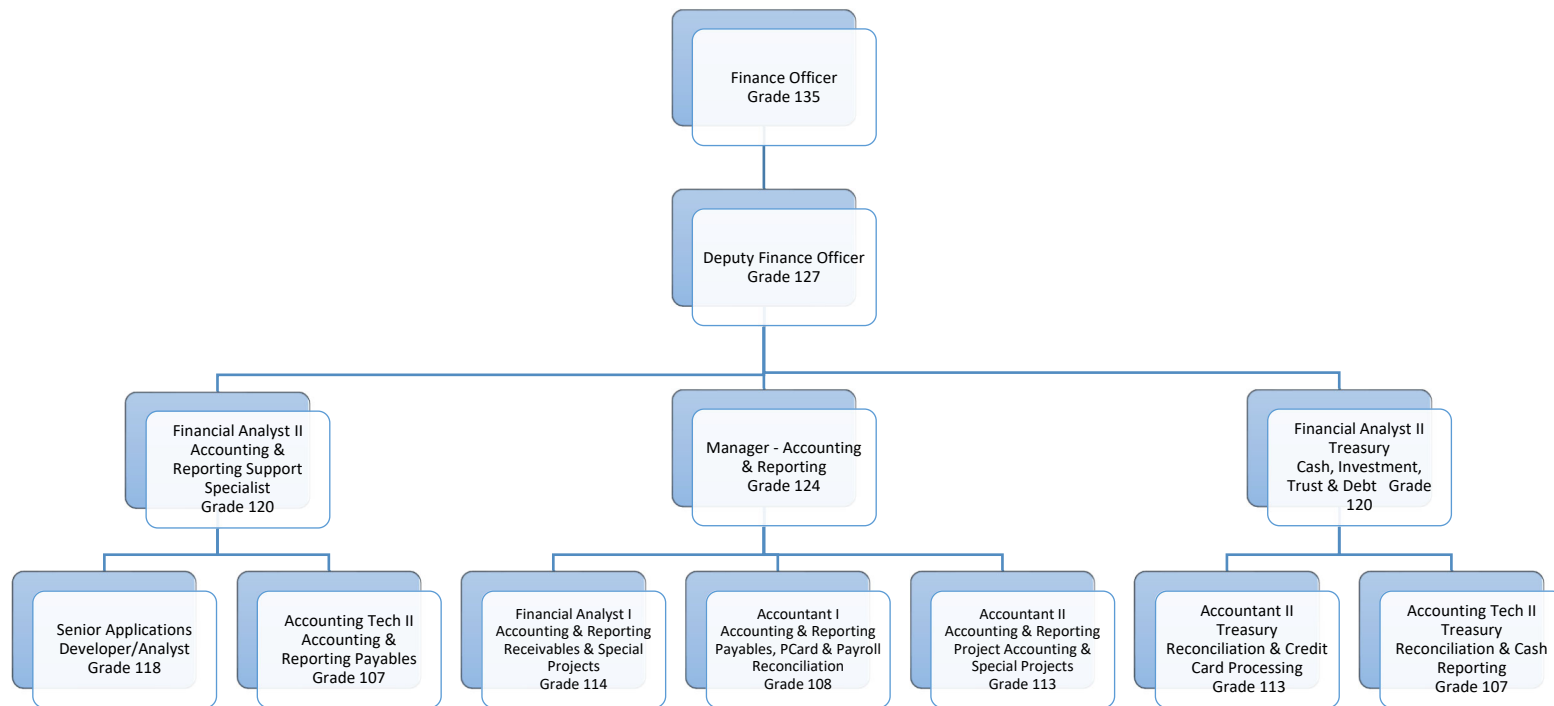
- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to review a wide variety of written material in both electronic and hard copy;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a personal computer and related equipment;
- Sufficient strength and endurance, with or without reasonable accommodation to lift, carry and move objects, through a full range of motion, up to 10 pounds occasionally, 5 pounds frequently and 2 pounds consistently;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to function within the general office environment.

Approved by:	Date:	Revised by:	Date:
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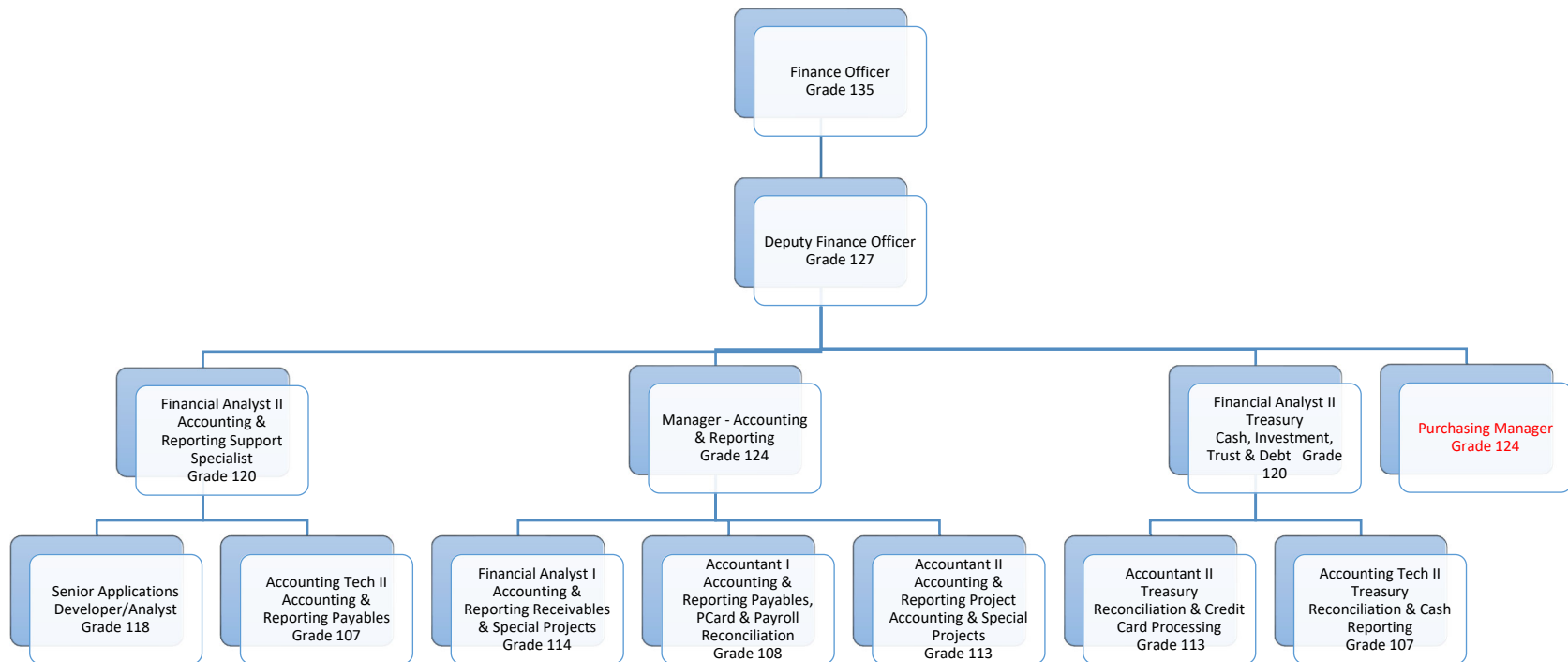
To perform this job successfully, an individual must be able to perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions herein described. Given every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description.

Revised: 2-2025

FINANCE DEPT. ORGANIZATIONAL CHART CURRENT



FINANCE DEPT. ORGANIZATIONAL CHART PROPOSED IN FY27 BUDGET



Victoria Prestejohn
Human Resources Director



CITY OF MANCHESTER Human Resources Department

April 7, 2026

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

Re: Parking Complement Change Requests

Dear Chair Goonan and HRIC Members:

Parking Manager, Faye Morrison, is requesting the following changes to the Parking Division's complement:

- Elimination of one (1) vacant, part-time Customer Service Representative I position (1020, grade 105);
- Addition of one (1) part-time Parking Control Officer position (9161, grade 104)
Note: Parking Control Officer is on the Yarger Decker wage scale, until which time the MPPA contract is renegotiated.

In light of the new Pearl Street Garage construction project, the need for a part-time Customer Service Representative I position has been re-evaluated. This location will not contain any office space for such an employee working in this position. Rather, there is a greater departmental need for an additional part-time Parking Control Officer to ensure adherence to parking laws and ordinances. The Parking Division has an unfunded part-time Parking Control Officer in their current complement, and the recommendation would be to fund this position in lieu of funding the part-time Customer Service Representative I position.

In addition to the changes outlined above, Parking Manager Faye Morrison is requesting a reclassification of a currently filled full-time Customer Service Representative I (CSRI) to a full-time Customer Service Representative II (CSR II). Human Resources Analyst, Karen Poulin, completed a desk audit with the CSRI incumbent on February 18, 2026. The audit substantiated that there are significant and permanent changes to the duties being performed, which more closely align with those of a CSR II.

I have reviewed these changes with Finance Director Sharon Wickens, and am supportive of this request. The cost associated with these changes can be absorbed within the Parking Division's FY2026 and FY2027 budgets.

Respectfully submitted,

Victoria Prestejohn
Human Resources Director



City of Manchester Parking Division

Faye Morrison
Parking Manager
fmorrison@manchesternh.gov
25 Vine St.
Manchester, NH 03101
603-624-6580

Victoria Prestejohn, Director
Human Resources
1 City Hall Plaza
Manchester, NH 03103

Director Prestejohn:

On February 11, 2026, I requested a desk audit for the Parking Division, Customer Service Representative I (Class Code 1020, Grade 105) as I believed, the incumbent, Scott Bozoian, was completing job duties in a higher classification. The requested desk audit was completed, and the incumbent, was found to be completing the duties of a Customer Service Representative II (Class Code 1030, Grade 107). Given the findings of the desk audit, I am requesting the Customer Service Representative I (Class Code 1020, Grade 105) position be reclassified to a Customer Service Representative II (Class Code 1030, Grade 107).

In addition to the above request, I am asking to, un-fund, a vacant, part-time Customer Service Representative I (Class Code 1020, Grade 105) position, and fund a part-time Parking Control Officer (Class Code 9161, Grade 10) position. Upon learning that a dedicated office space will not be created at the new Pearl Street Garage, there is no functional purpose to support a part-time Customer Service Representative I in the Parking Division complement. There is, however, a need for additional enforcement in the new and existing garages in the over-night, allowing for increased revenue generation. This part-time Parking Control Officer will be a part-time night position, supporting the one full-time night position currently in the Parking Division complement.

After speaking with Director Wickens, funding is available in the Parking Division budget for these requested changes and the increased revenue may off-set any additional funding needs.

Thank you,

Faye Morrison

Faye Morrison

	CITY OF MANCHESTER, NH	
	Class Title	Customer Service Representative I
	Class Code Number	1020
	Pay Grade	105
	FLSA	Non-Exempt
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.		

GENERAL STATEMENT OF DUTIES:

Performs a variety of clerical, general office duties and information dissemination services for employees and visitors; performs directly related work as required.

DISTINGUISHING FEATURES OF THE CLASS:

The principal function of an employee in this class is to serve as a central communication point within a city department and to provide clerical and administrative support functions to office personnel. The work is performed under the supervision and direction of an assigned supervisor but some leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, business and community organizations, and the public. The principal duties of this class are performed in a general office environment.

EXAMPLES OF ESSENTIAL WORK:

- Answers department telephone calls, receives and greets visitors to the department, and provides information to callers and visitors or refers callers and visitors to other appropriate departments or City personnel;
- Receives, records, and relays complaints to appropriate staff;
- Prepares correspondence, lists, and other documents on a computer;
- Gathers, assembles, updates, distributes, and/or files a variety of information, forms, records, and data as requested;
- Receives cash for designated items, makes appropriate change, reconciles cash drawers, and files transactions;
- Securely shreds or destroys and disposes of old documents;
- Processes applications, permits, licenses, or related documents as necessary;
- Distributes incoming mail to all appropriate City departments;
- Prepares mailings and packages for shipment;
- Provides guidance and demonstrations to new employees in similar positions;
- Keeps supervisors informed of work progress, issues, and potential solutions;
- Attends meetings and training to stay current on relevant practices and developments;
- Responds to citizen inquiries courteously and promptly;
- Coordinates regularly with others to enhance interdepartmental efficiency; and
- Performs additional duties as required by the classification.

REQUIRED KNOWLEDGE SKILLS AND ABILITIES:

- Substantial knowledge of current practices and procedures involved in customer service delivery;
- Substantial knowledge of modern office procedures, practices, and equipment;
- Substantial knowledge of modern office filing systems and procedures;
- Some knowledge of the function of services within the public sector, preferably within a municipality;
- Ability to deal with a wide range of persons, including situations in which individuals may be upset over some issue involved with City activities and policies;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures, and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate 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
- Zero to two years of experience in general office operations; and
- Knowledge of keyboard and ability to type at a reasonable speed, or
- Any equivalent combination of experience and training which provides the knowledge, skills, and abilities necessary to perform the work.

REQUIRED SPECIAL QUALIFICATIONS:

- None.

ESSENTIAL PHYSICAL ABILITIES:

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to review a wide variety of materials in electronic or hardcopy formats;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a personal computer, telephone, and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to turn, reach and grasp repetitively;
- Sufficient strength and endurance, with or without reasonable accommodation to lift, carry and move objects, through a full range of motion, up to 10 pounds occasionally, 5 pounds frequently and 2 pounds consistently;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to function within the general office environment.

Approved by:	Date:	Revised by:	Date:
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To perform this job successfully, an individual must be able to perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions herein described. Given every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description.

Revised: 2-2025

	CITY OF MANCHESTER, NH	
	Class Title	Customer Service Representative II
	Class Code Number	1030
	Pay Grade	107
	FLSA	Non-Exempt
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.		

GENERAL STATEMENT OF DUTIES:

Performs a variety of clerical, general office duties and information dissemination services for employees and visitors; performs directly related work as required.

DISTINGUISHING FEATURES OF THE CLASS:

The principal function of an employee in this class is to serve as a central communication point within a city department and to provide clerical and administrative support functions to office personnel. The work is performed under the supervision and direction of an assigned supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. Supervision may be exercised over other office personnel. This class is distinguished from the class of Customer Service Representative I due to a larger programmatic responsibility and greater administrative duties. 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 a general office environment.

EXAMPLES OF ESSENTIAL WORK:

- Answers department telephone calls, receives and greets visitors to the department, and provides information to callers and visitors or refers callers and visitors to other appropriate departments or City personnel;
- Answers customer questions requiring detailed programmatic knowledge of Departmental operations;
- Follows up on complaints from customers, involving gathering information from several Departmental and/or intra-Department sources;
- Schedules appointments, reservations, and other calendar items;
- May manage departmental workers compensation cases, including determining whether the employee should be sent to the ER or can seek medical care at their discretion, processing paperwork, verifying medical visits, tracking return-to-work timelines, and compiling weekly reports of injured employees, new claims, and staff on long- or short-term disability leave;
- Prepares correspondence, lists, and other documents on a computer;
- Gathers, assembles, updates, distributes, and/or files a variety of information, forms, records and data as requested;
- Requisitions all departmental materials and supplies;
- Coordinates the work of other employees involved in customer service delivery;
- Copies, packages, and distributes a variety of written materials as requested by office personnel;
- Screens visitors, telephone calls, faxes, mail, and messages directed to office personnel;
- Receives cash for designated items, makes appropriate change, and reconciles cash drawers;
- Processes applications, permits, licenses, or related documents as necessary;
- Processes forms and paperwork;
- Dispatches information to key Departmental personnel as necessary;
- Distributes incoming mail to all appropriate City departments;
- Performs the duties of junior positions as needed;
- Provides guidance and demonstrations to new employees in similar positions;
- Keeps supervisors informed of work progress, issues, and potential solutions;
- Attends meetings and training to stay current on relevant practices and developments;
- Responds to citizen inquiries courteously and promptly;
- Coordinates regularly with others to enhance interdepartmental efficiency; and

- Performs additional duties as required by the classification.

REQUIRED KNOWLEDGE SKILLS AND ABILITIES:

- Substantial knowledge of current practices and procedures involved in customer service delivery;
- Substantial knowledge of modern office procedures, practices, and equipment;
- Substantial knowledge of modern office filing systems and procedures;
- Substantial knowledge of the function of services within the public sector, preferably within a municipality;
- Ability to deal with a wide range of persons, including situations in which individuals may be upset over some issue involved with City activities and policies;
- Ability to quickly learn the core area of knowledge of Departmental operations;
- 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 accurately count large amounts of money and make bank deposits;
- Ability to type correspondence and reports;
- 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
- Three to five years of experience in general office operations; or
- Any equivalent combination of experience and training which provides the knowledge, skills, and abilities necessary to perform the work.

REQUIRED SPECIAL QUALIFICATIONS:

- None.

ESSENTIAL PHYSICAL ABILITIES:

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to review a wide variety of materials in electronic or hard copy formats;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a personal computer, telephone, and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to turn, reach and grasp repetitively;
- Sufficient strength and endurance, with or without reasonable accommodation to lift, carry and move objects, through a full range of motion, up to 10 pounds occasionally, 5 pounds frequently and 2 pounds consistently;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to function within the general office environment.

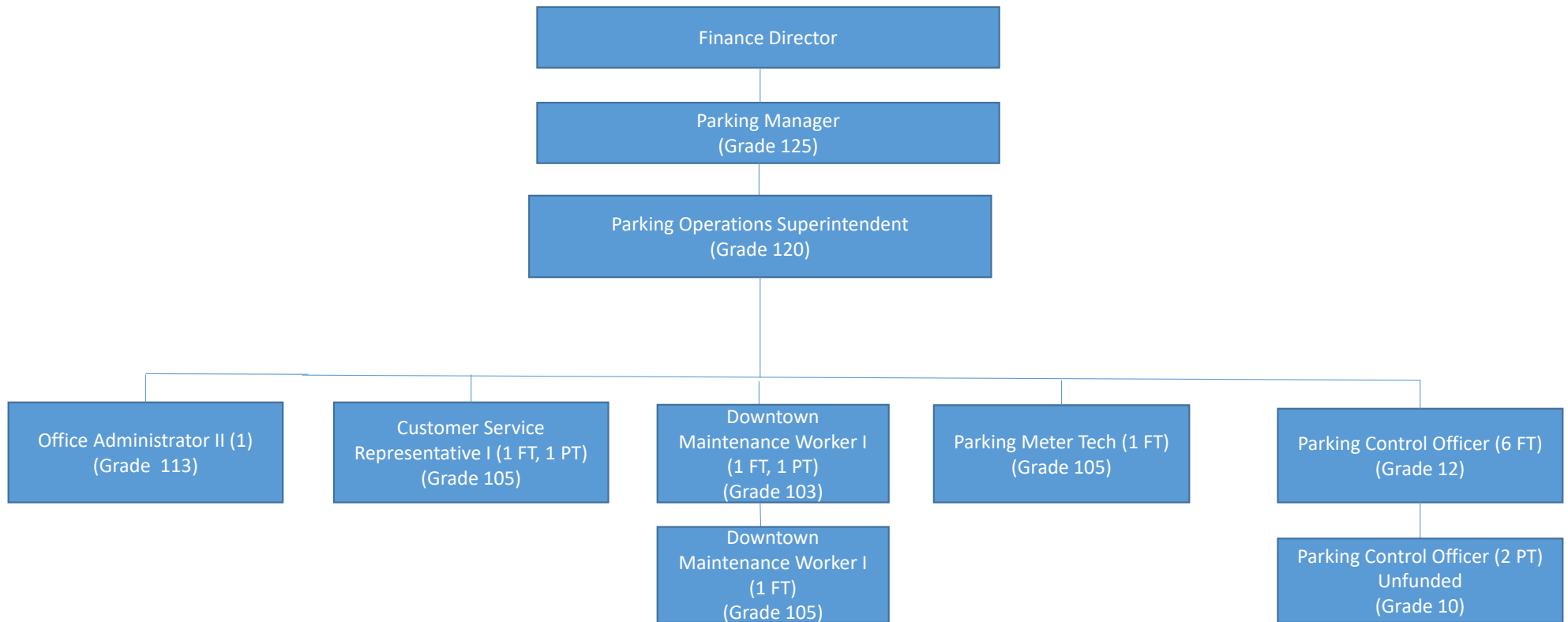
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Revised: 2-2025

Parking Current Organizational Chart



Parking

Proposed Organizational Chart

