

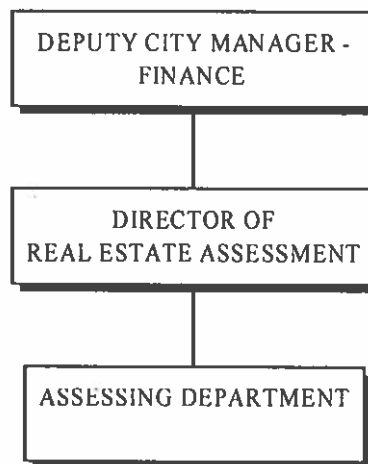
# ASSESSING DEPARTMENT

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## Mission

The Assessing Department's purpose is to administer the City's real property assessment program in a continuous and professional manner that assures impartiality, fairness, equity, and transparency; and to preserve a staff with the highest level of technical expertise necessary to maintain compliance with all New Hampshire State Statutes and Rules, and City Ordinances, pertaining to tax assessments, abatements, exemptions, and credits.

## ASSESSING DEPARTMENT ORGANIZATIONAL CHART



## Core Responsibilities

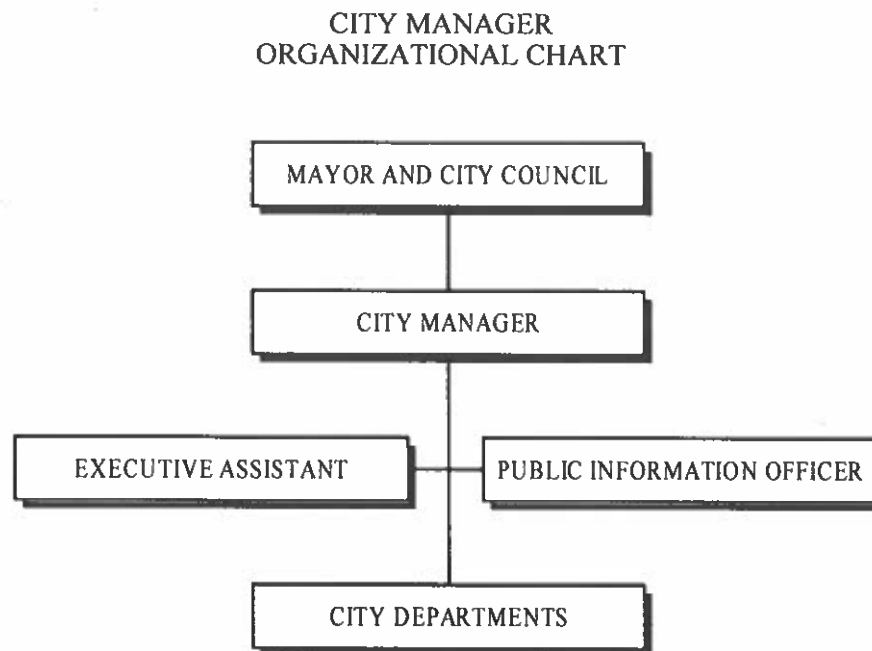
1. Conduct on-going property valuation services in compliance with the New Hampshire constitution and statutes governing assessments using internationally accepted mass appraisal practices.
2. Administer the current use program; excavation and timber taxes; solar exemptions; elderly and blind exemptions; veteran tax credits; and religious, educational, and charitable property tax exemptions.
3. Warrant the annual tax levies to the City Tax Collector.
4. Review, research and compile information for consideration by the Board of Assessors when they make decisions on abatement applications.

# CITY MANAGER'S OFFICE

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## Mission

To provide leadership for the City of Concord by developing relationships and working with stakeholders, all in the direction of supporting the City Council's goals and priorities.



## Core Responsibilities

1. Build relationships with stakeholders.
2. Oversee all day-to-day City operations.
3. Ensure financial stability and foster sound financial management practices.
4. Facilitate strategic planning for future growth and development, as well as for operational efficiency.
5. Maintain the City's overall commitment to providing high quality services to the Concord community.

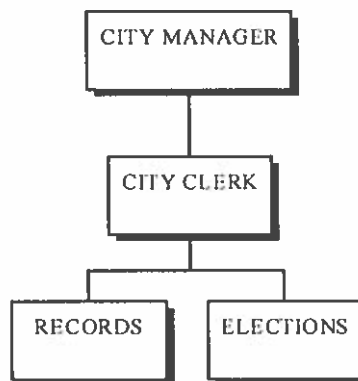
# CITY CLERK

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## Mission

To efficiently meet all legal obligations with respect to elections and all official records of the City.

## CITY CLERK DEPARTMENT ORGANIZATIONAL CHART



## Core Responsibilities

1. Record, preserve, manage and issue all vital record events occurring within the City, including birth, marriage, divorce and death records.
2. Conduct and preserve the integrity of all local, state and national elections; issue dog licenses; and maintain many of the City's most important records.
3. Act as the liaison between the public and the Mayor and City Council.
4. Prepare all City Council meeting agendas, minutes, and official notices.

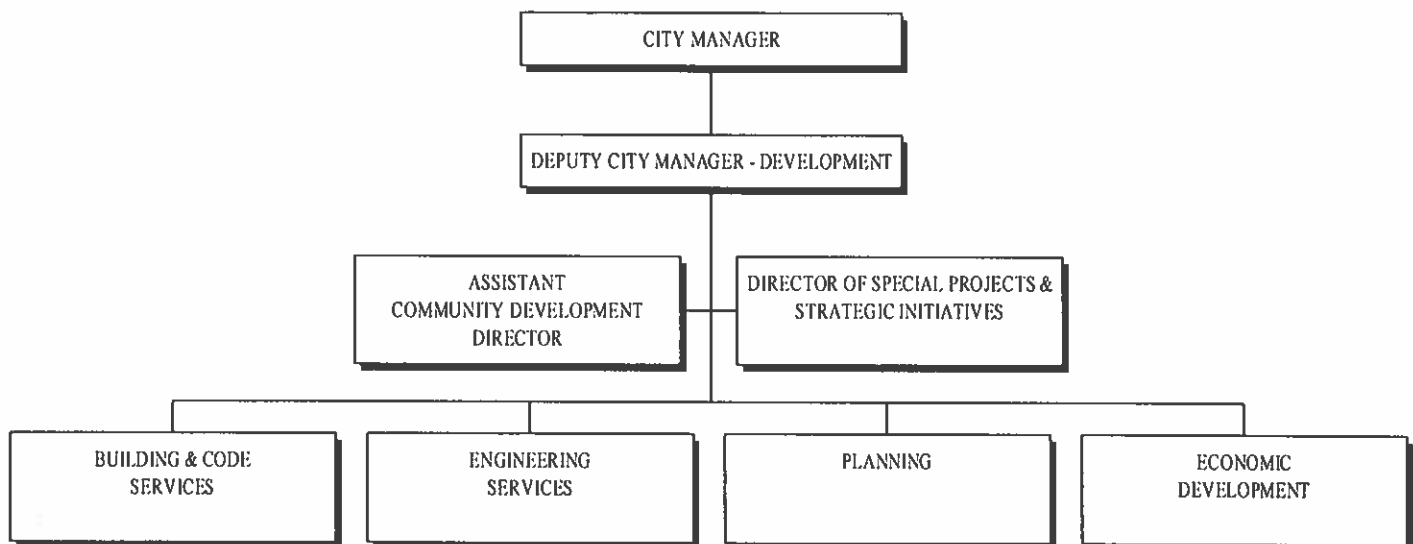
# COMMUNITY DEVELOPMENT DEPARTMENT

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## Mission

To enhance the quality of life and economic vitality of the City.

## COMMUNITY DEVELOPMENT DEPARTMENT ORGANIZATIONAL CHART



## Core Responsibilities

1. **Administration Division:** Manages the department and coordinates the activities of the department's respective divisions to ensure quality customer service is rendered and City Council priorities are met. Liaison to the business and development community and various ad hoc committees. Manages special projects, economic development programs and initiatives, as well as public private partnerships. Staff liaison to the Community Development Advisory Committee, Airport Advisory Committee, Parking Committee, three Tax Increment Advisory Boards, Energy and Environment Committee, Economic Development Advisory Committee, and the Tree Committee. Manages the Revolving Loan Fund and Community Development Block Grant (CDBG) programs. Oversees the Concord Municipal Airport and coordinates the City's Parking System.
2. **Building & Code Services Division:** Administers building, life safety, property maintenance, and health codes, as well as all related permitting and inspection processes associated therewith, to protect public health and safety. Seeks compliance with pertinent codes and regulations.
3. **Engineering Services Division:** Designs and manages roadway, sidewalk, water distribution, sewer collection, and storm water infrastructure improvements. Manages dam, bridge network, and airport improvement projects. Provides review and oversight of private development projects. Liaison to the Transportation Policy Advisory Committee, Traffic Operations Committee, and Poles and Wires Committee.
4. **Planning Division:** Prepares community master plans and zoning amendments. Administers and enforces the Zoning Ordinance, Site Plan and Subdivision Regulations. Reviews and coordinates development applications for the Planning and Zoning Boards. Liaison to the Planning Board, Zoning Board of Adjustment, Design Review Committee, Conservation Commission, and Heritage Commission; and provides staff support to the Recreation Policy Advisory Committee. Provides staff support to the Transportation Policy Advisory Committee and select subcommittees thereof.

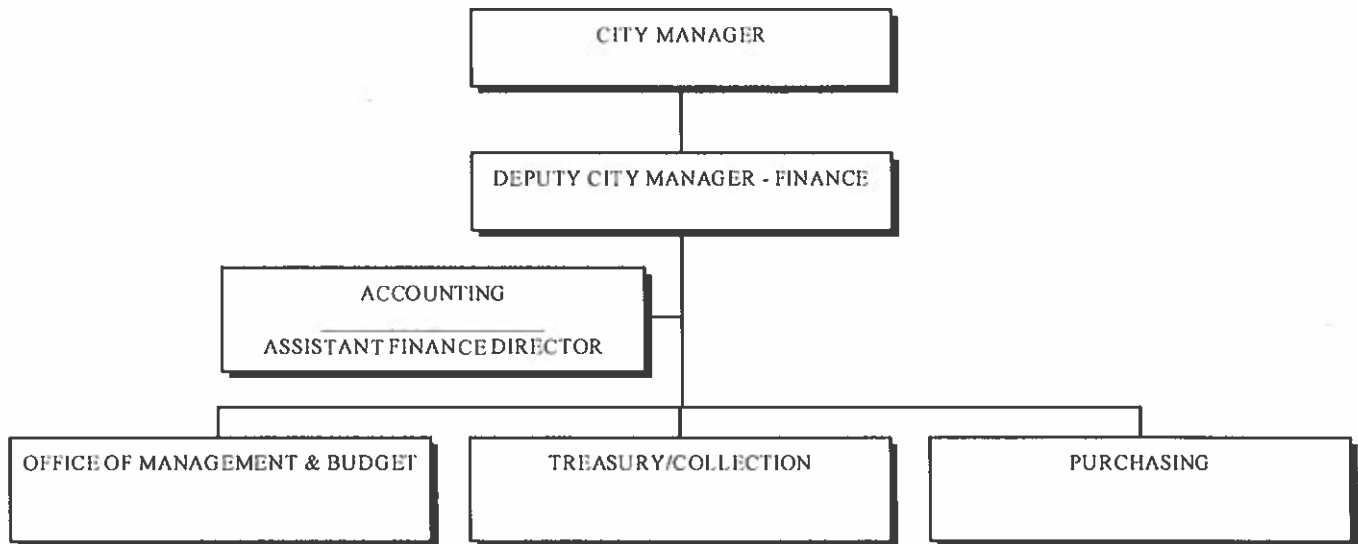
# FINANCE DEPARTMENT

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## Mission

To effectively manage and report on the City's financial resources and recommend and implement sound fiscal policies.

## FINANCE DEPARTMENT ORGANIZATIONAL CHART



## Core Responsibilities

1. The Accounting Division processes weekly payroll and accounts payable; maintains the General Ledger and subsidiary ledgers for all City Funds; prepares monthly and quarterly financial statements; works with the NH Department of Revenue Administration on tax rate setting; and works with external auditors on the annual audit.
2. The Office of Management and Budget (OMB) coordinates and works with departments on the preparation of the annual budget; and develops the compensation, fringe benefits, insurances, and utilities budgets; monitors budget performance; prepares supplemental budget appropriations; forecasts trends; and works with departments to develop more efficient fiscal processes and procedures.
3. The Treasury/Collections Division handles automobile registrations, cash collection and management, trust funds, property tax billing and collection, bond rating, bond sales and debt service management.
4. The Purchasing Division meets the purchasing needs of all City departments and encourages open competition that is fair, ethical and efficient.

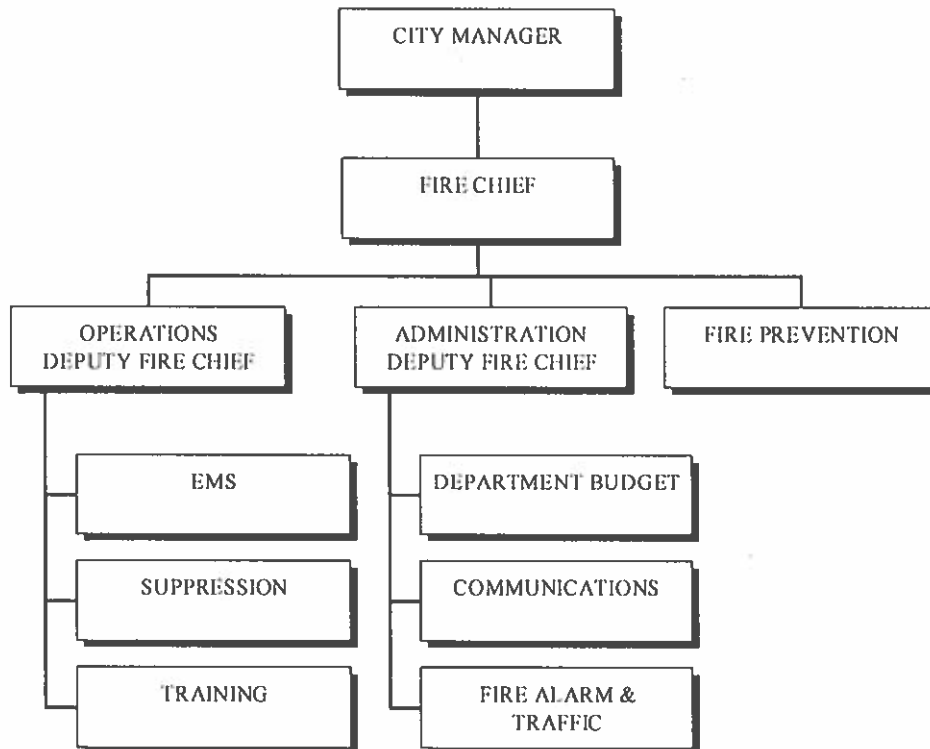
# FIRE DEPARTMENT

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## Mission

To protect life, property and the environment in our community through an all-hazards approach to fire protection, emergency medical services, community risk reduction and education.

## FIRE DEPARTMENT ORGANIZATIONAL CHART



## Core Responsibilities

1. Protect the City from fires and other situations posing a threat to life, property or the environment, through preparation and planning, prevention and community safety education, emergency response, rescue, and recovery support.
2. Provide emergency medical services (EMS) care and transportation at the basic and advanced life support level.
3. Maintain the City's fire alarm and traffic infrastructure.
4. Coordinate the Emergency Management functions for the City. This includes planning, drills, EOC operations, and management of Public Assistance funds and various Emergency Management grants.
5. Provide emergency dispatch services for 24 towns over five counties and two additional EMS services. The communications center also serves as the State of New Hampshire's primary contact point for activation of the Statewide Fire Mobilization Plan.

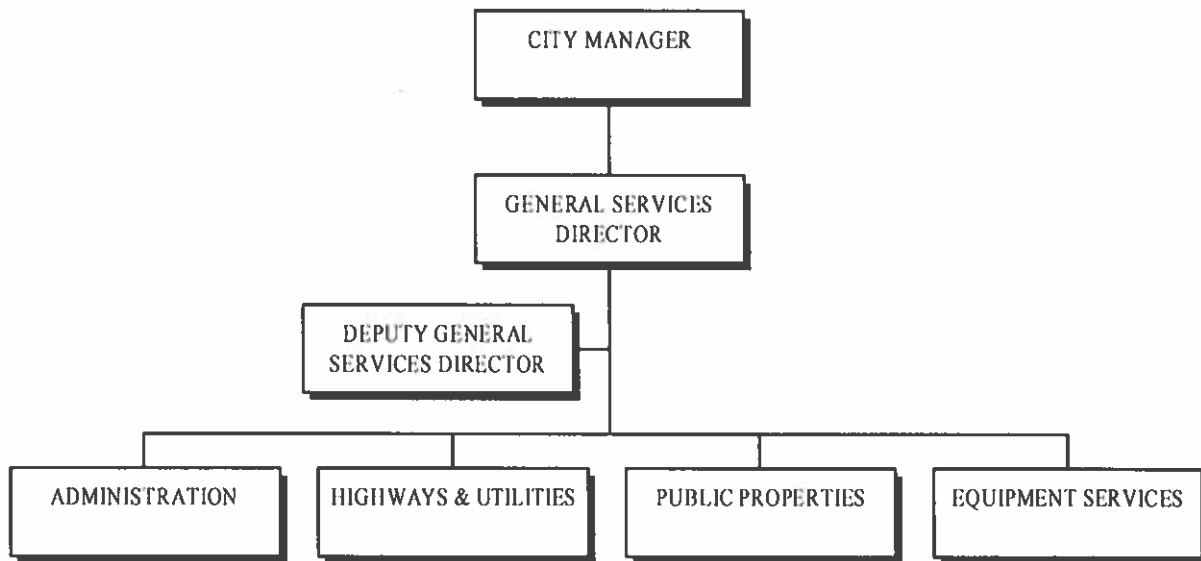
# GENERAL SERVICES DEPARTMENT

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## Mission

To enhance the community's quality of life by providing maintenance and operation of the City's infrastructure.

## GENERAL SERVICES DEPARTMENT ORGANIZATIONAL CHART



## Core Responsibilities

The General Services Department consists of six divisions. The Water and Sewer Divisions are reported in their respective Funds. The other four divisions are responsible for the following:

1. **Administration:** Responsible for oversight of the department as a whole, while performing financial, utility billing and metering, clerical, communication, solid waste and recycling tasks.
2. **Highways and Utilities:** Responsibilities vary upon the season, and include snow removal, fall leaf collection, pothole repairs, paving, sewer maintenance, hydrant flushing, tree planting, storm debris removal, water service maintenance, water main repairs, and sign maintenance.
3. **Public Properties:** Responsible for maintaining public properties and managing the Everett Arena.
4. **Equipment Services:** Responsible for repairing, servicing, and maintaining City-owned vehicles and maintaining the automated fuel system.

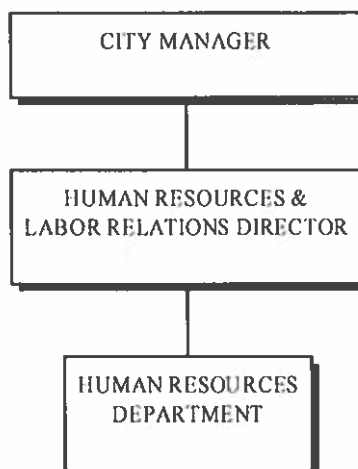
# HUMAN RESOURCES DEPARTMENT

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## Mission

To recruit, develop and retain a highly qualified, diverse and motivated workforce.

## HUMAN RESOURCES DEPARTMENT ORGANIZATIONAL CHART



## Core Responsibilities

1. Oversee six primary areas of responsibility: Benefits and Wellness Administration; Safety Management; Training and Professional Development Coordination; Leave Management; Recruiting; and Employee/Labor Relations.
2. Manage benefit administration for City of Concord employees and retirees.
3. Manage the Human Resources Information System, which includes new hire entries, pay changes, terminations, and maintenance of all position and pay data.
4. Manage compliance issues for local, state and federal regulations, including the Family Medical Leave Act, the American's with Disabilities Act, Equal Employment Opportunity, the Civil Rights Act, and others.



# HUMAN SERVICES DEPARTMENT

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## Mission

To provide interim assistance to individuals in desperate need and to encourage community involvement to help break the cycle of poverty.

## HUMAN SERVICES DEPARTMENT ORGANIZATIONAL CHART



## Core Responsibilities

1. Per NH RSA 165:1, provide assistance to those who are unable to meet their most basic needs. Basic needs include food, rent, shelter, utilities, prescriptions and indigent funeral expenses.
2. Make referrals to other community resources in order to further assist applicants/recipients.
3. Pursue all avenues for reimbursement as allowed under RSA 165:1.
4. Maintain a donation supported pantry that is stocked with food, hygiene products, paper and cleaning supplies, diapers, and other items to help meet some basic human needs.

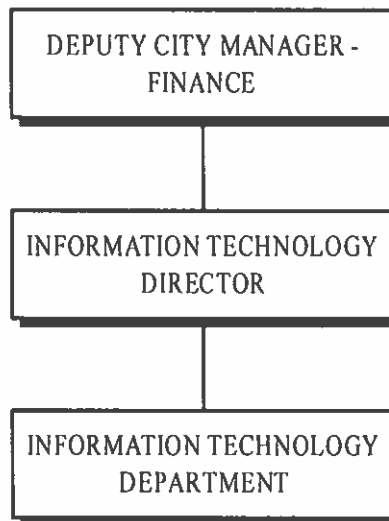
# INFORMATION TECHNOLOGY DEPARTMENT

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## Mission

To provide and support reliable, high quality, cost-effective technologies and technology-based services in a timely manner to all clients of City services.

## INFORMATION TECHNOLOGY DEPARTMENT ORGANIZATIONAL CHART



## Core Responsibilities

1. Database Analysts and System Development: Support all database and Enterprise Resource Planning systems across all departments, including, but not limited to fleet management, personnel records, telephone records, SQL reporting functions, as well as day-to-day support of integrated disparate systems.
2. Network and Operations Management: Support all network activities, security, system access, hardware management, virtualized software management, printing, servers, desktop systems and helpdesk responses.

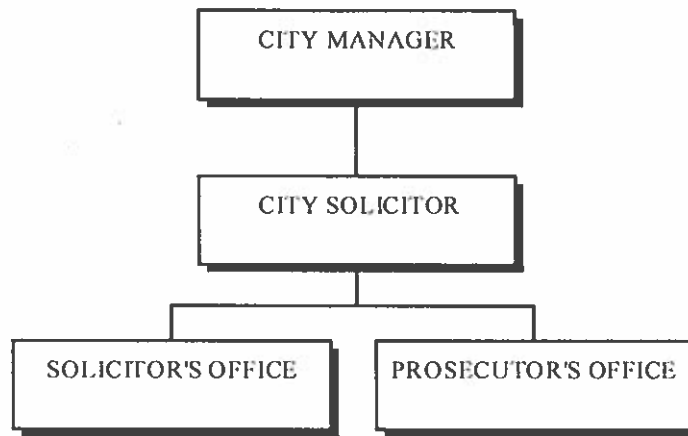
# LEGAL DEPARTMENT

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## Mission

To ensure that all actions of the City are within the powers granted to it by the Legislature and to prosecute those persons charged with violating state or local law and see that justice is done.

## LEGAL DEPARTMENT ORGANIZATIONAL CHART



## Core Responsibilities

1. The City Solicitor's Office provides legal services to the City Council, various committees, City boards and commissions, the City Manager and department heads.
2. The City Solicitor's Office represents the City in all matters in which it has an interest coming before any Court, tribunal, quasi-judicial, or legislative body; and commences and defends all actions and suits involving the City or any of its officers in their official capacity.
3. The City Prosecutor's Office reviews all criminal complaints for filing in the 6<sup>th</sup> Circuit – District Court, as well as the Juvenile Court, for the Concord Police Department, and by contract with the Towns of Loudon, Bow and Dunbarton. The office handles court proceedings, which includes making recommendations to the Court on the disposition of cases, interviewing witnesses, and providing counsel to the police on the gathering of evidence, filing of charges, and other legal matters.

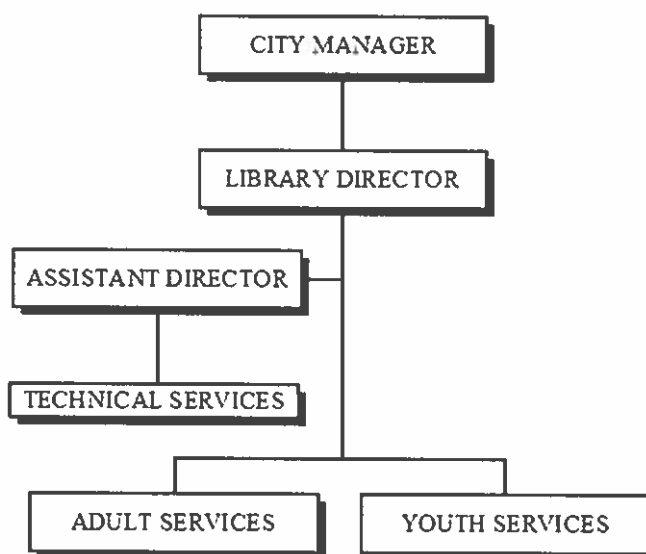
# LIBRARY

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## Mission

To connect individuals with resources in order to enhance lives and build community.

## LIBRARY DEPARTMENT ORGANIZATIONAL CHART



## Core Responsibilities

1. The Technical Services Division is responsible for all acquisitions, cataloging and bibliographic control of library collections; Integrated Library Systems (ILS) and online management; processing and repairing of materials; and obtaining interlibrary loan materials for patrons. The Assistant Director helps to manage the day-to-day operations of the library and serves as the Interim Director when needed.
2. The Adult Services Division is responsible for all aspects of public service to adult patrons including circulation, reference, preservation of historic materials, technical troubleshooting for the public, readers' advisory, collection development, outreach, marketing, and programming.
3. The Youth Services Division is responsible for all aspects of public service for patrons age birth to 18 years of age and their families. The division is responsible for planning, promoting, and providing all youth programming, as well as collection development, readers' advisory, and outreach to school and external organizations that service children and teens.

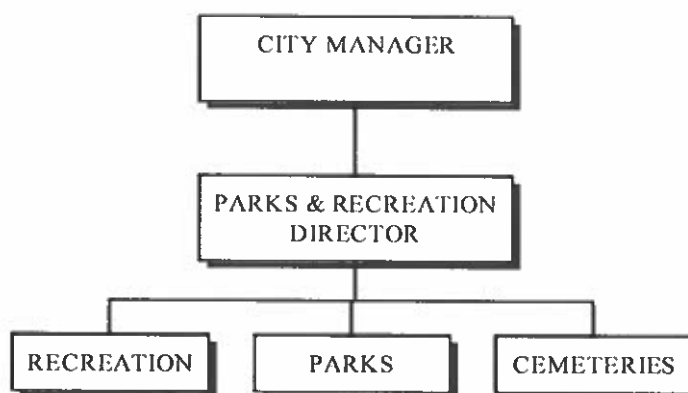
# PARKS & RECREATION DEPARTMENT

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## Mission

The Parks and Recreation Department is committed to engaging our community with safe, fun, inclusive opportunities to enhance health and wellness by providing programming, parks and recreation facilities.

## PARKS & RECREATION DEPARTMENT ORGANIZATIONAL CHART



## Core Responsibilities

1. Provide quality recreational opportunities in Concord.
2. Manage the scheduling of City parks, the City Auditorium, community pools and community centers.
3. Create seasonal brochures and marketing materials, and manage the Department's web site and social media sites.
4. Handle marketing and registration for the Department's programs, sports leagues, camps and events.
5. Manage and maintain the Multi-generational Citywide Community Center and the Merrimack Lodge at White Park.
6. Maintain all neighborhood parks and cemeteries.
7. Oversee the fiscal operations of the Department.

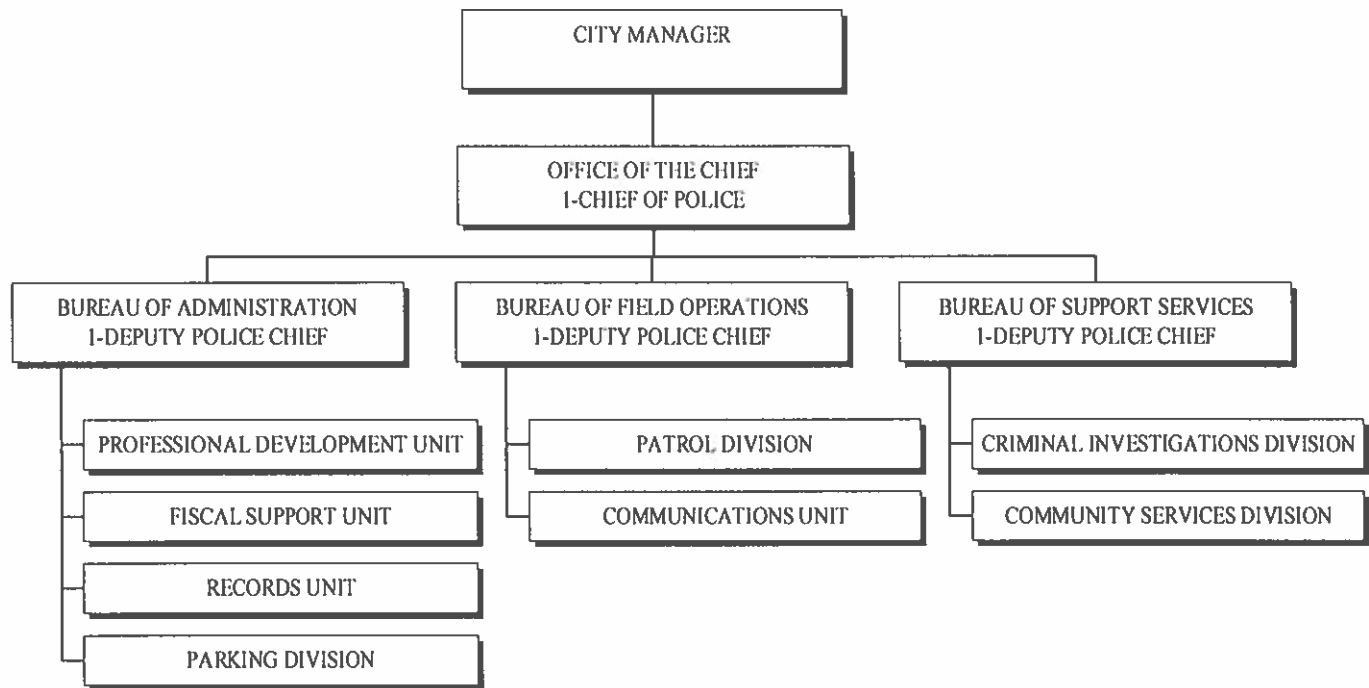
# POLICE DEPARTMENT

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## Mission

To protect life and property, maintain order and attempt to resolve the community's needs by coordinating the required resources.

## POLICE DEPARTMENT ORGANIZATIONAL CHART



## Core Responsibilities

1. The Bureau of Administration oversees all of the fiscal functions and responsibilities of the Department, as well as the in-service training of Department personnel and recruitment of new personnel. The Bureau of Administration also maintains police records and oversees Department equipment, vehicles, and facilities. The Department's Parking Division also operates under this Bureau.
2. The Bureau of Field Operations consists of both the Patrol Division and the Communications Unit. The Patrol Division performs day-to-day police functions, which includes responding to calls for service, traffic enforcement, criminal investigation, and community policing initiatives. The Communications Unit receives information via various mediums and subsequently dispatches the information to officers in the field. The Communications Unit also coordinates the dissemination and retention of criminal history and motor vehicle records.
3. The Bureau of Support Services consists of the Criminal Investigations Division and Community Services Division. The Criminal Investigations Division investigates major criminal offenses, drug investigations, computer crimes, and juvenile offenses. The Community Services Division coordinates the Department's efforts in community policing and community engagement. The Police Social Worker position provides intensive case follow-up with community members in crisis. The goal of the program is to better track vulnerable groups to ensure they are connected to the appropriate social services.