



# CITY OF CONCORD

*New Hampshire's Main Street™*

## REPORT TO MAYOR AND THE CITY COUNCIL

**FROM:** Earle M. Chesley, P.E., General Services Director  
Jennifer Johnston, Director of Human Resources and Labor Relations

**DATE:** November 20, 2017

**SUBJECT:** Establish three new positions in General Services

### **Recommendation**

Accept this report and set for public hearing next month for consideration by the Mayor and City Council establishing three new job descriptions:

- Administration Division Manager (Labor Grade 22),
- Assistant Administration Division Manager (Labor Grade 21),
- Maintenance/Operations Flex Technician (Labor Grade 8).

### **Background**

With the recent resignation of the long tenured Deputy General Services Director, the General Services Department reviewed its current senior managerial alignment and the continued need to develop entry level workforce labor, and proposes to the following:

- to consolidate the current duties and responsibilities of the Business Manager position and the Solid Waste Manager position into a new position titled Administration Division Manager,
- to establish a second new position, the Assistant Administration Manager and vacate the current Business Analyst position within the Department.

Thus three administrative and managerial positions are reduced to two positions.

The Department proposes to also establish a new entry level workforce labor position titled Maintenance/Operations Flex Technician.

The need for this position was articulated in the Fiscal Year 2017 Budget as a Program Change Request titled Workforce Initiative. Due to funding constraints, the position was not funded at the time the City Manager submitted the budget to the Mayor and City Council. It is the intention of this new position to provide an entry level career development position that will be trained in the areas of work performed by the Highway and Utilities Division, Public Properties Division, Administrative Division (water metering and backflow), and Equipment Services Division in up to eight, six-week cycles for a period of up to a year that is designed to ultimately lead to a full time position in one of these divisions. Upon successful transition of the Maintenance/Operations Flex Technician to employment in one of the Operating Divisions, a new candidate will be hired into the career development position to keep ready and develop a potential candidate for subsequent openings.

Through a realignment of senior managerial and administrative staff, the Department is able to provide additional direct labor to enhance public services and improve staff development with no increase in full time employee equivalents and a savings to the General Fund.

## **Discussion**

Each new position is discussed below.

### **Administration Division Manager**

With the City no longer actively dependent upon the Concord Solid Waste/Resource Recovery Cooperative, the 'Co-op', for solid waste disposal and having successfully entered into a ten year contract for solid waste and recycling collection and disposal services, the demands upon the Department no longer require a full time equivalent employee to manage the City's solid waste stream. The remaining duties relating to customer service and timely responding to and resolving daily operational issues and managing the Downtown Solid Waste may be merged with the duties of the current Business Manager position (Labor Grade 22). Since this new position will continue to oversee water billing and solid waste collection, two areas where the Department regularly interacts with our residents; the position will take on a new responsibility to oversee external customer service and positive community engagement throughout the Department. The proposed Administration Division Manager is slated to be a Labor Grade 22, and will continue to be an integral component in assembling and monitoring the Department's \$28 million dollar operating budget across five funds. The Solid Waste Manager position, proposed to be vacated, is a Labor Grade 21.

### **Assistant Administration Division Manager**

Consolidating solid waste and budgetary responsibilities into a division head level will require support of an Assistant Division Manager to, in part, assist with the preparation of annual capital and operating budgets, independently resolving administrative issues for the division, and handling confidential and/or sensitive information requiring discretion for the Director, Deputy Director and the Department's Division Heads. Additionally, the position will manage and evaluate all solid waste contracts, solid waste hauler permits and annual calculation of the fees

associated with the Downtown Solid Waste Removal District. This position will be responsible for the supervision of the division's administrative staff as well. Finally, this position will be responsible to act in the Administration Division Manager role when necessary. The Assistant Administration Division Manager position is proposed to be a Labor Grade 21. The Business Analyst position, to be vacated, is a Labor Grade 20.

### **Maintenance/Operations Flex Technician**

This new position is a Labor Grade 8 and will perform various entry level routine duties involving the construction, repair, cleaning, and maintenance of city streets, public squares, water distribution and waste water collection systems, public buildings, pools, recreation and other facilities throughout the City. As noted earlier, it is the intent of this position to provide needed career development and training for an entry level position in the Highways and Utilities, Public Properties, Equipment Services and Administrative Services (metering and backflow prevention) Divisions. The employee would remain on probationary status for up to one year or until filling a vacant position in one of these divisions.

It is estimated the current budget will realize an estimated savings of \$65,000 by establishing these positions and implementing this realignment in the General Services Department.

Additionally, the proposal provides the General Services Department the workforce initiative and training program to develop an entry level employee training program for four of the six Department's divisions. The Department will continue to seek a similar program to develop employees to meet future needs at our three water and waste water plants.

The proposal is reflective of the General Services Department long standing commitment to succession planning to advance and continually improve its effectiveness in supporting the community's most basic quality of life.

Cc Thomas J. Aspell, Jr., City Manager