



CITY OF CONCORD

Report to Mayor and City Council

DATE: August 11, 2022
TO: Mayor and City Council
FROM: Earle M. Chesley, P.E., Director of General Services
SUBJECT: Arena Position Reclassification

Recommendation

Approve this report and set for public hearing the addition to Schedule D of a full-time Ice Maintenance Technician.

Background

The City has been maintaining the ice at the Everett Arena using a full-time Maintenance Aide and temporary positions. For many years, this model has worked for the City; however, in today's climate of ice time and quality demands, the hockey community is expecting year-round attention to maintenance of the Arena, to include the HVAC systems.

During the FY 2023 budget process, General Services put forth a Program Change Request to address the Arena's needs requesting the creation of a shared Maintenance Technician position, which would work on pools during the summer and on Arena concerns the remaining time. This was not moved forward.

The pending retirement of the Arena's current Maintenance Aide warrants revisiting the staffing discussion. The upcoming retirement of a long time Maintenance Aide later this month provides an opportunity for the Arena to implement a staffing reclassification that can enhance the users' experience at the Arena.

Discussion

The Arena prides itself on quality ice and maintenance of facilities. In order to attract the right candidate to care for the maintenance of the Arena, and in light of the current employment landscape of New Hampshire, it is the right time to consider elevating the soon-to-be-open

position from a Labor Grade 8, Maintenance Aide, to a Labor Grade 11, Ice Maintenance Technician.

The position of an Ice Maintenance Technician will help improve the conditions at the Arena and will help ensure that the highest level of customer service is being provided. In addition to ice quality, during the summer months, the HVAC systems and other building systems require maintenance that cannot be completed during the ice-skating season. This maintenance is completed by working around the Arena shows and roller-skating program. This new position will supervise and lead the ice maintenance team that is comprised of temporary part time staff. This new position will also help allow the Arena to command rates based on the quality of our ice. With these responsibilities, it is critical to have appropriate staff in place to work closely with the Arena Manager to schedule, plan, organize, and execute all of these activities. This new position would perform a segment of technical skills typically completed by the Arena Manager. The delegation of these duties would free up time for the Arena Manager to spend on expanding the arena business.

In summary:

- No immediate impact to the Arena pro forma. Even though we are looking to upgrade the position from a LG 8 to 11, with current employee at the top of the scale we would not see an impact till FY 24. At that point this would only be to the step increase percentage through the remaining steps till FY 32.
- A more appropriate classification of the duties required. More technical skills relating to the operation of the refrigeration system. We feel that this on-scene expertise will be important in view of the new EPA regulations regarding the operation of the ammonia plant.
- A real specialist in ice maintenance. We will require industry specific certification in this area. Additionally, this position will serve as the lead of the ice maintenance team comprised mostly of part-time staff. One of the reasons we can command high ice rates in the area is due to the quality of the ice. We want to protect this advantage.

This position is proposed as a Labor Grade 11, with a wage range of \$19.60 to \$28.39 per hour. We would anticipate filling this position starting November 1, 2022.

	Remainder of FY23	Full Annual Cost
FT Ice Maintenance Technician Wages & Benefits	\$51,125.00	\$70,645.00
FT Maintenance Aide Wages & Benefits Savings	\$56,195.00	\$73,395.00
Net Decreased Costs	\$4,070.00	\$2,750.00

cc: Jennifer Johnston, Director of Human Resources and Labor Relations
Jay Burgess, Public Properties Superintendent
Jeff Bardwell, Arena Manager