

AGENDA

COMMITTEE ON HUMAN RESOURCES/INSURANCE

December 06, 2016
Aldermen Hirschmann, Ludwig,
Long, Shea, Katsiantonis

6:00 p.m.
Aldermanic Chambers
City Hall (3rd Floor)

1. Chairman Hirschmann calls the meeting to order.
2. The Clerk calls the roll.
3. Vitals SmartShopper Report.
(Note: Provided for informational purposes only; no action required.)
4. Summary of outstanding arbitrations and grievances submitted by Daniel Cocuzzo, Chief Negotiator.
(Note: Provided for informational purposes only; no action required.)
5. Vacancy requisition requests and approvals report submitted by the Human Resources Director.
(Note: Provided for informational purposes only; no action required.)
6. Communication from Mark Brewer, Airport Director, requesting approval for the Manager, Airport Operations and Facilities to be added to the list of exempt employees eligible for overtime pay.
Gentlemen, what is your pleasure?
7. Communication from Kevin Sheppard, Public Works Director, requesting two exempt positions; Parks Operations Manager and Facilities Maintenance Supervisor, be eligible for overtime pay.
Gentlemen, what is your pleasure?

8. Request for reorganization of the Central Fleet Services Department submitted by Kevin O'Maley, Central Fleet Services Director.
Gentlemen, what is your pleasure?

9. Communication from Philip Croasdale, Water Works Director, requesting the elimination of a Meter Reader I position and the addition of a Public Service Worker II position.
Gentlemen, what is your pleasure?

10. Discussion regarding the Hillsborough County North drug court.
(Note: Referred by the Board on 11/1/16.)
Gentlemen, what is your pleasure?

TABLED ITEMS

(A motion is in order to remove any item from the table.)

11. Report of the committee advising that the Member Medical presentation has been received and filed.
(Note: Referred back to the committee by the Board of Mayor and Aldermen at a meeting held on October 18, 2016.)

12. Discussion regarding the budgeted position for a LADAC.
(Tabled 6/7/16)

13. If there is no further business, a motion is in order to adjourn.

Jane Gile
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

November 21, 2016

To: Keith Hirschmann, Chair
Human Resources and Insurance Committee

From: Jane E. Gile, HR Director 

RE: Vitals SmartShopper Report

COMPASS Reports

Attached is the City of Manchester YTD claim report through October 2016. The gross savings dropped last month, but Vitals is optimistic that shopping will pick up in November and December. The shopping rate is over 15%. Remicade is at 44%. The average savings is \$893.09.



SmartShopper Program Summary - City of Manchester
 Monthly Summary for October 2016



Savings Summary								
	Gross Savings	Incentives Paid	Claims Savings	Program Fees	Net Savings*	ROI	Incentive ROI**	Total Cases
MTD	\$25,600	\$2,325	\$23,275	\$4,655	\$18,620	367 %	1,001 %	32
QTD	\$25,600	\$2,325	\$23,275	\$4,655	\$18,620	367 %	1,001 %	32
YTD	\$305,010	\$21,900	\$283,110	\$56,622	\$226,488	388 %	1,293 %	317

* Net Savings = Gross Savings - Incentives - Program Fees

** Incentive ROI measures the return on incentive dollars and does not include any program fees

Population Summary

Measure	October 2016	Year To Date
Distinct Members	3,061	
Distinct Members with a Claim	351 (11%)	1,645
Distinct Members with Shopping Activity	29 (1%)	240
Distinct Members with an Incentive Paid	29 (1%)	176

Conversion Rate Summary Year-to-Date

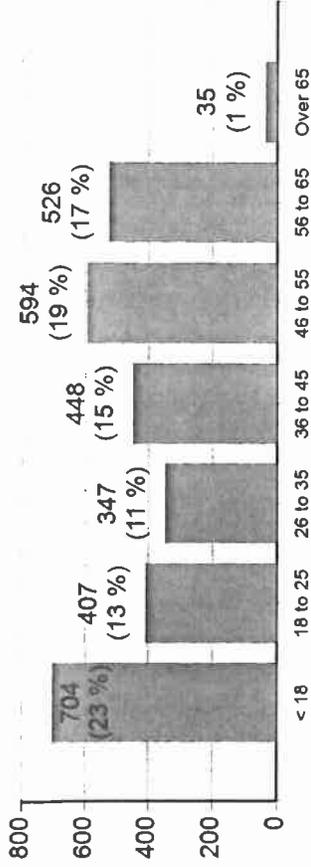
Shopping Rate	15.3 %	The Shopping Rate is the rate at which members search online or via call center compared to claims volume
Conversion Rate	43.2 %	The Conversion Rate is the percentage of members who chose a cost effective location after shopping with SmartShopper
Redirection Rate	6.6 %	The Redirection Rate is the total percent of all claims that were redirected to a lower-cost location
Avg Savings Per Search	\$386.23	The Average Savings Per Search is the average actual savings each time someone shops with SmartShopper
Avg Savings Per Incentive	\$893.09	The Average Savings Per Incentive is the average actual savings for each incentive earned



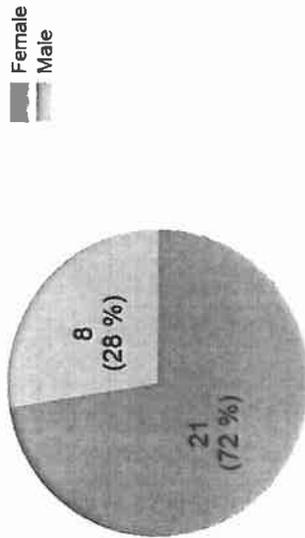
Distinct Members by Gender



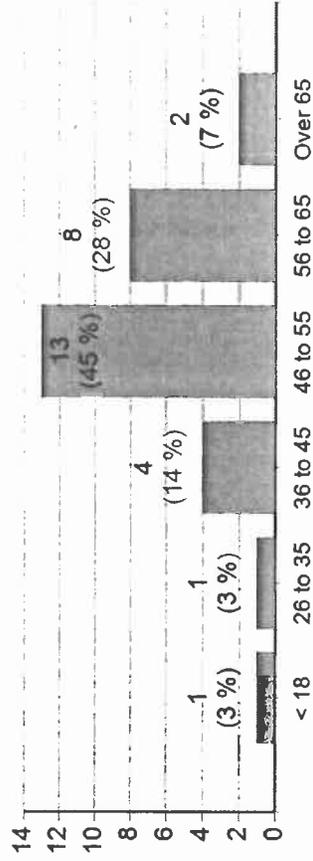
Distinct Members by Age



Distinct Shoppers by Gender



Distinct Shoppers by Age

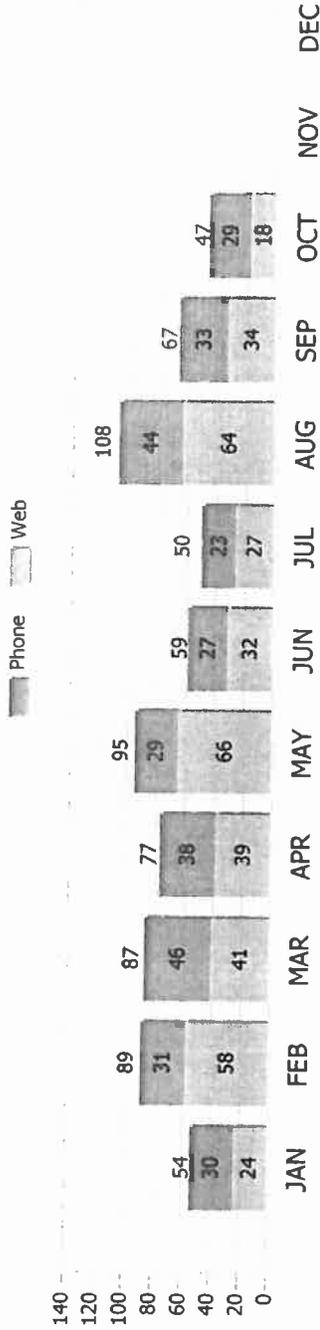




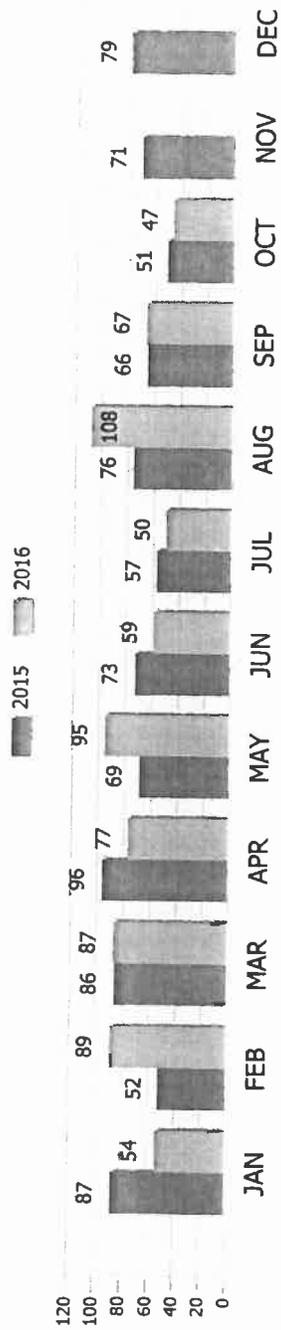
SmartShopper Program Summary - City of Manchester
Monthly Summary for October 2016



Shopping by Month this Year



Shopping Year over Year



Cost-Effective Breakout by Service (All numbers are Total Year-to-Date)

SmartShopper Service	Incurring Claims	Shopping Activity	Incentives Paid	Success Rate	Claims Savings	Avg Savings per Case (Actual)	SmartShopper Average Savings per Case	SmartShopper Potential Savings	% of Savings
Back Surgery	11	7	0	0%	\$0	\$0	\$2,734	\$30,072	0.0%
Bariatric Surgery	0	5	0	0%	\$0	\$0	\$17,830	\$0	0.0%
Bladder Repair (Sling)	8	0	0	0%	\$0	\$0	\$7,043	\$56,344	0.0%
Bone and Joint Imaging	6	1	0	0%	\$0	\$0	\$169	\$1,012	0.0%
Bone Density	38	6	6	16%	\$760	\$127	\$128	\$4,098	0.3%
Breast Biopsy	9	0	0	0%	\$0	\$0	\$1,378	\$12,402	0.0%
Bronchoscopy	0	1	0	0%	\$0	\$0	\$0	\$0	0.0%
Bunionectomy	2	2	0	0%	\$0	\$0	\$0	\$0	0.0%
Carpal Tunnel	5	0	0	0%	\$0	\$0	\$1,756	\$8,781	0.0%
Cataract Removal	11	5	1	9%	(\$50)	(\$50)	\$1,795	\$17,946	0.0%
Colonoscopy	118	74	22	19%	\$27,280	\$1,240	\$971	\$93,239	9.6%



SmartShopper Program Summary - City of Manchester
Monthly Summary for October 2016



SmartShopper Service	Incurring Claims	Shopping Activity	Incentives Paid	Success Rate	Claims Savings	Avg Savings per Case (Actual)	SmartShopper Average Savings per Case	SmartShopper Potential Savings	% of Savings
CT Scan	281	11	4	1 %	\$1,467	\$367	\$648	\$179,406	0.5 %
Dilation & Curettage - D&C	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Ear Tubes	14	1	0	0 %	\$0	\$0	\$428	\$5,996	0.0 %
Education Call	0	18	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Gall Bladder Surgery	10	2	0	0 %	\$0	\$0	\$2,703	\$27,031	0.0 %
Hammertoe Correction	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Hernia Repair	12	1	0	0 %	\$0	\$0	\$3,593	\$43,112	0.0 %
Hysterectomy	3	0	0	0 %	\$0	\$0	\$1,359	\$4,076	0.0 %
Hysteroscopy	13	0	0	0 %	\$0	\$0	(\$100)	(\$1,300)	0.0 %
Knee Surgery	18	5	1	6 %	\$2,133	\$2,133	\$3,067	\$52,140	0.8 %
Lab/Blood Work	2,587	267	166	6 %	\$40,211	\$242	\$255	\$618,137	14.2 %
Lithotripsy - Kidney Stones	5	2	0	0 %	\$0	\$0	\$4,494	\$22,472	0.0 %
Mammogram	491	68	33	7 %	\$2,015	\$61	\$67	\$30,562	0.7 %
MRI	283	114	23	8 %	\$16,407	\$713	\$720	\$187,188	5.8 %
PET Scan	7	0	0	0 %	\$0	\$0	(\$15)	(\$105)	0.0 %
Physical Therapy	373	71	31	8 %	\$61,684	\$1,990	\$1,944	\$664,848	21.8 %
Prostate Surgery	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Remicade Therapy	36	15	16	44 %	\$105,488	\$6,593	\$7,446	\$148,912	37.3 %
Shoulder Surgery	20	4	2	10 %	\$18,021	\$9,010	\$5,428	\$97,706	6.4 %
Sinus Surgery	47	10	2	4 %	\$2,807	\$1,404	\$3,242	\$145,869	1.0 %
Spinal Fusion	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Thyroid Removal	0	1	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Tonsils and Adenoids	6	1	0	0 %	\$0	\$0	\$1,588	\$9,529	0.0 %
Tubal Ligation	6	0	0	0 %	\$0	\$0	\$4,784	\$28,702	0.0 %
Ultrasound	287	20	6	2 %	\$1,525	\$254	\$141	\$39,636	0.5 %
Upper GI	69	21	4	6 %	\$3,362	\$841	\$1,093	\$71,052	1.2 %
Urethra and Bladder Scope	17	0	0	0 %	\$0	\$0	\$581	\$9,883	0.0 %
Uterine Tissue Biopsy	0	0	0	0 %	\$0	\$0	\$854	\$0	0.0 %
Totals	4,793	733	317	6.6 %	\$283,110			\$2,608,743	



SmartShopper Program Summary - City of Manchester
 Monthly Summary for October 2016

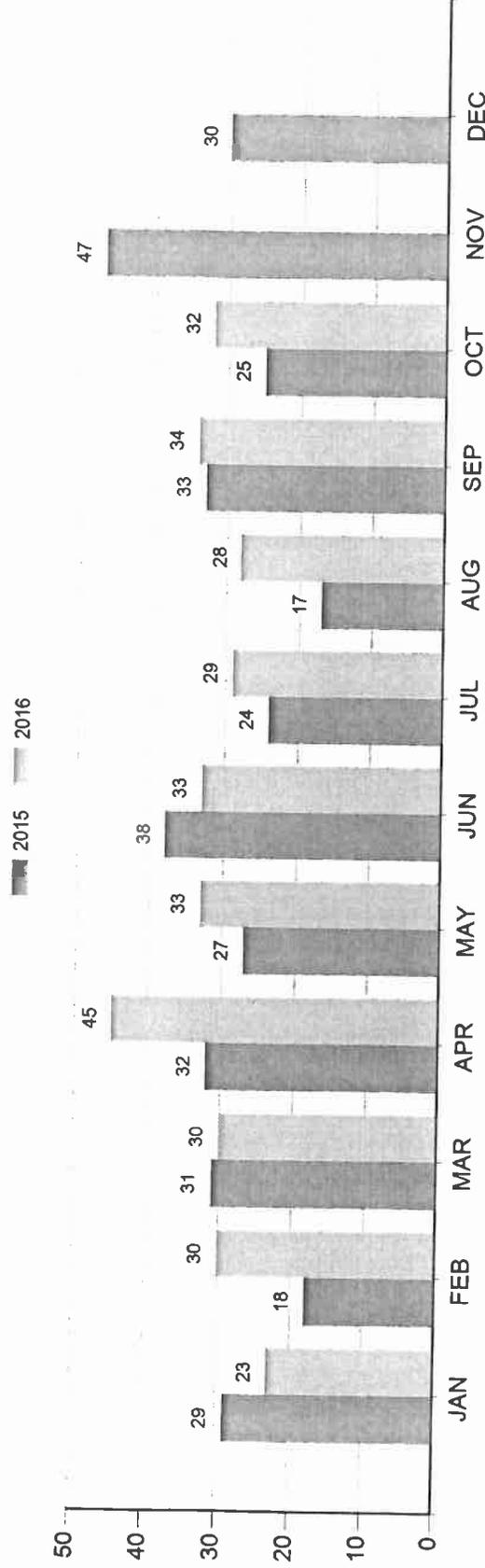


Cost-Effective Breakout by Service Measure Definitions

The following metrics are broken out for the specified medical procedure/year/employer group:

- Incurring Claims:** Count of claims (per distinct date of service per member)
- Shopping Activity:** Total count of searches by members and Compass agents
- Incentives Paid:** Number of Incentives Paid due to usage of a suggested cost effective provider
- Success Rate:** Number of Incentives Paid/Incurred Claims.
- Claims Savings:** Sum of the savings for each incentive paid (calculated as destination cost-actual cost - incentive paid)
- Average Savings per Case (Actual):** Savings/Incentives Paid for Grouping
- SmartShopper Average Savings per Case:** Average Savings per Incentive Paid across the regional SmartShopper book of business for comparison purposes.
- SmartShopper Potential Savings:** (Claims-Cost-effective)* (SmartShopper Average Savings per Case)
- % of Savings:** Claims Savings/Total Savings (for all procedures)

Incentives Year Over Year

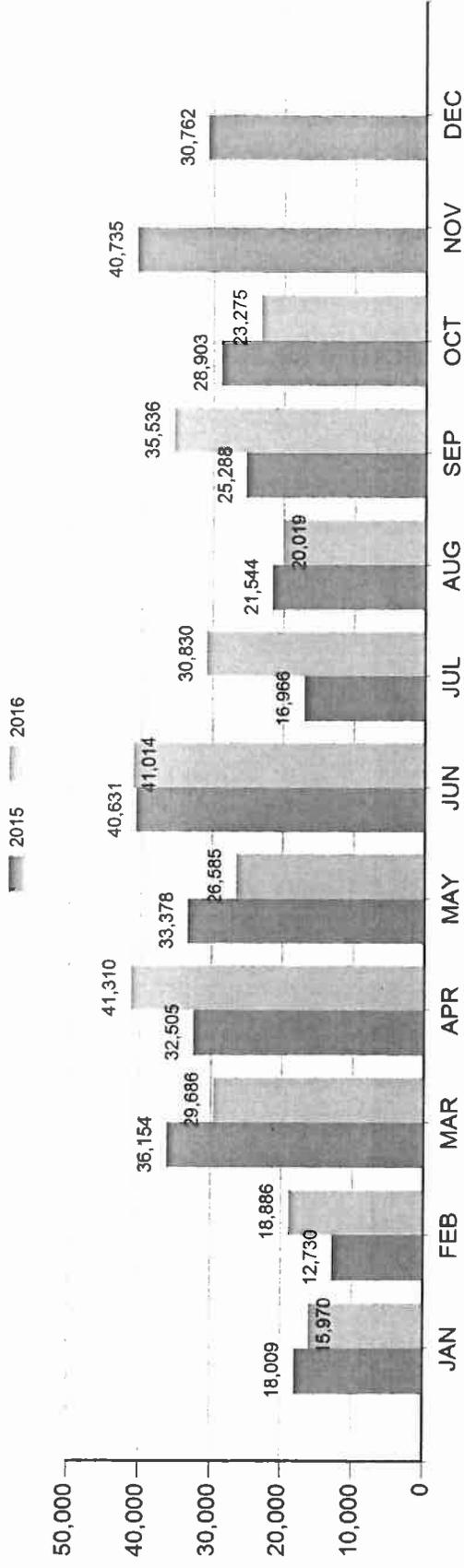




SmartShopper Program Summary - City of Manchester
Monthly Summary for October 2016



Claims Savings Year Over Year



Jane Gile
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

November 28, 2016

To: Human Resources and Insurance Committee

From: Daniel Cocuzzo, Esq., Employee Relations/Chief Negotiator

Re: INFORMATIONAL ONLY: Summary of Grievances and Arbitrations

Attached is a summary document of union grievances and arbitrations as of November 28, 2016 that are outstanding and/or settled in Calendar Year 2016.

Calendar year 2016 - November
Outstanding and Settled Grievances and Arbitrations
As of November 28, 2016

Department	#-year	GRIEVANCE	STATUS	ARB #/DATE	OUTCOME
AFSCME - P&R	10-15	Qualifications and Promotion Class Action	Pre-Arb. 6/19/15	Arbitration TBD	
AFSCME-EPD	11-15	Article 6.1 Seniority and Promotion WM	Pre-Arb. 8/6/2015	9/9/2016 Arb. Cooper	Awaiting decision
AFSCME-Highway	13-15	Article 6.1 Seniority and Promotion BC	Pre-Arb. 10/29/15	Arbitration September 9, 2016 Arb. Cooper	Awaiting decision
AFSCME-Highway	1-16	Plus Rate in accordance w/Article 9	Pre-Arb. 2/23/2016		Union to supply additional information
AFSCME-DPW-Class Action	2-16	Use of paid leave on Floating Holiday	Pre-Arb. 2/2/2016		Settled, Non-precedent setting one time reimbursement of day
AFSCME-Fleet-Class Action	3-16	OT and merging of regular and snow emergency shifts	Pre-Arb. 2/23/2016		Settled. Allowing Department Head flexibility on scheduling. No cost to the city
AFSCME-Fleet	4-16	Floating Holiday an Paid Leave	Pre-Arb. 2/23/16		Settled. Non-precedent setting one time reimbursement of day

AFSCME-Fleet	5-16	Training not issued by seniority	Pre-Arb. 4/26/2016	Put into abeyance with possible resolution in contract negotiations
AFSCME-Fleet	6-16	Overtime call in procedure	Pre-Arb. 4/26/2016	Put into abeyance with possible resolution in contract negotiations
AFSCME-Fleet	7-16	Not paid for training	Pre-Arb. 4/26/2016	Put into abeyance with possible resolution in contract negotiations
AFSCME-EPD	8-16	No Just Cause for discipline	Pre-Arb. 5/11/2016	Settled-reduce written reprimand to verbal with conditions
AFSCME-EPD	9-16	No just cause for discipline	Pre-Arb. 5/11/2016	Settled-Remove verbal warning after 8 months
AFSCME-MASTER	10-16	Dispatcher rotation	Pre-Arb. 7/14/2016	Grievance was withdrawn
AFSCME-MASTER	11-16	Verbal Warning-No just cause for discipline	Pre-Arb. 8/23/2106	Parties agreed to remove the verbal warning after 6 months unless there is a similar and like conduct

AFSCME-Master	12-16	Docked 2 hours pay-Dress code and verbal warning	Pre-Arb. 8/23/2016	Agreed to reimburse the grievant as long as the union did not challenge the issued dress policy henceforth regarding shirts. No resolution on verbal to date.
AFSCME-Master	13-16	Plus Rate bypass	Pre-Arb. 9/7/16	Union withdrew grievance
AFSMCE-Master	14-16	Harassment	Pre-Arb. 9/7/16	No resolution at the Pre-Arb. Grievance may still be processed to arbitration
AFSCME-Master	15-16	By pass and grievant not given interview.	Awaiting date on pre-arb.	
AFSCME - Master	16-16	Plus Rate	Awaiting date on pre-arb.	
IAFF-Firefighters	1-16	No just cause for discipline	Pre-Arb. 4/7/2016	Settled-reduce written reprimand to verbal
MAPS	1-16	Health Insurance cost share promotion into unit	Arbitration 10/16	Awaiting decision
MPPA	1-16	Termination	Pre-Arb. 8/2/16	Arbitration TBD
MPPA	2-16	A-Step	Pre-Arb. Held 8/26/16	Arbitration TBD
				Awaiting a December date for arbitration.

USW-Waterworks	4-14	FLSA Overtime Issue	Pre-Arb. 6/27/2012	Arbitration 3/9/2016 Arb. Martin	Arbitration Decision May 27, 2016 for the city
USW-Waterworks	5-15	Promotion not awarded to member	Pre-Arb. 4/15/2014	Arbitration 3/7/2016 Arb. Ellis	Arbitration decision May 11, 2016 for the city
USW-Waterworks	6-15	Temporary Employee and assignment of OT	Pre-Arb. 9/15/2015	Arbitration Zuckerman 2/18/2016	Arbitration decision issued May 13, 2016 for the city
USW-Waterworks	7-15	Retaliation for filing grievance	Pre-Arb. 9/15/2015	Arbitration Zuckerman 2/18/2016	Arbitration decision issued May 13, 2016 for the city
USW-Waterworks	1-16	Discrimination in the selection process	Pre-Arb. 4/12/2016	Arbitration held on October 6, 2016. Arb. Cooper	Awaiting decision.
USW-Waterworks	2-16	Use of paid leave on Floating Holiday	Pre-Arb. 2/16/2016	Arb. Date to be announced	Settled, non precedent setting 1 time reimbursement of day.
USW-Waterworks	3-16	"Underfilling" in violation of preamble, Articles 11.8, 36.2 and long standing past practice	In grievance process		
USW-Waterworks	4-16	Failure to respond to grievance	In grievance process		
USW Water Works	G-0058-27	Failure to allow grievant at arbitration	In grievance process		
ULP		Denial to release attendance records of all MWW applicants for promotion and those promoted for the past 5 years		12/17/2015 Adj. Hearing	Union prevailed

Jane Gile
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

November 28, 2016

To: Keith Hirschmann, Chair
Human Resources and Insurance Committee

From: Jane E. Gile, HR Director 

Through: Jackie Curtis, Administrative Services Manager

RE: Vacancy Requisition Requests and Approvals Through November 28, 2016

Attached is the Requisition Request Report for the filling of vacant positions. The report reflects the current practice of submitting the request first to HR for verification of the vacancy. Once confirmed, the request to fill the vacancy is forwarded to the Mayor for his approval.

Please note that prior to the October 4, 2016 BMA meeting, sworn safety personnel were exempt from receiving the Mayor's approval prior to hiring. Thus, the requisition was sent to HR for verification prior to commencing the hiring process.

Requisition Approval Report

10/1/2016 - 11/28/16

Requisition #	Department	Position	Date Received	HR Approval	Sent to Mayor	Mayor Approved
Month of August 2016						
107-50-16	Department of Public Works	Public Service Worker II	8/8/2016	8/8/2016	8/8/2016	10/6/2016
108-10-16	Finance	Accounting Technician	8/9/2016	8/9/2016	8/9/2016	8/17/2016
109-41-16	Health	Health Environmental Specialist	8/15/2016	8/15/2016	8/15/2016	8/15/2016
110-71-16	Library	Library Page	8/11/2016	8/11/2016	8/11/2016	8/29/2016
111-41-16	Health	Health Assistant	8/12/2016	8/12/2016	8/12/2016	10/6/2016
112-41-16	Health	School Nurse	8/15/2016	8/16/2016	8/16/2016	8/17/2016
113-25-16	Airport	Dispatcher	8/16/2016	8/16/2016	8/25/2016	9/27/2016
114-25-16	Airport	Airport Mtce. Wrk. Temp/Seas 18 positions	8/30/2016	8/30/2016	8/30/2016	9/27/2016
Month of September 2016						
120-25-16	Airport	Airport Building Technician	9/19/2016	9/19/2016	9/19/2016	9/27/2016
123-55-16	Central Fleet Services	Equipment Mechanic II	9/23/2016	9/26/2016	9/26/2016	10/6/2016
122-50-16	Department of Public Works	Laborer	9/23/2016	9/23/2016	9/23/2016	11/23/2016
124-50-16	Department of Public Works	Refuse Collector	9/27/2016	9/27/2016	9/27/2016	11/23/2016
125-50-16	Department of Public Works	Refuse Collector	9/27/2016	9/27/2016	9/27/2016	11/23/2016
127-50-16	Department of Public Works	Accounting Specialist II	9/30/2016	9/30/2016	9/30/2016	10/6/2016
121-50-16	Department of Public Works	Equipment Operator II	9/23/2016	9/23/2016	9/23/2016	10/6/2016
115-27-16	Department of Public Works-EPD	WWTP Operator	9/3/2016	9/8/2016	9/8/2016	10/24/2016
116-27-16	Department of Public Works-EPD	WWTP Mechanic	9/6/2016	9/8/2016	9/8/2016	10/24/2016
119-50-16	Department of Public Works-EPD	Equipment Operator II	9/13/2016	9/13/2016	9/13/2016	10/6/2016
118-20-16	Planning & Community Dev.	Mechanical Inspector	9/8/2016	9/8/2016	9/8/2016	9/22/2016
126-33-16	Police	Police Officer	10/3/2016	approved by HR		x
Month of October 2016						
128-50-16	Department of Public Works	Chief Facilities Manager	10/5/2016	10/5/2016	10/5/2016	10/12/2016
129-54-16	Finance - Parking	Cashier	10/5/2016	10/6/2016	10/6/2016	10/12/2016
130-25-16	Airport	Airport Maintenance Worker I	10/6/2016	10/6/2016	10/6/2016	10/24/2016
131-25-16	Airport	Airport Maintenance Worker I	10/17/2016	10/18/2016	10/18/2016	11/14/2016

Requisition Approval Report

10/1/2016 - 11/1/16

Requisition #	Department	Position	Date Received	HR Approval	Sent to Mayor	Mayor Approved
132-13-16	Information Systems	Computer Systems Specialist Assistant	10/18/2016	10/18/2016	10/18/2016	11/17/2016
133-54-16	Finance - Parking	2-p/t Parking Control Officers	10/18/2016	10/18/2016	10/18/2016	10/25/2016
134-50-16	Department of Public Works	Laborer	10/19/2016	10/19/2016	10/19/2016	pending
135-50-16	Department of Public Works	Laborer	10/19/2016	10/19/2016	10/19/2016	pending
136-50-16	Department of Public Works	Laborer	10/19/2016	10/19/2016	10/19/2016	pending
137-50-16	Department of Public Works	Public Service Worker I	10/19/2016	10/19/2016	10/19/2016	pending
138-50-16	Department of Public Works	Recreation Mtce. Worker	10/28/2016	10/28/2016	10/28/2016	pending
139-50-16	Department of Public Works	Laborer	10/28/2016	10/28/2016	10/28/2016	pending
Month of November 2016						
142-10-16	Finance	Accountant I	11/4/2016	11/4/2016	11/4/2016	11/22/2016
141-41-16	Health	Community Health Nurse P/T	11/4/2016	11/4/2016	11/4/2016	pending
144-41-16	Health	Public Health Specialist II P/T	11/16/2016	11/16/2016	11/17/2016	pending
140-20-16	Planning & Community Dev	Planning Technician	11/3/2016	11/3/2016	11/3/2016	11/15/2016
143-33-16	Police	Police Officer	11/10/2016	11/10/2016	11/10/2016	11/22/2016
145-33-16	Police	Emergency Service Dispatcher	11/17/2016	11/17/2016	pending	pending
146-33-16	Police	Emergency Service Dispatcher	11/17/2016	11/17/2016	pending	pending
147-33-16	Police	Police Officer New Grant	11/21/2016	11/21/2016	pending	pending
* effective August 2, 2016 To Mayor for approval.						
** effective October 4, 2016-Fire & Police request go to the Mayor for approval.						



Mark P. Brewer, A.A.E.
Airport Director

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Manchester, NH
03103-7450
Tel: 603-624-6539
Fax: 603-666-4101
www.flymanchester.com

21 November 2016

Alderman Hirschmann
Chairman, Human Resources and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Re: Housekeeping confirmation regarding pay for Manager, Operations & Facilities

Chairman Hirschmann:

In recent weeks, the Board of Mayor and Alderman (BMA) has discussed overtime eligibility for certain exempt employees throughout the City. The job classifications in this category (exempt employees receiving overtime), were identified in the YDA Final Report in 1998.

Effective February 20, 2001, the Board of Mayor and Alderman approved a supervisory position at the Airport entitled; Manager Operations and Facilities. This single position is the Airport's frontline manager during snow removal and other "after hour" emergencies. Since this position's inception, each incumbent has received overtime consistent with the 1998 action for similar positions city-wide.

We would like to reaffirm that this position remains eligible for overtime - consistent with the Airport's intent and the BMA vote of November 4, 1998. To be clear, the Airport is not requesting any new authority or changes in pay status for this individual, merely affirming the current status.

In an attempt to provide total clarity for the HR Department, Airport Management, the incumbent and our personnel records, we respectfully request that your Committee, and subsequently the full BMA, affirm the intent for this position to receive overtime pay during emergencies; consistent with the practice followed for similar positions.

The Airport Enterprise Fund has the resources available to fund this position, including overtime pay. Concurrence with this long-standing past practice will have no impact on the City of Manchester property tax rate.

Thank you for your willingness to address and clarify the status for this critical position.

Sincerely,

A handwritten signature in black ink that reads 'MPB' followed by a horizontal line extending to the right.

Mark Paul Brewer, A.A.E.
Airport Director

MPB/cm

C: J. Gile, HR
C. Braley/MHT
M. Legere/MHT
C. Keefe/MHT

Jane Gile
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

November 21, 2016

Keith Hirschmann, Chair
Human Resources and Insurance Committee
One City Hall Plaza
Manchester, NH 03101

RE: *Manager, Airport Operations and Facilities and Overtime*

Dear HRIC Members:

Over the past several months, HR audited city positions in preparation for changes to the Fair Labor Standards Act (FLSA), which take effect on December 1, 2016. In the course of HR's audit, one airport exempt position was identified as receiving overtime pay (1.5 X hourly rate for hours worked over 40), for which there is no written documentation authorizing the payment.

The approved 1998 Yarger-Decker (Y-D) list of exempt employees eligible for overtime (OT) did not include the position. The position of Manager, Airport Operations and Facilities, grade 23, exempt, was first authorized by the BMA in February 2001, three years after the (Y-D) list was established.

In researching payroll files, the position has received overtime pay since its inception. Neither HR nor the Airport can locate any written documents/minutes that support the OT payment.

However, OT pay for the Manager, Airport Operations and Facilities has been a long-standing practice over several years. It is reasonable to speculate that an agreement may have been reached with the then Airport Director (Dillon) that was never reduced to writing. Within days after the 2001 BMA action adding the new position to the Airport complement, OT was authorized for the employee in the position.

The position is similarly situated as other exempt positions currently on the original Y-D list. It responds to airport emergencies after hours, including snow removal operations, and is responsible for the management of such. The Airport always has funded OT for this position.

Recommendation: Approve that the Manager, Airport Operations and Facilities be added to the list of exempt employees eligible for overtime pay.

Respectfully submitted,


Jane E. Gile, SPHR, SHRM S-CP
HR 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

GRADE	STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6	STEP 7	STEP 8	STEP 9	STEP 10	STEP 11	STEP 12	STEP 13
GRADE 23 Ex	64,083.46	66,005.96	67,986.17	70,025.71	72,126.52	74,290.28	76,519.00	78,814.59	81,179.01	83,614.40	86,122.82	88,706.50	91,367.69
(6U0) H	30.78	31.75	32.68	33.67	34.69	35.73	36.80	37.89	39.04	40.20	41.41	42.64	43.95
O	46.170	47.625	49.020	50.505	52.035	53.595	55.200	56.835	58.560	60.300	62.115	63.960	65.925

9. **Implementation Cost.** Using the above methodology, the implementation cost to the City would be approximately \$1,428,514 or 3.14% of the City's current pay costs. This percentage increase compares favorably to the percentage increases reported by compensation survey respondents for average pay increases last fiscal year. Most respondents in the public sector reported average pay increases of approximately 3% for both exempt and non-exempt positions. Private sector respondents reported slightly higher increases which ranged from 8% to 3% with most in the 4% to 5% range.

10. **Fair Labor Standards Act (FLSA) Designations.** As a part of this Final Report, YDA has provided the City with its recommendations regarding the FLSA designation for each class of positions. YDA found that approximately 53 classes of positions that have been designated as non-exempt by the City but that should be designated as exempt and that 1 class that has been designated as exempt that should be designated as non-exempt. Employees that are in classes of positions that are designed as non-exempt must be paid overtime for hours worked beyond 40 hours per week. Non-exempt employees may choose to accept compensatory time off for overtime but it is the employee's choice to accept or not accept compensatory time in lieu of paid overtime. Employees that are in classes of positions that are designated as exempt are not entitled to paid overtime or compensatory time off for hours worked beyond 40 hours per week. However, the City may provide paid overtime or compensatory time off for such employees at the City's option for reasons and under terms and conditions determined by the City. It is YDA's recommendation that those employees designated as non-exempt be provided with paid overtime for hours worked beyond 40 hours per week as required by FLSA and that those employees designated as exempt not be paid overtime or provided with compensatory time off except as provided below:
 - A. For employees in those exempt classes of positions whose duties and responsibilities require them to regularly work with non-exempt employees over whom they have direct supervision and where such employees are paid overtime on a frequent basis to the extent that such non-exempt employees may receive a greater amount of gross annual pay than the exempt supervisor and/or where the payment of overtime to an employee in an exempt class was a part of the employee's original employment agreement or is a part of the employee's collective bargaining agreement, the City may wish to pay overtime to such exempt employees for as long as they remain with the City or as long as such provision remains in the employee's collective bargaining agreement. YDA recommends that employees in the following exempt classes be paid overtime if and when such paid overtime is recommended by the department head and approved by the Mayor:
 1. Airport Building Maintenance and Structure Superintendent;
 2. Assistant Airport Maintenance Superintendent;
 3. Airport Maintenance Superintendent;
 4. Airport Operations Superintendent;
 5. Distribution Operations Superintendent;

6. Shop Supervisor;
7. Equipment Maintenance Superintendent I;
8. Equipment Maintenance Superintendent II;
9. Highway Field Supervisor;
10. Assistant Sewer Superintendent;
11. Sewer Superintendent;
12. Solid Waste Superintendent;
13. Assistant Chief of Street Operations;
14. Chief of Street Operations;
15. Public Utilities Coordinator;
16. Cemetery Supervisor;
17. Golf Course Superintendent.

Section 33.044 of the City's Code of Ordinances already provides a general policy relating to salaries of exempt employees. That policy provides that:

"The weekly rate prescribed in the schedules of the compensation plan are based on full-time employment at normal working hours for the respective classes of positions as set forth in the schedule of the classification plan; provided, however, that the salaries of supervisory, professional and administrative positions in class grade 20 and above are fixed according to the responsibilities to be fulfilled and are not based on a fixed number of hours of work per week and shall not be adjusted with variations in work schedules, unless part-time employment is specifically provided (emphasis provided)." While YDA has recommended modifications in the above language for clarification purposes related to FLSA issues, YDA believes the intent of this policy is sound and should be retained. In other words, except for those classes of positions referenced in the above paragraph, all exempt classes should be paid on the basis of fixed pay without consideration for the number of hours actually worked by incumbents. In its pay recommendations, YDA has attempted to provide pay grades and ranges for each exempt class of positions that is highly competitive in the local and regional markets. The fact that the pay of current incumbents in such exempt classes of positions is based on a current official work week of 35 hours is not relevant since all of those exempt employees actually work 40 or more hours on a regular and recurring basis. For example, some department heads have an official 35-hour work week but, in fact, work well in excess of 40 hours per week. Their present and proposed pay is based not on hours of work but on the fulfillment of their



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	Manager, Airport Operations and Facilities
Class Code Number	3135-23

General Statement of Duties

Manages Airport Operations and Facilities for safety and efficiency of operations and in compliance with FAA and other federal, state, and local rules and regulations; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to ensure the safe and efficient operation of the Airport facilities and grounds, airside, terminal, and landside. The work is performed under the supervision and direction of the Assistant Airport Director assigned to Operations and Facilities, but considerable leeway is granted for the exercise of independent judgement and initiative. An employee in this class directs the work of employees in the classes of Airport Operations Superintendent, Airport Maintenance Superintendent, Airport Building and Structural Superintendent, and Equipment Maintenance Superintendent II, as well as employees in a variety of technical, clerical, and/or skilled and unskilled workers positions. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other Airport employees, Federal, State, and City officials, Airport tenants, law enforcement, other City employees and the public. The principal duties of this class are performed throughout the Airport premises, often in extreme weather conditions.

Examples of Essential Work
(illustrative only)

- Supervises and coordinates activities related to operations and facilities;
- Monitors Airport activities for safety, security and compliance with State and Federal regulations;
- Monitors airline operations, tenant operations, construction and maintenance activities on the Airport complex for compliance with all regulations;
- Manages airport operations to ensure compliance with all FAA, Federal, State and local regulations;
- Participates in the development of the annual budget for operations and facilities;
- Manages coordination of operations of an Airport Law Enforcement Unit, Communications Center and Airport Rescue and Firefighting (ARFF) Department;
- Directs and participates in the inspection of airfield facilities for compliance with FAA rules, regulations and operating procedures;
- Prepares detailed reports, correspondence, and notices;
- Assigns ramp fees and landing fees;
- Directs assignments of parking positions for aircraft diverted to Manchester;
- Ensures enforcement of airport rules and regulations;
- Monitors, reviews, and makes suggestions to the Airport emergency plan, Airport security plan, Airport certification manual, snow and ice control plan, driver training program, storm water pollution prevention plan and Airport safety and training programs;
- Develops and administers safety and training programs;
- Responds to emergency situations occurring at the Airport;
- Participates in the implementation of the Airport's emergency plan and determines action to be taken in response to emergency situations;
- Administers, oversees and participates in training, testing and evaluation of personnel seeking special permits, licenses and identification media for operation at the Airport;
- Closes and/or restricts operations on runways, taxiways and airport facilities based on conditions and public safety considerations;
- Serves as alternate Airport Security Coordinator at the Airport, responsible for compliance with FAA security regulations, coordination of security requirements with airlines, tenants and law enforcement agencies;
- Serves in the place of the Assistant Airport Director – Operations and Facilities during an absence;
- 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 all State and Federal rules, regulations, and procedures regarding the operation of a certificated air carrier Airport;
- Thorough knowledge of Airport operations, policies, and procedures;
- Thorough knowledge of airport and facility maintenance procedures and practices;
- Thorough knowledge of safety and security procedures;
- Thorough knowledge of Airport maintenance practices;
- Thorough knowledge of building operating systems;
- Thorough knowledge of acceptable conditions for the safe operation of an aircraft;
- Thorough knowledge of winter operations appropriate to Airport duties, including snow and ice removal techniques;
- Ability to organize and administer various programs;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to make decisions in emergency situations;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- 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 a related field; and
- Considerable experience in airport field maintenance and airport operations, including a minimum of one (1) year in a supervisory capacity; 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.

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 inspect civic construction work under conditions encountered on construction sites;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to work around construction equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to visit construction sites throughout the city and to climb, crawl in tight places and otherwise move through and around all Airport sites.

Approved by: BMA Date: 2/20/01

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

Timothy J. Clougherty
Deputy Public Works Director



Commission
Hal Sullivan
Rick Rothwell
Bill Skouteris
Toni Pappas
Patrick Robinson

CITY OF MANCHESTER
Department of Public Works

November 30, 2016

Human Resources Committee
c/o City Clerk's Office
One City Hall Plaza
Manchester, NH 03101

Re: Exempt Over Time

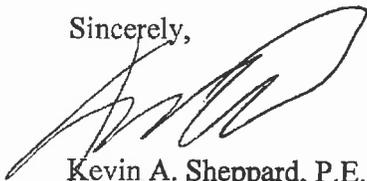
Dear Committee Members,

Recently Ms. Gile brought to my attention that two exempt Public Works positions have been receiving overtime pay and as of November 27th they will no longer be eligible for overtime. I am hereby requesting that due to the nature of their work and responsibilities, we be allowed to pay overtime to the Parks Operations Manager and Facilities Maintenance Supervisor positions. Both positions lead day-to-day operations of our field crews as well as 24/7 emergencies and after hour events.

If approved, these positions would receive overtime only during emergency situations, which are times where each is responsible for leading affiliated/non-exempt employees. By no means would the intent be to pay overtime for performing their normal (day to day) duties.

Your consideration of this request would be greatly appreciated.

Sincerely,



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

Cc: Jane Gile
Timothy Clougherty
Tiffany Lucas

Jane Gile
Human Resources Director



CITY OF MANCHESTER Human Resources Department

November 30, 2016

Keith Hirschmann, Chair
Human Resources and Insurance Committee
One City Hall Plaza
Manchester, NH 03101

RE: *Exempt positions and Overtime*

Dear HRIC Members:

As a result of the HR audit of all city positions conducted over the last several months, two positions in the Public Works Department were identified as being exempt positions (not subject to overtime), but have been receiving overtime pay for a number of years. In both cases, the two original exempt positions were in place at the time of the Yarger-Decker (Y-D) study, but were never listed on the select group of exempt employees eligible to receive overtime.

Parks Operations Manager, grade 21

According to HR payroll records, the position, while under the Parks and Recreation Department, was considered exempt and did not receive overtime pay. However, subsequent to the position transitioning from Parks and Recreation to the Public Works Department, the position began to earn overtime pay starting in FY 13. There is no documentation to support this pay; therefore Public Works is seeking approval to continue this practice.

Facilities Maintenance Supervisor, grade 20

According to HR and BMA records, the original position was called Building Maintenance Supervisor. Y-D classed it as a grade 19, exempt position. The Building Maintenance Supervisor was recognized in the AFSCME union, which made it subject to overtime pay. In 2007, the position was negotiated out of the Facilities collective bargaining unit and became non-affiliated. At this time, overtime pay should have ceased. The position was reclassified on February 16, 2010 to Facilities Maintenance Supervisor, grade 20. It continues to receive overtime pay as a non-affiliated, exempt position, although there is no documentation that supports this payment.

In order to continue to pay overtime for the exempt positions, HR will need BMA authorization to do so.

Respectfully submitted,

Jane E. Gile, SPHR, SHRM C-SP
Human Resources Director

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CITY OF MANCHESTER, NEW HAMPSHIRE PAY SCHEDULE - (FY2017) - 1%

GRADE	2016 STEP 1	2016 STEP 2	2016 STEP 3	2016 STEP 4	2016 STEP 5	2016 STEP 6	2016 STEP 7	2016 STEP 8	2016 STEP 9	2016 STEP 10	2016 STEP 11	2016 STEP 12	2016 STEP 13
GRADE 20	Ex	52,834.30	54,419.31	56,051.89	57,733.49	59,465.49	61,249.45	63,086.94	64,979.55	66,928.92	68,936.78	71,004.90	73,135.03
	H	25.41	26.15	26.95	27.79	28.62	29.48	30.35	31.28	32.20	33.18	34.16	35.17
	O	38.115	39.225	40.425	41.685	42.930	44.220	45.525	46.920	48.300	49.770	51.240	52.755
GRADE 20A	Ex	54,683.51	56,324.01	58,013.75	59,754.17	61,546.78	63,393.19	65,294.95	67,253.81	69,271.44	71,349.56	73,490.07	75,694.77
	H	26.32	27.11	27.90	28.73	29.59	30.49	31.41	32.36	33.34	34.32	35.35	36.41
	O	39.480	40.665	41.850	43.095	44.385	45.735	47.115	48.540	50.010	51.480	53.025	54.615
GRADE 21	Ex	56,532.70	58,228.67	59,975.56	61,774.83	63,628.05	65,536.92	67,503.01	69,528.09	71,613.94	73,762.36	75,975.25	78,254.49
	H	27.17	27.99	28.86	29.70	30.59	31.54	32.48	33.44	34.46	35.47	36.52	37.63
	O	40.755	41.985	43.290	44.550	45.885	47.310	48.720	50.160	51.690	53.205	54.780	56.445
GRADE 21A	Ex	58,511.35	60,266.70	62,074.71	63,936.94	65,855.04	67,830.70	69,865.60	71,961.60	74,120.44	76,344.06	78,634.37	80,993.42
	H	28.15	29.01	29.88	30.77	31.68	32.65	33.63	34.63	35.68	36.75	37.84	38.98
	O	42.225	43.515	44.820	46.155	47.520	48.975	50.445	51.945	53.520	55.125	56.760	58.470
													60.225

9. **Implementation Cost.** Using the above methodology, the implementation cost to the City would be approximately \$1,428,514 or 3.14% of the City's current pay costs. This percentage increase compares favorably to the percentage increases reported by compensation survey respondents for average pay increases last fiscal year. Most respondents in the public sector reported average pay increases of approximately 3% for both exempt and non-exempt positions. Private sector respondents reported slightly higher increases which ranged from 8% to 3% with most in the 4% to 5% range.

10. **Fair Labor Standards Act (FLSA) Designations.** As a part of this Final Report, YDA has provided the City with its recommendations regarding the FLSA designation for each class of positions. YDA found that approximately 53 classes of positions that have been designated as non-exempt by the City but that should be designated as exempt and that 1 class that has been designated as exempt that should be designated as non-exempt. Employees that are in classes of positions that are designed as non-exempt must be paid overtime for hours worked beyond 40 hours per week. Non-exempt employees may choose to accept compensatory time off for overtime but it is the employee's choice to accept or not accept compensatory time in lieu of paid overtime. Employees that are in classes of positions that are designated as exempt are not entitled to paid overtime or compensatory time off for hours worked beyond 40 hours per week. However, the City may provide paid overtime or compensatory time off for such employees at the City's option for reasons and under terms and conditions determined by the City. It is YDA's recommendation that those employees designated as non-exempt be provided with paid overtime for hours worked beyond 40 hours per week as required by FLSA and that those employees designated as exempt not be paid overtime or provided with compensatory time off except as provided below:
 - A. For employees in those exempt classes of positions whose duties and responsibilities require them to regularly work with non-exempt employees over whom they have direct supervision and where such employees are paid overtime on a frequent basis to the extent that such non-exempt employees may receive a greater amount of gross annual pay than the exempt supervisor and/or where the payment of overtime to an employee in an exempt class was a part of the employee's original employment agreement or is a part of the employee's collective bargaining agreement, the City may wish to pay overtime to such exempt employees for as long as they remain with the City or as long as such provision remains in the employee's collective bargaining agreement. YDA recommends that employees in the following exempt classes be paid overtime if and when such paid overtime is recommended by the department head and approved by the Mayor:
 1. Airport Building Maintenance and Structure Superintendent;
 2. Assistant Airport Maintenance Superintendent;
 3. Airport Maintenance Superintendent;
 4. Airport Operations Superintendent;
 5. Distribution Operations Superintendent;

6. Shop Supervisor;
7. Equipment Maintenance Superintendent I;
8. Equipment Maintenance Superintendent II;
9. Highway Field Supervisor;
10. Assistant Sewer Superintendent;
11. Sewer Superintendent;
12. Solid Waste Superintendent;
13. Assistant Chief of Street Operations;
14. Chief of Street Operations;
15. Public Utilities Coordinator;
16. Cemetery Supervisor;
17. Golf Course Superintendent.

Section 33.044 of the City's Code of Ordinances already provides a general policy relating to salaries of exempt employees. That policy provides that:

"The weekly rate prescribed in the schedules of the compensation plan are based on full-time employment at normal working hours for the respective classes of positions as set forth in the schedule of the classification plan; provided, however, that the salaries of supervisory, professional and administrative positions in class grade 20 and above are fixed according to the responsibilities to be fulfilled and are not based on a fixed number of hours of work per week and shall not be adjusted with variations in work schedules, unless part-time employment is specifically provided (emphasis provided)." While YDA has recommended modifications in the above language for clarification purposes related to FLSA issues, YDA believes the intent of this policy is sound and should be retained. In other words, except for those classes of positions referenced in the above paragraph, all exempt classes should be paid on the basis of fixed pay without consideration for the number of hours actually worked by incumbents. In its pay recommendations, YDA has attempted to provide pay grades and ranges for each exempt class of positions that is highly competitive in the local and regional markets. The fact that the pay of current incumbents in such exempt classes of positions is based on a current official work week of 35 hours is not relevant since all of those exempt employees actually work 40 or more hours on a regular and recurring basis. For example, some department heads have an official 35-hour work week but, in fact, work well in excess of 40 hours per week. Their present and proposed pay is based not on hours of work but on the fulfillment of their



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	Parks Operations Manager
Class Code Number	6150-21

General Statement of Duties

Manages construction and maintenance functions within the Parks and Recreation Department; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to oversee the work of the Parks, Cemetery and Forestry Divisions. The work is performed under the supervision and direction of the Parks and Recreation Director but extensive leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of all maintenance, construction and operational personnel within the Parks, Cemetery and Forestry Divisions. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, outside contractors, vendors, business and community organizations and the public. The principal duties of this class are performed in a general office environment with occasional field visits.

Examples of Essential Work (illustrative only)

- Plans, organizes and schedules all maintenance activities on City parks, cemeteries and related areas within the Parks system;
- Supervises, trains, evaluates, motivates and coordinates the work of construction and maintenance personnel;
- Schedules Park's facility and athletic field use;
- Schedules work crews according to daily, weekly, monthly and long term needs of the Parks system and makes daily prioritization on needed tasks;

- Participates in personnel actions with assigned employees, including interviewing, training, safety programs, grievances, contract negotiations and related;
- Performs budget planning in assigned area;
- Plans methods for improving employee safety awareness and the safety of their working environment;
- Determines equipment needs and develops plans for pre-maintenance, repair, replacement and equipment acquisition;
- Maintains, coordinates and monitors maintenance contracts for capital projects;
- Develops plans for the maintenance of playground equipment, fences and other components of City parks;
- Assigns areas of responsibilities to different work crews;
- Writes specification sheets and procures equipment needed for athletic fields and facilities maintenance, including coordinating efforts with outside vendors to secure the best equipment and supplies at a competitive cost;
- Oversees work sites at different locations within the City at any given time;
- Provides advice to Parks maintenance personnel in the best methods, procedures and practices for achieving desired goals;
- Ensures effectiveness and efficiency in Parks, Forestry and Cemeteries maintenance and operations;
- Responds to requests from the public regarding maintenance activities and schedules and works to resolve complaints and/or conflicts as they occur;
- Investigates any accidents involving work crews and maintains all related documentation for review by the Risk Control Manager;
- 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)

- Comprehensive knowledge of current practices and procedures involved in civic construction and maintenance;
- Comprehensive knowledge of Forestry operations within public or common areas;
- Comprehensive knowledge of current practices and procedures involved in cemetery construction and maintenance;
- Comprehensive knowledge of the skilled trades areas of carpentry, plumbing and electrical operations;
- Comprehensive knowledge of all safety procedures involved in parks maintenance operations;

- Thorough knowledge of the purposes and policies of the Parks and Recreation Department;
- Substantial knowledge of budgetary principles within a municipality;
- Ability to plan and implement comprehensive construction and maintenance programs within a large scale Parks system;
- Ability to train, supervise, 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 an accredited college or university with a Bachelor's Degree in Engineering or related; and
- Considerable experience in civic maintenance and construction operations; 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.

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 large scale construction projects ;
- 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 all areas of the City.

Approved by: _____ Date: _____



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	Facilities Maintenance Supervisor
Class Code Number	5030 - 20

General Statement of Duties

Manages the facilities maintenance functions within schools and municipal buildings; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to manage facilities maintenance operations to ensure the reliability and performance of all facilities and equipment in the schools and municipal buildings and to provide for a healthy, safe and pleasant public environment. Failure to properly execute these responsibilities can cause health problems for students and city staff, or even cause buildings or school to be shut down. The work is performed under the supervision and direction of the Building Maintenance Superintendent but extensive leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of all employees in the maintenance trades. There are five different trade skills he/she is required to supervise to include HVAC, controls, electrical, plumbing, and structural. 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, 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 time in confined spaces and access to electrical and heating systems with potential personal hazards.

Examples of Essential Work (illustrative only)

- Manages and supervises personnel of the mechanical and structural maintenance trades, including delegation of responsibility, prioritizing, assignment and review of routine and emergency work, providing technical assistance, administering discipline, evaluating performance and making hiring and termination recommendations;

- 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 and towards reaching the goal of healthy, clean and safe municipal buildings;
- Trains personnel for compliance with safety rules and regulations as directed by City and State policy and OSHA;
- Plans, prepares and administers maintenance and service contracts, including specification development, review of work to ensure compliance and managing the cost of contracts;
- Plans and organizes work activities, including prioritizing and delegating work and projects to each trade based on the nature of the work required, available staff time and expertise to perform required work;
- Reviews and approves work schedules and inspects completed work;
- Collects information to maintain records of each employees activities; All this information to be used in employee development and appraisals
- Plans for and maintains state of the art facility maintenance systems;
- Monitors inventories, orders parts and maintains supplies and equipment used in building maintenance operations;
- Completes tests of fire safety systems;
- Prepares accurate reports and correspondence and reviews information prepared by staff relating to maintenance activities;
- Coordinates maintenance work with other sections as necessary;
- Manages budget for all repair work and gathers information used in budget preparation;
- Provides technical assistance in purchasing of equipment and supplies;
- Utilizes the Maximo computer aided maintenance management system to track and manage all incoming work requests to the Facilities Division.
- Oversees the Johnson Controls Building Automation System. This system controls the working and public environment of more than 2,000,000 square feet.
- Works with other software programs to efficiently monitor the City's utility spend. The City currently spends more than \$5,000,000 annually on utilities.
- Provides direct supervision for the Facilities Division's activities during emergencies and weather related events;
- 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 internal and external customers 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)

- Comprehensive knowledge of the proper operation, maintenance and repair of HVAC, electrical, refrigeration, plumbing, steam generation, roofing, structural and other related building systems and the equipment required to repair those systems;
- Comprehensive knowledge of programmable controls and automatic operating systems;
- Comprehensive knowledge of proper and safe procedures, methods and techniques of installing, maintaining, and repairing electrical equipment and systems;
- Comprehensive knowledge of Federal, State and local codes and guidelines affecting the operation of heating, ventilation, refrigeration systems, mechanical, plumbing and electrical systems;
- Thorough knowledge of the skilled trades areas of welding, carpentry and related;
- Ability to read blueprints;
- Ability to supervise, train, evaluate, develop 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.
- Knowledge of applicable tools used in building maintenance activities;
- Ability to recognize problems and create solutions without supervision or assignment as necessary;
- Ability to manage the procurement and financial requirements of the job.

Acceptable Experience and Training

- Graduation from an accredited college or university with an Associate of Applied Science Degree or related field; and
- Extensive experience in building maintenance operations and equipment and some supervisory experience; 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;
- Master Electrician's License.

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 and operate hand and power tools associated with building maintenance;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to work sites throughout the City at heights, on ladders, roofs and outside during extreme summer and winter conditions.

Approved by: _____ BMA _____ Date 2/16/10

Kevin J. O'Maley, P.E.
Central Fleet Services Director



CITY OF MANCHESTER
Central Fleet Management Department

November 17, 2016

To: Alderman Keith Hirschmann, Chairman Human Resources and Insurance Committee

From: Kevin O'Maley

Subject: Fleet Reorganization

After spending a number weeks in the Fleet Department it is apparent to me that we need to restructure the team in the Fleet Department. Making some of these minor organizational adjustments will help us deliver services more effectively.

As a result of the organization audit by the City's Auditor a recommendation was made to have fire equipment apparatus maintained only by fire department mechanics. This recommendation was supported and accepted by the Board of Mayor and Aldermen. As a result of this the Fleet Department lost a supervisory position to the Fire Department. We now need to replace that supervision required to manage the remaining mechanics formerly supervised by the fire superintendent. This new plan involves having a Superintendent I on both the first shift and the second shift. Until the recent changes with the fire mechanics we had two superintendents on the first shift and one on the second shift. We currently have one superintendent II on the day shift and a plus rated interim Superintendent I responsible for the evening shift. Currently, when there is an absence in supervision we are pulling mechanics off the floor. This event occurs multiple times each week, practically each day. We cannot afford pulling in mechanics from the garage and maintain an adequate level of productivity to keep the majority of our vehicles operational. I propose we add an additional superintendent I for the day shift. The two Superintendent I's would report to the Superintendent II. Another reason we require some additional overhead positions is because we lack an asset management program. Without a system of this type there is substantial paperwork and administrative burden that carries an extensive amount of additional human effort. Rearranging these positions will put the right level of supervision and administrative time in the department.

I also need to bring on some part-time administrative assistance. We currently have one Administrative Services Manager. When I was asked to step into the director's position on an interim basis this position had already been vacant for a number weeks. The amount of administrative burden to run a department of this size is significant. We are dealing with large amounts of information in multiple city software programs. I am looking to hire a person part-time for 15 hours each week. The recommended job classification is attached. This will also provide us reasonable continuity should this Administrative Services Manager position become vacant again in the future. During the last transition we pulled in about 5 different people from 2 departments just to make sure the basics of getting people paid and bills paid were accomplished. In the last four years four people

480 Hayward Street • Manchester, New Hampshire 03103 • (603) 624-6474 • FAX: (603) 624-6594
E-mail: FleetServices@manchesternh.gov • Website: www.manchesternh.gov

have been through this position. It seriously disrupts the overall operation of the fleet department and burdens the resources of other departments when this work is not getting accomplished.

At this point I believe this reorganization will not require any salary budget increases. This is accomplished because:

- A recent retirement of a highly paid superintendent
- Overtime reduction opportunity with all the administrative work
- Assigning only one mechanic to each maintenance bay

It is my hope that this committee can support this request. The overall goal is to provide or improve service delivery for rolling equipment in the city of Manchester. Should you have any questions please let me know.

CC: Jane Gile
Kathy Ferguson

Jane Gile
Human Resources Director



CITY OF MANCHESTER Human Resources Department

November 17, 2016

Keith Hirschmann, Chair
Human Resources and Insurance Committee
One City Hall Plaza
Manchester, NH 03101

RE: *Central Fleet Maintenance Dept. Re-Org and Additions to Complement*

Dear HRIC Members:

Kevin O'Maley requests the addition of 2 positions to Central Fleet Maintenance's complement in order to accommodate a reorganization of the department. The additions are as follows:

One (1) Equipment Maintenance Superintendent I, grade 20

The new position will supervise the first shift. The need arises from the BMA action that approved the Fire Equipment Maintenance Superintendent II, grade 22, be assigned exclusively to the oversight of fire apparatus and the (1) fire mechanic. He formerly supervised other non-fire mechanics.

Further, the Equipment Maintenance Superintendent II, grade 21, originally the assigned supervisor to the second shift, now oversees the first and second shifts, and also the parts team (see attached organizational charts). Without the re-org, there is no assigned supervisor to the first shift.

One (1) Administrative Assistant I (part-time, 15 hours/week), grade 12

The 15 hour/week position will assist with department administrative functions and provide back-up to the Administrative Services Manager (ASM). Any absence of the ASM seriously impacts day to day administrative functions. The new position will help alleviate any disruption in service.

Director O'Maley reports sufficient Central Fleet funding to support the addition of the two positions (see attached calculations report). Please note: The addition of the second Equipment Maintenance Superintendent I position will result in two Superintendent I vacancies (1st and 2nd shifts). Should an employee(s) be hired from within to fill the position(s); the starting rates for the Equipment Maintenance Superintendent I's could be considerably higher than Step 1 (\$52,834). Promoted employees receive at least a 10% increase to their existing pay. O'Maley acknowledges that an internal promotion will create a mechanic vacancy, which potentially may need to remain vacant to offset the increased personnel cost.

Respectfully submitted,

Jane E. Gile, 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

Financial Calculations

Salary Savings

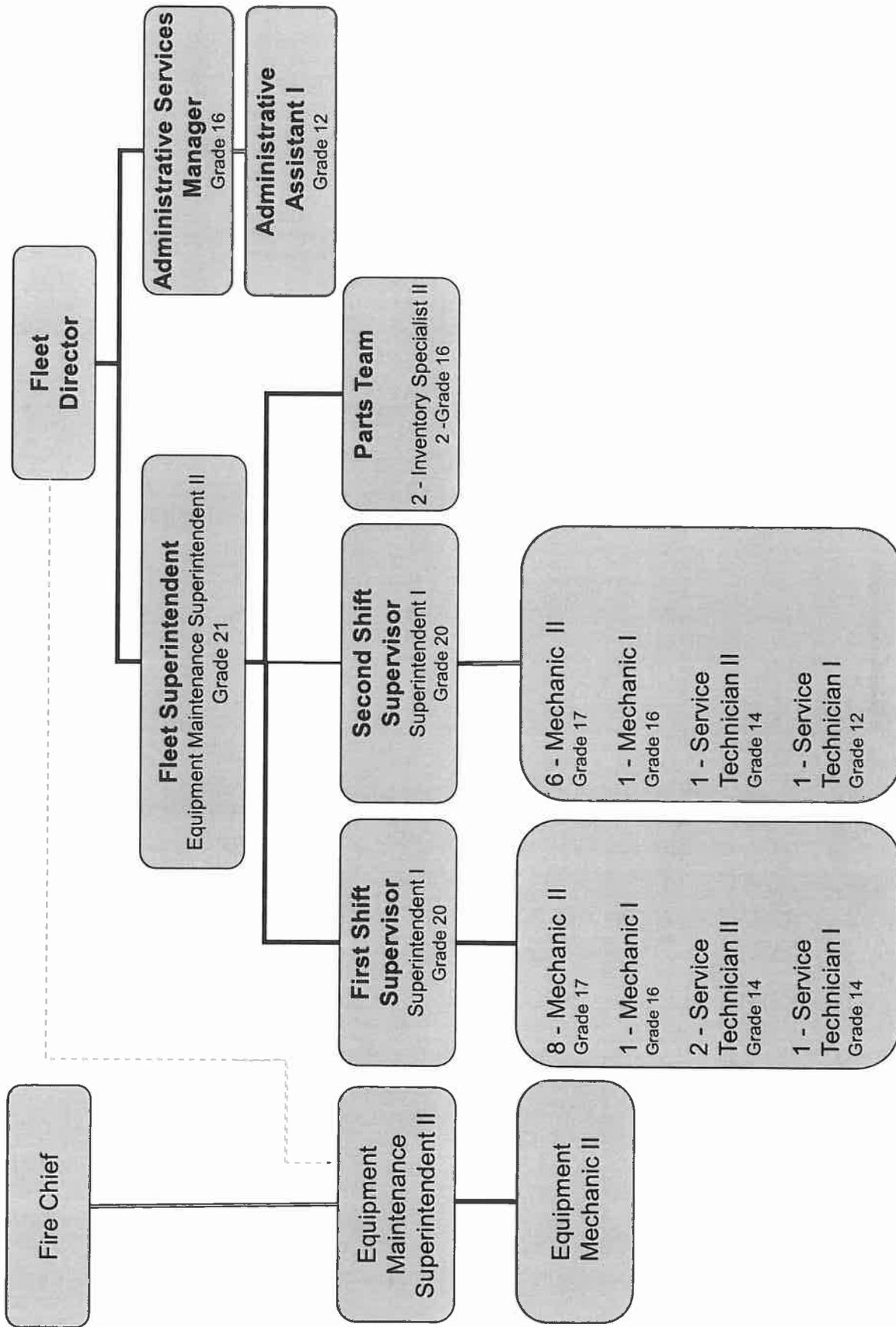
Previous Superintendent II	\$113,394	
Promoted Superintendent II	<u>(68,028)</u>	
Superintendent II Savings	\$45,366	\$45,366
Previous Superintendent I	\$60,392	
New Superintendent I	<u>(52,825)</u>	
Superintendent I Savings	\$7,567	7,567
Overtime Reduction	\$16,000	<u>16,000</u>
Total Salary Reduction		\$68,933

Proposed New Salary Expenses

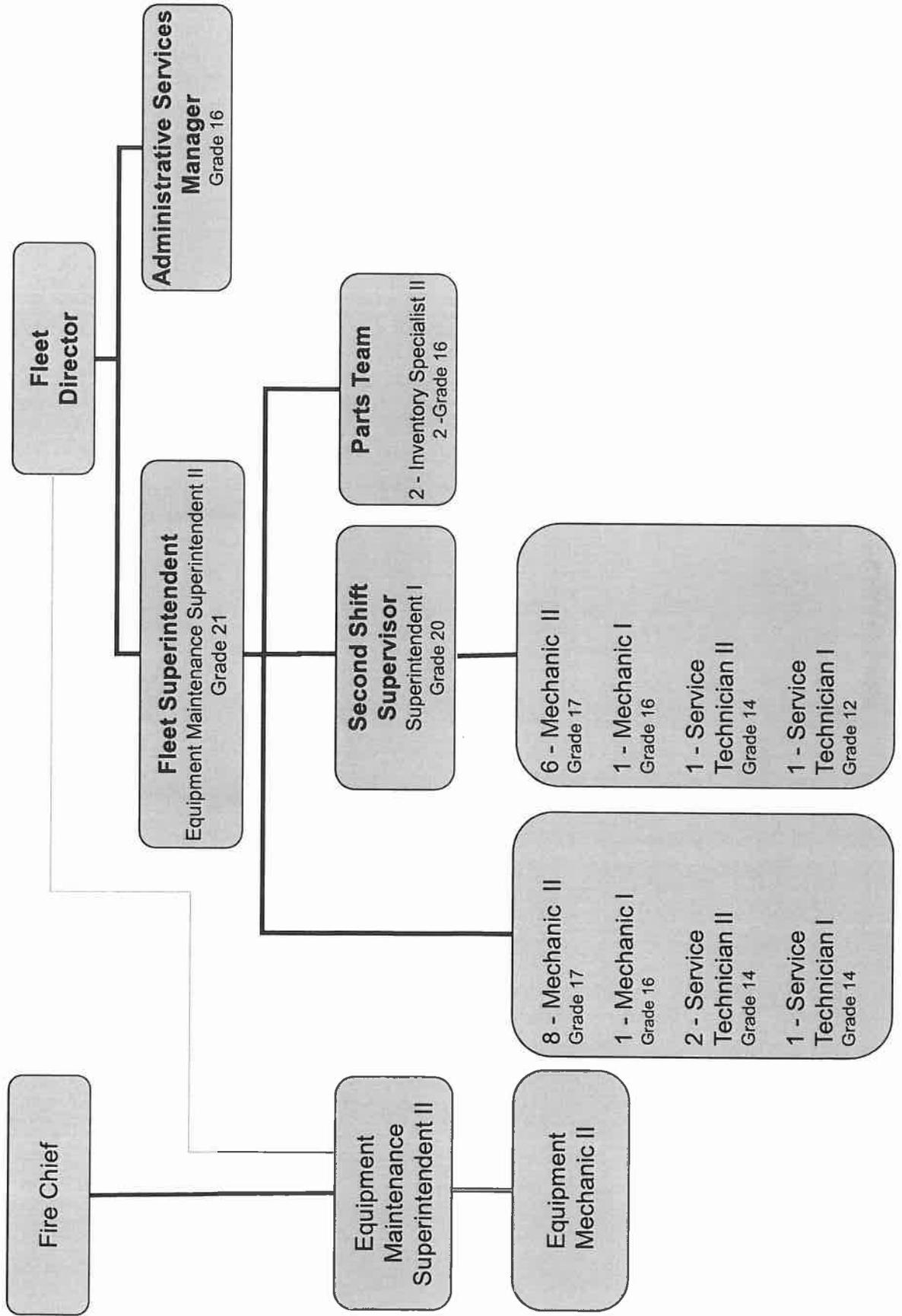
Superintendent I (Day Shift)	\$52,825
Part Time Administrative Assistant I	<u>11,528</u>
Total Reorganizational Expense	\$64,353
Net Difference	\$4,580

Note: Plan on keeping Mechanic II position open until all positions are filled as a contingency. (Grade 17 – Step 1: \$43,128.55)

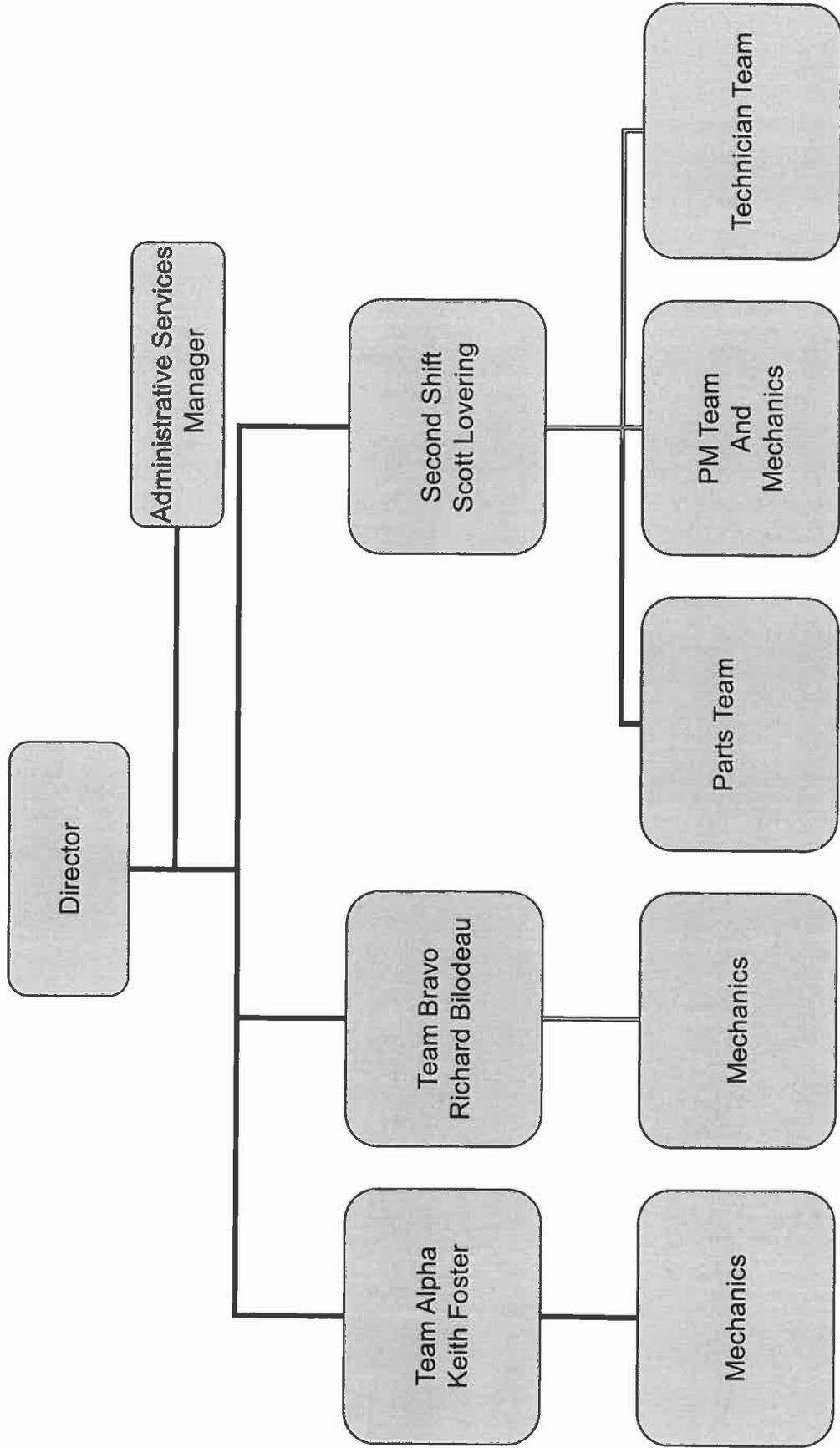
Recommended Organization



Current Organization



Previously Approved Organization





City of Manchester, New Hampshire

Class Specification

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Class Title	Administrative Assistant I
Class Code Number	1050-12

General Statement of Duties

Performs a variety of general office clerical and administrative support duties; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to provide clerical support to key office personnel in addition to customer service to the public. 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. This class is distinguished from the class of Office Assistant by a greater scope and depth of work, including responsibility for financial and/or specialized department or division records and interaction with key department or division personnel concerning technical program requirements. 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
(illustrative only)**

- Prepares correspondences, reports, lists and other documents as instructed and requested by designated office personnel;
- Interprets and applies departmental or office rules, policies and regulations in accordance with prescribed procedures and guidelines;
- Transcribes or prepares letters, minutes, reports, statements, grant applications, specifications, contracts, memoranda, notices, resolutions, budgets, financial and statistical tables, requisitions and other related materials, including confidential correspondences and reports;
- Copies, packages and distributes a variety of written materials as requested by other designated office personnel;
- Prepares special reports as required;
- Answers Department telephone calls, receives and greets visitors to the Department and provides information to or refers callers and visitors to other appropriate Departments or City personnel;
- Gathers, assembles, updates, distributes and/or files a variety of information, forms, records and data as requested using traditional filing systems or databases as necessary;
- Processes accounts payable, accounts receivable and/or payroll as necessary;
- Handles and secures cash and checks;
- Screens visitors, telephone calls, faxes, mail and messages directed to office personnel;
- Listens to and directs comments and complaints from the public relating to department operations and takes appropriate action to resolve and refer such complaints;
- Requisitions supplies and materials for the Department as requested;
- Opens and distributes mail throughout the Department;
- Provides needed information and demonstrations concerning how to perform certain work tasks to other 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;
- Notarizes important documents and receipts;
- Performs other directly related duties as required;

Required Knowledge, Skills and Abilities

(at time of appointment)

- Substantial knowledge of modern office procedures, practices and equipment;
- Substantial knowledge of modern office filing systems and procedures;
- Substantial knowledge of modern standard bookkeeping principles, practices and procedures;
- Ability to deal with a wide range of persons, including situations in which individuals may be upset over some issue involving City activities or policies;
- Ability in writing to prepare correspondences according to standard business practices;
- Ability to accurately type correspondences, reports and memorandum;
- Ability to complete financial processing procedures;
- Ability to learn City policies and Departmental rules, procedures, practices and objectives;
- 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
- Some experience in general office operations including experience with public contact; 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 form;
- 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 function within the general office environment.

Approved by: _____ Date: _____



City of Manchester, New Hampshire

Class Specification

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Class Title	Equipment Maintenance Superintendent I
Class Code Number	5570-20

General Statement of Duties

Supervises mechanical repair and maintenance work on City vehicles, equipment and related facilities; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to ensure City vehicles and related equipment are kept in operable condition. 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 employees in the class of Equipment Mechanic I and related support personnel. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, outside contractors and the public. The principal duties of this class are performed in a maintenance shop and at various work sites throughout the City, including repairing equipment at field work locations. An employee in this class may also be required to handle and/or manage hazardous waste and if so, appropriate training will be provided annually.

Examples of Essential Work (illustrative only)

- Supervises, trains, evaluates and coordinates the work of Equipment Mechanics in the repair and maintenance of all assigned vehicles, equipment and related;
- Provides technical advice to maintenance staff in complex repair situations;
- Develops and implements a preventative maintenance program for all vehicles and equipment;
- Writes specifications for vehicles, equipment, outside repairs and related supplies;
- Participates in budget process by providing information relating to vehicle and equipment maintenance, repair and purchasing;

- Demonstrates proper safety methods and practices and oversees shop operations to ensure adherence to all guidelines;
- Maintains thorough and accurate records of all repair activities;
- Performs complete repair and maintenance of City vehicles, including routine service, engine overhauls, transmission, electrical system diagnostic, heating and air systems, body work, brake and frame maintenance, suspension, tires and related;
- Documents identified problems and diagnoses basic mechanical problems and repairs or replaces defective parts;
- Discusses vehicle problems with operators in order to identify problems and explain what work may be required;
- Inspects, tests and repairs vehicle electrical charging systems such as alternators, regulators and batteries;
- Performs service calls for stalled vehicles as needed;
- Completes a schedule of preventative maintenance by testing equipment to ensure readiness for use;
- Prioritizes repairs to be completed based on adequate coverage of services to ensure that there is minimal disruption to work services;
- Performs structural and equipment repair and maintenance at related facilities;
- Maintains records on maintenance activities;
- 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.

<p>Required Knowledge, Skills and Abilities (at time of appointment)</p>

- Comprehensive knowledge of the modern principles, practices, methods, tools, materials and diagnostic equipment associated with the maintenance and repair of vehicles;
- Comprehensive knowledge of the principles, practices and operations of internal combustion engines, both gasoline and diesel;
- Comprehensive knowledge of electronics and computer systems in automotive vehicles and equipment;
- Comprehensive knowledge of the principles and practices of automotive hydraulics and hydraulic systems repair;
- Comprehensive knowledge of the servicing and repair of air brakes and systems;
- Comprehensive knowledge of power steering and automotive air conditioning controls and systems;
- Comprehensive knowledge of both manual and automatic transmission operations and repair;
- Comprehensive knowledge of differential assembly repair and maintenance;
- Comprehensive knowledge of repair methods of suspension systems;

- Comprehensive knowledge of safety precautions and procedures relating to mechanical equipment repair and maintenance operations;
- Skill in the use and maintenance of tools employed in all phases of vehicle maintenance and repair;
- Ability to train, supervise, evaluate and coordinate the work of others;
- Ability to diagnose mechanical and automotive malfunctions and determine appropriate maintenance and repair needed;
- Ability to read and follow wiring and related diagrams;
- 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 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, supplemented by training in automotive repair; and
- Considerable experience in vehicle and equipment maintenance and repair; 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 CDL B; (Must obtain license within six months of employment)
- Various ASE Certifications 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 monitor equipment and vehicles;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to use all tools associated with equipment maintenance;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to various works sites throughout the City.

Approved by: BMA Date: 8/4/2015

GRADE	STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6	STEP 7	STEP 8	STEP 9	STEP 10	STEP 11	STEP 12	STEP 13	
GRADE 20	Ex	52,834.30	54,419.31	56,051.89	57,733.49	59,465.49	61,249.45	63,086.94	64,979.55	66,928.92	68,936.78	71,004.90	73,135.03	75,329.10
(6R0)	H	25.41	26.15	26.95	27.79	28.62	29.48	30.35	31.28	32.20	33.18	34.16	35.17	36.25
	O	38.115	39.225	40.425	41.685	42.930	44.220	45.525	46.920	48.300	49.770	51.240	52.755	54.375
GRADE 12	Ex	30,750.06	31,672.52	32,622.71	33,601.39	34,609.47	35,647.73	36,717.17	37,818.65	38,953.25	40,121.86	41,325.48	42,565.26	43,842.22
(6J0)	H	14.78	15.23	15.68	16.17	16.63	17.16	17.66	18.21	18.74	19.30	19.87	20.46	21.10
	O	22.170	22.845	23.520	24.255	24.945	25.740	26.490	27.315	28.110	28.950	29.805	30.690	31.650



MANCHESTER WATER WORKS
281 LINCOLN ST., MANCHESTER, NEW HAMPSHIRE 03103-5093 Tel. (603) 624-6484

BOARD OF WATER COMMISSIONERS

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HON. THEODORE L. GATSAS
Mayor

PHILIP W. CROASDALE
Director

November 18, 2016

Ms. Jane Gile, Human Resource Director
City of Manchester
One City Hall Plaza
Manchester, NH 03101

RE: Compliment Change of Positions

Dear Jane:

I respectfully request authorization to fill the open Meter Reader I (MR I) position currently vacant with a Public Service Worker II (PSW II). The MR I position is listed in MWW's compliment of approved positions. We ask to eliminate that position from our compliment and add an additional PSW II. The MR I is funded in the FY2017 Budget. The PSW II position was approved by the Board of Water Commissioners and also funded in MWW's FY2017 Budget. The net budget savings from filling only one position will be \$30,896.

Our current compliment carries two (2) MR I's. Management feels that there is a need for only one position and that MWW and its rate payers are better served with the addition of a PSW II in our distribution division construction group.

We would therefore respectfully request that authorization be given to eliminate a Meter Reader I and add a Public Service Worker II to our current compliment and to allow us to fill this position immediately.

Should you have any questions with regard to the above request or need further clarification or information, please do not hesitate to contact me at 792-2800.

Sincerely,

Philip Croasdale, Director

PC:md

Jane Gile
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

November 18, 2016

Keith Hirschmann, Chair
Human Resources and Insurance Committee
One City Hall Plaza
Manchester, NH 03101

RE: *Change in Manchester Water Works Complement*

Dear HRIC Members:

Phil Croasdale, MWW Director, requests a change in his department complement. He recommends replacing a Meter Reader I (4150), grade 11 with a Public Services Worker II (5350), grade 13.

According to Croasdale both positions are currently funded in the Manchester Water Works operating budget. Croasdale reports that the department has a higher need for a Public Services Worker II than the Meter Reader I.

The Public Services Worker II currently is not in his authorized complement. This position needs to be added to the complement in order for Croasdale to recruit and subsequently fill it.

Net savings from filling only one of the two funded positions is \$30,896.

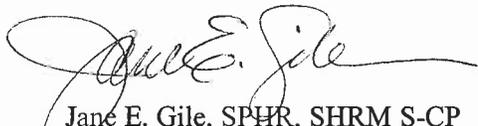
The recommendation should be as follows:

Approve the following changes to the Manchester Water Works complement:

Eliminate one (1) Meter Reader I (4150), grade 11

Add one (1) Public Services Worker II (5350), grade 13

Respectfully submitted,


Jane E. Gile, SPHR, SHRM S-CP
Human Resources Director

GRADE	STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6	STEP 7	STEP 8	STEP 9	STEP 10	STEP 11	STEP 12	STEP 13
GRADE 13 Ex	32,576.77	33,554.11	34,560.73	35,597.52	36,665.45	37,765.43	38,898.38	40,065.33	41,267.28	42,505.32	43,780.51	45,093.87	46,446.74
(6K0) H	15.69	16.14	16.61	17.14	17.62	18.17	18.72	19.29	19.84	20.46	21.06	21.7	22.34
O	23.535	24.21	24.915	25.71	26.43	27.255	28.08	28.935	29.76	30.69	31.59	32.55	33.51
GRADE 11 Ex	28,453.82	29,307.43	30,186.67	31,092.26	32,025.04	32,985.79	33,975.38	34,994.61	36,044.44	37,125.77	38,239.57	39,386.78	40,568.35
(610) H	13.70	14.10	14.52	14.96	15.39	15.87	16.35	16.84	17.32	17.87	18.39	18.95	19.52
O	20.550	21.150	21.780	22.440	23.085	23.805	24.525	25.260	25.980	26.805	27.585	28.425	29.280



City of Manchester, New Hampshire

Class Specification

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Class Title	Public Services Worker II
Class Code Number	5350-13

General Statement of Duties

Performs maintenance work on large scale municipal projects; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to perform construction, repair and maintenance duties in streets, sewers, water operations, sidewalks, bridges and related common areas. The work is performed under the supervision and direction of a Public Works Crew Chief, Waterworks Supervisor or other assigned supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. This class is distinguished from the class of Public Services Worker I by the performance of all skilled maintenance functions within assigned work areas. 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 an outdoor work environment with potential personal hazards. A Public Services Worker may be asked to work in either the Streets or Sewer Division within the Highway Department or within the Water Department.

Examples of Essential Work (illustrative only)

- Performs sewer construction, maintenance and repair functions, including breaking out concrete, building forms for new inlets, cleaning sewers using hand devices, slushing sewers with high pressure hoses, digging ditches and trenches, laying pipe and new sanitary and

- 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
- Some experience in water, streets and/or sewer construction; 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;
- Class B CDL.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to understand department and safety rules and regulations and work around high traffic areas;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to work safely in heavy traffic and heavy equipment operation;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate hand and power tools continuously and to lift and carry, through a full range of motion, up to 100 pounds occasionally, 50 pounds frequently, and 20 pounds continuously;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work in trenches, in rough terrain and access construction equipment and to be able to stoop, kneel, crouch, stand, walk, push, pull, climb and grasp repetitively.

Approved by: _____

Date: _____



City of Manchester, New Hampshire

Class Specification

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Class Title	Meter Reader I
Class Code Number	4150-11

General Statement of Duties

Reads meters of Manchester Waterworks customers; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to ensure all data pertinent to water service is collected. The work is performed under the supervision and direction of the Meter Operations 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 an outdoor work environment, involving the use of vehicles and walking to cover up to ten miles of roadways per day.

Examples of Essential Work (illustrative only)

- Reads meters electronically on assigned route to collect water consumption information used in customer billing operations;
- Walks, drives or rides assigned route, as expedient, to read water meters on the inside or outside of homes and businesses;
- Explains Water Department policies and procedures to home and business owners as requested;
- Notifies appropriate Waterworks personnel of any damages/broken meters;

- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or possession of a GED; and
- Some experience in related operations, preferably with some customer service component; 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.

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 activities in assigned area;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to drive a vehicle, operate a hand held meter reading machine and use related equipment;
- Sufficient strength to lift objects weighing 50 pounds on occasion; and objects weighing 25 pounds frequently;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to walk long distances and operate a vehicle and have access to all areas of the City and surrounding service area.

Approved by: BMA Date: Feb 21, 2006



CITY OF MANCHESTER

Theodore L. Gatsas

Mayor

November 1, 2016

Honorable Board of Aldermen
c/o Matthew Normand, City Clerk
One City Hall Plaza
Manchester, NH 03101

Dear Honorable Board of Aldermen,

Please be advised that this afternoon I met with Judge Ken Brown and was informed that Hillsborough County Drug Court will be operational at Hillsborough County North in two weeks. Judge Brown will preside over the court.

It is my hope that we can work together and make the drug court at Hillsborough County North a success by developing strong, meaningful relationships between the court, the city, the greater Manchester community and local businesses. To meet this goal the court currently has the following needs:

- 1) Community service projects for program participants (local clean-up initiatives, graffiti removal etc.;
- 2) Local businesses to participate in an employment partnership program for participants;
- 3) Gift card donations for good behavior incentives.

At this time I would also request that we, as a city, take the following first steps to begin a meaningful partnership with Judge Brown and Hillsborough County North Drug court. These action items include:

- 4) Donations of MTA bus tickets;
- 5) Temporary employment opportunities within the city for program, participants.

Thank you for your consideration and for helping to make drug court a success at Hillsborough County North.

Regards,

Theodore L. Gatsas
Mayor

To the Board of Mayor and Aldermen of the City of Manchester:

The Committee on Human Resources/Insurance respectfully advises, after due and careful consideration, that the Member Medical presentation has been received and filed.

(Unanimous vote)

Respectfully submitted,



Clerk of Committee

At a meeting of the Board of Mayor and Aldermen held October 18, 2016, on a motion of Alderman O'Neil, duly seconded by Alderman Long, the report of the Committee was referred back to the Committee on Human Resources/Insurance.



City Clerk