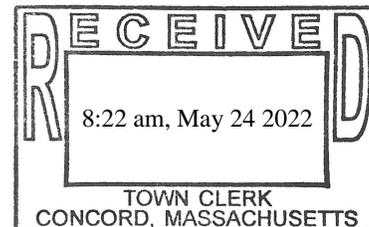


PERSONNEL BOARD
TOWN OF CONCORD, MA

MEETING MINUTES

February 24, 2022

Location: Video Conference Call



Present from the Board: Nancy Crowley, Bill Mrachek, Jim Richardson
Others Present: Amy Foley, Human Resources Director; Stephanie Oliver, Assistant Human Resources Director, Kerry Lafleur, Interim Town Manager; Jason Bulger, Chief Information Officer

1. Call to Order

Mr. Mrachek called the meeting to order at 5:16 pm.

➤ **Roll Call: Mr. Richardson: present; Ms. Crowley: present; Mr. Mrachek: present.**

2. Classification Actions

Ms. Foley provided overview of the positions to be classified. She explained that the IT Operations Manager is a change to the position name but not the grade level (MP-5). The GIS Program Manager is a rework for the GIS & Applications Integration Manager position, which removes the applications component and adds some management responsibility, The Business Systems Analyst is a new position. She invited Jason Bulger, Chief Information Officer to speak.

Mr. Bulger said that he appreciated the thoroughness of classification process; and that he took time to develop a plan for the department, although what he is proposing is not far off from what existed before. The IT Operations Manager is very similar to existing IT Services Manager job, and will manage three IS Service Technicians as well as systems and software (what end users encounter with IT). He explained that the GIS Program Manager will oversee the IT GIS position, and that removing the applications piece will allow the position to focus on GIS. Mr. Bulger said that some applications pieces will go to Business Systems Analyst. Business Systems Analyst is a common IT position in other organizations (HR also has a similar position), and the plan is for it to focus on tying systems together, custom reports, and security and to help with special projects and daily integrations.

Mr. Mrachek asked Mr. Bulger to provide a short overview of his background. Mr. Bulger said that he was the first IT Director in Groton, and then was in Tyngsboro for 4 years before coming to Concord. Mr. Mrachek asked Mr. Bulger that if money was no obstacle, what object or human resource would he want? Mr. Bulger said he would like to have a Deputy Chief Information Officer (for continuity of operations) and a security officer or analyst, but that aside from security the three proposed job descriptions would cover most of his "dream organizational chart". Ms. Bates asked if the three positions are all general fund. Mr. Bulger replied that not 100%. Ms. Crowley asked if the positions are/will be filled by current employees, and Mr. Bulger replied that the IT Operations Manager and GIS Program Manager are currently vacant.

Ms. Foley provided an outline of how the positions were classified. She said that the IT Operations Manager is very similar to an existing position, so the recommendation is to change the title only, not the grade. For the GIS Program Manager position, the classification analysis considered that some of the application responsibility was being removed, but supervisory responsibility was being added, although it is not a large operation. The Business Systems Analyst has no supervisory responsibilities; but there is a lot of collaboration and some functional oversight. Ms. Foley said that the position was on the cusp of being graded higher, so there is some potential for room for growth.

Mr. Richardson made a motion to remove the title of IT Services Manager from the Classification and Compensation Plan, assigned to the MP-5 grade, and replace it with title of IT Operations Manager, also assigned to the MP-5 grade. Ms. Crowley seconded the motion.

- Roll Call Vote: Ms. Crowley: yes; Mr. Richardson: yes; Mr. Mrachek: yes

Ms. Crowley made a motion to add the title of GIS Program Manager to the MP-3 grade. Mr. Richardson seconded the motion.

- Roll Call Vote: Mr. Richardson: yes; Ms. Crowley: yes; Mr. Mrachek: yes

Mr. Richardson made a motion to add the title of Business Systems Analyst to the MP-2 grade. Ms. Crowley seconded the motion.

- Roll Call Vote: Ms. Crowley: yes; Mr. Richardson: yes; Mr. Mrachek: yes

3. Town Meeting 2022 – Personnel Board Warrant Articles

Ms. Foley provided a summary of the Personnel Board Warrant Articles.

Article 4 (Ratify Personnel Board Classification Actions) is a routine article that is typically on the consent calendar. The purpose is to ratify actions taken by Personnel Board during the year.

Article 5 (Classification & Compensation Plan for Regular-Status Positions) is only for non-union employees. Adjustments to salary ranges are recommended in order to remain competitive with other municipalities/employers, and the general recommendation is to increase most ranges by 3%.

Article 6 (Personnel Bylaw Amendment) proposed updates to three sections of Bylaw:

- Holidays – provides compensation for employees for Juneteenth; adds reference to Indigenous Peoples' Day to Columbus Day, updates language to be gender-neutral
- Vacation language – removes requirement for Town Manager approval for vacation use within an employee's first six months of employment.
- Bereavement leave – increases amount of bereavement leave for an immediate family member from three to up to five days

Mr. Mrachek asked if there were any questions (there were none). Mr. Mrachek said that there was no action the Board needed to take at this time, and that Ms. Crowley would present the articles at the public meeting.

4. Classification & Compensation Study Planning

Mr. Mrachek asked Ms. Foley to talk about current plans for a classification and compensation study and to talk about the last study done (lessons learned, issues that came up, etc.). Ms. Foley said that the Town has been doing some preliminary work and is drafting a Request for Proposals. There are a number of things to consider in terms of scope and consultant needs; and that she is talking with the Interim Town Manager about those and identifying goals. Ms. Foley said that they are considering hiring a project manager as this is a very big undertaking. Ms. Foley said that she has been involved with three classification and compensation studies since she started with the Town in 1990, and the studies have been more complex each time (shifts in types of positions, new operations, etc.) She said that we need to be realistic that it is not a small project and be thoughtful about how to communicate with employees. For example, if you do a study without interviewing employees, you may get it done more quickly but do you have the buy-in? She added that it is really important to have the right consultant who will listen to employees.

Mr. Mrachek asked about the role of the Personnel Board in past studies, and if the Personnel Board can or should be involved in this study. Ms. Foley replied that she thought it would be great to have the Personnel Board involved in some way. She said that the Personnel Board was not very involved in previous studies, except for things like the general approach and format for job descriptions. They were not involved with writing the Request for a Proposal or selecting a consultant. Ms. Foley said that the Personnel Board has always had a role in appeals, but she was not sure if cases any made it to that level (she spent a lot of time communicating with employees who had concerns about their classification). Ms. Foley said that she would value Personnel Board input on the Request for Proposal, selecting consultant, and how to involve employees, and that she was open to ideas.

Mr. Mrachek asked the Board for questions or comments. Ms. Crowley said that she had not given this particular topic much thought, but that she generally thinks the Board can do more. Mr. Richardson said that he had been involved with a lot of these projects and was very familiar with process. He also said the was curious about the process for employees providing feedback. Ms. Bates asked about the timeframe for a project like this. Ms. Foley replied that there are lot of variables, but that it would probably take a minimum of six months, and that the goal would be to have the new plan to present at the 2023 Town Meeting. Mr. Mrachek commented that the thought the Personnel Board could provide some value to this project and that and it would be important to continue communication with Ms. Foley.

5. Personnel Study Task Force

Ms. Bates reported that there was a Task Force meeting a few weeks ago, and that one member put together a summary of the Personnel Bylaw and areas that may need to be looked at. She said that the Task Force is very interested in doing an employee survey, and that the Interim Town Manager is also interested in an employee survey, but has different goals. She said that she would stay tuned and report back. The Task Force's next meeting will be 2/28/22 at 4 pm.

6. Public Comment

There were no public comments.

7. Adjournment

Ms. Crowley made a motion to adjourn the meeting. Mr. Richardson seconded the motion.

- Roll call vote: Ms. Crowley: yes; Mr. Richardson: yes; Mr. Mrachek: yes

The meeting was adjourned at 6:06 pm.

Documents Used or Referenced at the Meeting:

- Draft job descriptions related to classification actions
- 2022 Annual Town Meeting Warrant

Minutes approved 4/13/2022