

## AGENDA

### COMMITTEE ON ADMINISTRATION/INFORMATION SYSTEMS

April 1, 2008  
Aldermen O'Neil, Garrity,  
Osborne, Pinard, Domaingue

6:00 PM  
Aldermanic Chambers  
City Hall (3<sup>rd</sup> Floor)

1. Chairman O'Neil calls the meeting to order.
2. The Clerk calls the roll.
3. Communication from Jennie Angell, Director of Information Services, regarding a policy authorizing website access to City Commissioners.  
**Ladies and Gentlemen, what is your pleasure?**
4. Petition from election workers requesting a pay raise.  
**Ladies and Gentlemen, what is your pleasure?**
5. Proposal by Mayor Guinta to establish a Community Development Department consolidating existing Building, Planning and Community and Economic Development Departments.  
**Ladies and Gentlemen, what is your pleasure?**

#### TABLED ITEMS

*A motion is in order to remove any item from the table for discussion.*

6. Proposal of new Department of Facilities, Grounds & Recreation submitted by Mayor Guinta.  
*Tabled 2/5/08 for discussion at Special Meeting.*  
*(Note: Information requested from Parks & Recreation and Highway/Facilities enclosed)*

7. Copy of a communication from Alderman Lopez to Committee on Community Improvement requesting the BMA to ask the Finance Officer, City Solicitor and Bond Counsel (if needed) to review the possibility of using Rooms and Meals Tax money in the future for Storm Water Utility/Sidewalks/Streets.  
*(Tabled 09/25/2007 pending further information from the Finance Department.)*
8. If there is no further business, a motion is in order to adjourn.

*Jennie Angell*  
Director, Information Services



**CITY OF MANCHESTER**  
*Information Systems Department*

March 21, 2008

The Honorable Dan O'Neil  
Committee on Administration  
and Information Systems  
One City Hall Plaza  
Manchester, NH 03101

Dear Alderman O'Neil,

Re: Boards and Commissions and  
The City's Website

The Information Systems Department is currently working on the website upgrade project. Currently, only city employees, who are authorized by the security administrator in their department, have access to update their department's pages on the City's Website. While Information Systems reviews most updates after they are posted, it is the individual department's responsibility to insure postings to the website are accurate and appropriate.

The Arts Commission has had a presence on the City's website but all updates have been done by Information Systems. We have a request to provide update access to Crystal Nadeau, who is on the Arts Commission. Based on her background, we believe she will be able to do an exceptional job on the website for the Arts Commission.

With the new website, there will be increased opportunity for the commissions to have a presence on the City's website if they so desire. Some of the commissions are very closely connected to a department, such as the Police Commission, but some are not, like the Art's Commission.

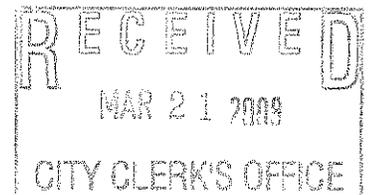
There currently is no policy for "who provides system access authorization to non-city employees" so they can update content on the City's website for these commissions.

We are suggesting that commissions that want to update the city's website should receive authorization from the security administrator in the department the commission represents and in the case of the more independent commissions, the authorization will come from the City Clerk's office. In addition, the updates of the independent commissions will have an added step of requiring the Information Systems Department to actually publish the page to the website. This will help insure the pages function as intended.

We are requesting your direction in this matter.

Sincerely,

Jennie Angell



We the undersigned ARE ASKING FOR A RAISE  
FOR POLL WORKERS ON ELECTION DAY.

Moderators - Ward Clerk - SELECTMEN - BALLOT INSPECTORS  
Everett Lefty Godbois - Moderator ward 11

Patricia h. Martin Moderator Ward 4

Gloria Gilotte Moderator Ward 9  
Maurice S. Puleto Ballot Inspector Ward 9

BOARD OF MATRONS & ALDERMEN  
DATE: Ward 9 1-15-08

ON MOTION OF ALD. O'Neil!

SECONDED BY ALD. Sullivan

VOTED TO Refer to Administration

Cathryn Vayn Ward Clerk Ward 5

JEFF Michelson Jeffrey Michelson Ward #5  
Kelly Hurst Kelly Hurst

CITY CLERK

Deanne D. Beaton Deanne D. BEATOR ward #7

Albert M. Musette 31 Trolley Court Ward 8

D Lynn Lauigne - Ward Clerk - Ward 8

E. Mitchell Marshall Ward Clerk Ward 2

Win Hutchins Moderator Ward 2

Clare Berube Ward 7

Tracie A. Buckley Moderator Ward 3

Marion G. Russell, Ward Clerk Ward 3

Madeline Gray Ward 10 Moderator

Edward A. Russell - Ward 3 Selectman

Ruthie Smith - Ward 10 - Clerk

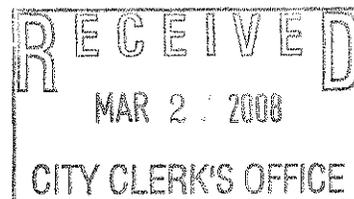


# City of Manchester

Office of the Mayor  
Hon. Frank C. Guinta

March 27, 2008

Honorable Board of Aldermen  
One City Hall Plaza  
Manchester, NH 03101



Re: Proposal for Community Development Department

Dear Members of the Board:

With the recent announcement of the retirement of the city's Planning Director, I have wrestled with trying to decide how the city should move forward with replacing the vision of Mr. Robert MacKenzie as well as how best to provide services to the people of Manchester. After careful consideration and consultation with several department heads and elected leaders, I have decided to propose the establishment of a Community Development Department.

The department I propose would consolidate the existing three departments: Building, Planning and Community Development, and Economic Development. It would also serve as staff for the various regulatory boards of the city including the Planning Board, the Zoning Board of Adjustment, the Conservation Commission and the Heritage Commission.

The combination of these departments is extremely beneficial to the customer; from the largest of developers to the small business owner. The efficiencies and synergies created by this reorganization will result in several improvements:

- Vision & Goals – Placing subdivision, site plan, zoning and building regulation and enforcement within the same department that is responsible for developing and implementing the City's Master Plan, Neighborhood Plans and Economic Development Strategies helps to ensure that all facets of the development process – from review of the first conceptual plan submitted to issuance of the final certificate of occupancy - remains consistent with the City's overall vision and goals.

- One Stop Shopping: Almost all development related approvals and permits would be available to builders, developers and the public in a single location improving service and convenience to the public and reducing confusion. One stop shopping is increasingly seen as a sign of a “business friendly” community. One Stop Shopping also eases access to information about pending development plans and projects for abutters, the media and the general public.
- Streamlined Process: Having the administration and enforcement of development regulations and approvals in a single department allows the development process to be simplified and streamlined under a consistent set of policies and procedures adhered to by all staff involved in the process as well as through the enhanced communication that would result between staff members themselves. Such a unified process would also reduce the errors, inconsistencies and uncertainties that can result from having different departments manage the same applications.
- Increased Efficiency: A unified Community Development Department increases efficiency by allowing certain compatible duties and functions to be consolidated, through increased opportunities for cross training and the shared use of equipment, supplies and other resources. Cross training also improves service to the public by providing more consistent coverage and reduces potential for errors by having more staff members familiar with different aspects of the process.
- Enhanced Enforcement – Positioning code inspection and enforcement within the same department that develops planning and zoning regulations and manages the development review and approval process provides greater opportunity for enforcement staff to become familiar with development plans early in the process and to participate in the review process, thereby enabling potential enforcement issues to be avoided in the future.

In short, these qualities are desired by the community at-large and can easily be achieved through this consolidation. This particular realignment has been considered for several years and certainly makes sense to some of our more prominent developers, whom I have had the opportunity to consult regarding this matter.

As the Board considers this proposal, I encourage you to look outside Manchester to see how other municipalities are organized. The state’s other two principle cities (Concord and Nashua) both have combined regulatory functions within one department. Regional competitors also have combined these functions to streamline the development process.

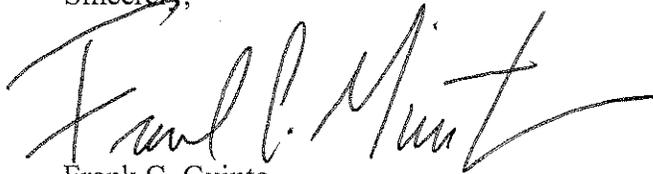
Having considered the merits of this proposal, I would like to outline some of the specific points of this plan:

- If approved by the Board, a small capital investment would need to be made to second floor of City Hall Annex. This would be necessary to encourage both staff unity as well as a more customer friendly atmosphere. An exact capital figure needs to be identified within this process.
- Through attrition and cross-training, fewer personnel will be needed within this department, netting potential savings between \$80-150K annually.
- The Conservation Commission will be staffed by the Community Development Department, facilitating better communication between the Commission and the other regulatory boards.
- The department head position will be posted publicly. The posting will encourage existing staff within the consolidated departments to apply. I have no preferred candidate at this juncture.
- A draft organizational chart of this proposed department is attached for your information.

I am referring this plan to the Committee on Administration and will be on hand before the committee to further extrapolate upon this matter.

I ask your due and careful consideration on this proposal. It certainly meets the standard of improving services and will also benefit the taxpayer by reducing spending.

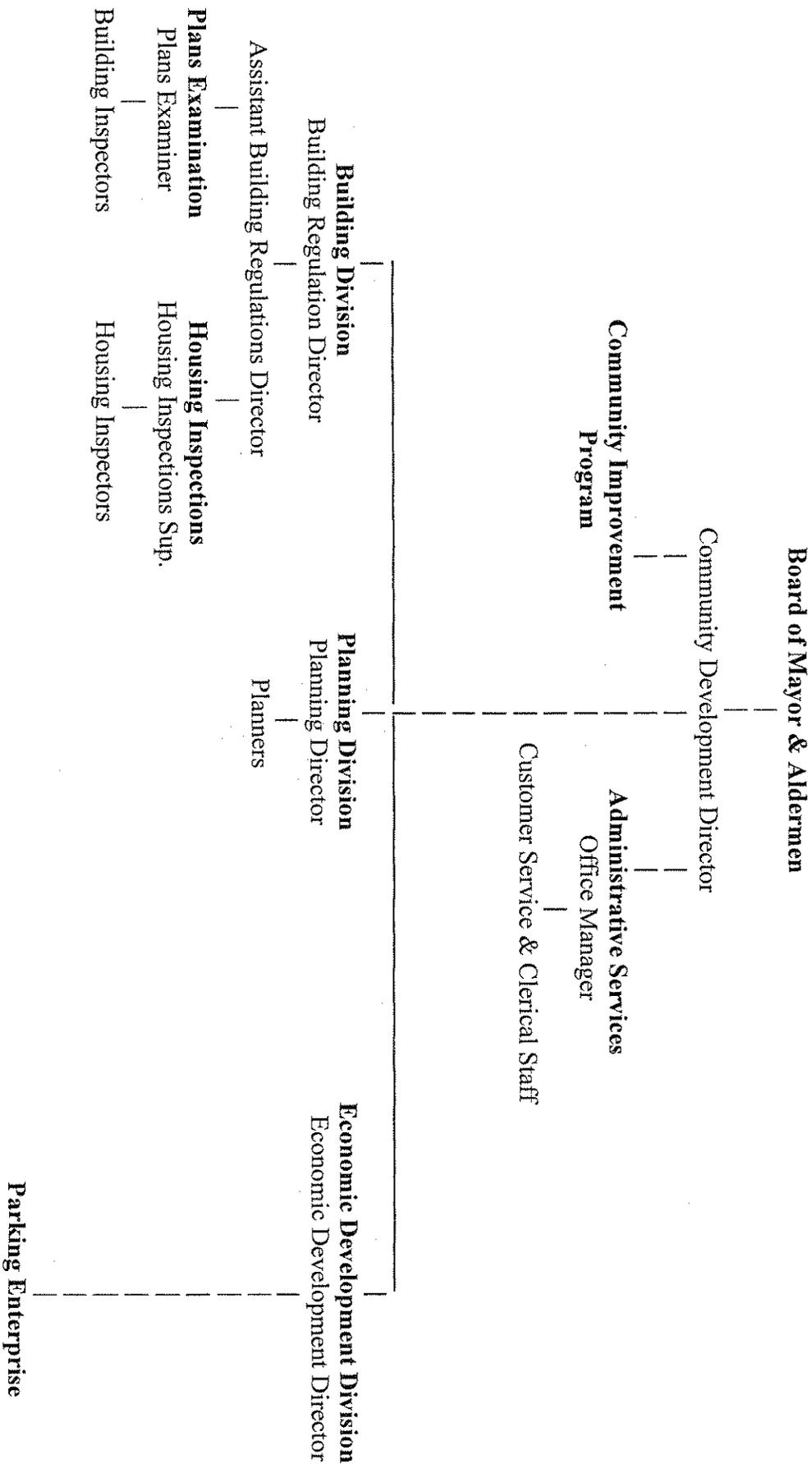
Sincerely,

A handwritten signature in black ink, appearing to read "Frank C. Guinta". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Frank C. Guinta  
Mayor

Attachment

**COMMUNITY DEVELOPMENT DEPARTMENT  
ORGANIZATIONAL CHART**





# City of Manchester

2008  
Typed for  
Special meeting

Office of the Mayor  
Hon. Frank C. Guinta

January 16, 2008

The Honorable Board of Aldermen  
One City Hall Plaza  
Manchester, NH 03101

SUBJECT: Proposal of New Department of Facilities, Grounds & Recreation

Dear Members of the Board:

Since the departure of Parks, Recreation & Cemetery Director Ron Ludwig early last Spring, I have had considerable time to review how the city should move forward in addressing the vital functions of this department and the burgeoning fiscal crisis of the Recreation Enterprise Fund. I remain extremely concerned with the business model of the enterprise and fear that if strong action is not taken soon, our bond rating could be adversely affected.

I am also concerned with maintaining necessary city services in a time where residents want lower property taxes. As this Board is well aware, finding ways to make government more efficient has been a primary goal of my administration and is essential if the tax rate is to remain comparatively low. I know that you share these concerns with me and are equally concerned that the services we provide people remain superior.

Keeping these principles in mind, I have decided to propose to this Board the formation of a new city department that consolidates the Parks, Recreation & Cemetery Department with the Facilities Division of the Highway Department. Please find attached a proposed organizational chart for the department and a job description for the proposed department head.

Furthermore, I want to make the following recommendations/clarifications:

- Although I am specifically recommending this particular consolidation, I am not opposed to seeking alternatives (specifically consolidating Parks & Recreation into Public Works.) However, I believe that the synergies between Facilities and Parks are considerable and prefer this route to that of creating a mega-department in the form of Public Works.

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- If this plan is adopted, it is my intention to nominate Mr. Tim Clougherty as the Director. Mr. Clougherty is an able leader who has gained the respect of city officials and workers alike. His efforts at Facilities Division have greatly improved efficiency within that department, saving taxpayers money while providing quality service.
- No positions are eliminated as part of this consolidation except for the Chief of the Facilities Division. The net savings yielded by this proposal will be \$99,395 in salary alone.
- Improved leadership/innovation are necessary to save the Recreation Enterprise and to prevent the bond rating agencies from downgrading our bond rating due to that fund's mounting deficit. Mr. Clougherty is not only an exemplar employee; he is also a dedicated hockey player who is familiar with our existing enterprise facilities. Whatever changes he makes to the Enterprise will not have a negative impact upon the current users of those facilities.
- Greater interdepartmental cooperation will ensue which will improve morale and lead to greater efficiencies.
- Potential future cost savings are undetermined although they seem likely. Mr. Clougherty has indicated to me that he will not seek significant changes in policy or personnel without further input from employees and the public.

I am sending this proposal to the Committee on Administration for its consideration and am forward the job classification to the Committee on Human Resources & Insurance. I believe that after carefully reviewing this proposal, the Committees will agree with me that this plan makes sense and will benefit the city greatly in the future.

Sincerely,



Frank C. Guinta  
Mayor

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DRAFT



# 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.

<b>Class Title</b>	<b>Facilities, Grounds and Recreation Director</b>
<b>Class Code Number</b>	4252-29

**General Statement of Duties**

Plans, organizes and directs the operational, maintenance and activities of the Facilities, Grounds and Recreation Department to include the Division of Parks, Division of Recreation, Division of Cemeteries and Division of Facilities.

**Distinguishing Features of the Class**

The principal function of an employee in this class is to provide administrative oversight to all operations and activities of the Department of Facilities, Grounds and Recreation. The work is performed under the supervision and direction of the Board of Mayor and Aldermen, but extensive leeway is granted for the exercise of independent judgment and initiative. Supervision and direction is exercised over the work of all employees within the Divisions of Parks, Recreation, Cemetery and Facilities. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, the Board of Mayor and Aldermen, business and community groups, the School District, other recreational jurisdictions, State and Federal officials, representatives of the media and the public. The principle duties of this class are performed in a general office environment.

**Examples of Essential Work  
(illustrative only)**

- Plans, organizes, directs and evaluates the work of the Departmental Managers in implementing the expressed goals, policies and directives of the Department of Facilities, Grounds and Recreation;

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- Develops policies and procedures designed to increase the efficiency and effectiveness of departmental operations.
- Develops and administers the departmental budget;
- Coordinates and manages major capital improvement contracts relating to City buildings, parks and cemeteries;
- Knowledge of trust fund administration and State Attorney General Office, laws governing trust funds;
- Identifies outsourcing needs, administers and supervises all contracts for consultant services to include architects, mechanical, civil, electrical and environmental engineers (excluding the airport);
- Directs, develops, administers and monitors budgets including capital and replacement functions, innovative organization, planning for future needs and reviewing as well as implementing all purchases and construction;
- Prepares reports and correspondence relating to departmental activities to meet regulatory requirements, documents activities and efficiency of operations, develops plans and improvements, responds to requests from elected officials and the public to ensure the public is being well served;
- Plans for the development of activities to ensure the attainment of customer needs and public support of Department programs;
- Coordinates special events with business organizations and community groups;
- Serves as the chief spokesperson for the Department;
- Plans for the acquisition and development of properties and buildings in connection with public parks properties and related areas designed to improve the quality of life within the City of Manchester;
- Responsible for the various aspects of human resource administration to include hiring, termination, grievance procedures, collective bargaining, employee training, etc. etc.;
- Performs special projects for the Board of Mayor and Aldermen;
- Keeps Mayor 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 principles, practices and operations associated with buildings, construction, maintenance, grounds, recreation activities and cemeteries within a municipality;

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- Comprehensive knowledge of current principles and practices of public administration;
- Comprehensive knowledge of budgetary principles within a municipality;
- Comprehensive knowledge of current applicable federal, state and local laws, rules and regulations for building construction and management operations;
- Comprehensive knowledge of building design construction and maintenance;
- Thorough knowledge of engineering principles and practices including mechanical, electrical and energy management systems;
- Thorough knowledge of current developments in the field of building and grounds construction techniques and management practices;
- Ability to organize and direct procedures for budget preparation, supply, purchasing, facility maintenance, financial reporting and human resource administration;
- Ability to demonstrate compliance with all applicable rules and regulations and to operate a safe, effective department within budget;
- 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, Construction Management, Business Administration, Parks and Recreation; or a related field; and
- Considerable experience in the administration of buildings, facilities and program management; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

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**Required Special Qualifications**

- Possession of a NH driver's license or access to transportation.

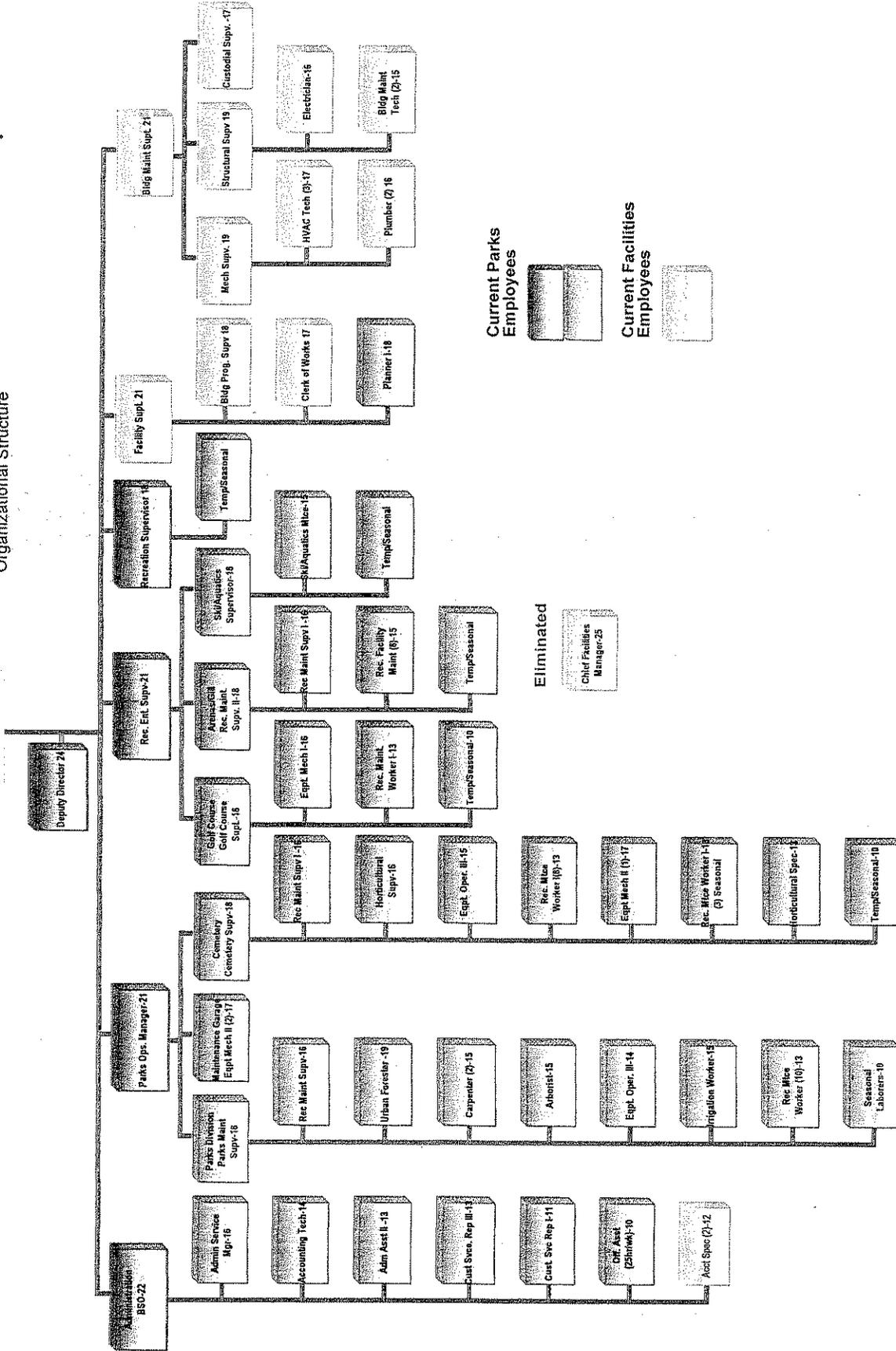
**Essential Physical Abilities**

- 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 assigned areas;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a vehicle;
- 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: \_\_\_\_\_

6-6

# Department of Facilities, Grounds, and Recreation Organizational Structure



Current Parks Employees



Current Facilities Employees



Eliminated





# City of Manchester

Department of Highways

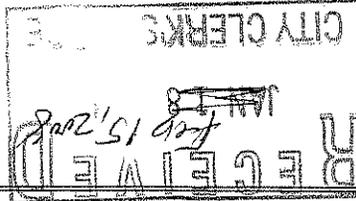
Facilities Division

275 Clay Street  
Manchester, New Hampshire 03103-5613

(603) 624-6555 Administrative Office  
(603) 624-6562 Fax

Kevin A. Sheppard  
*Public Works Director*

Timothy J. Clougherty  
*Chief Facilities Manager*



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## MEMO

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**To:** Carol Johnson  
**From:** Kevin Sheppard  
**Date:** 02/15/08  
**Re:** Information

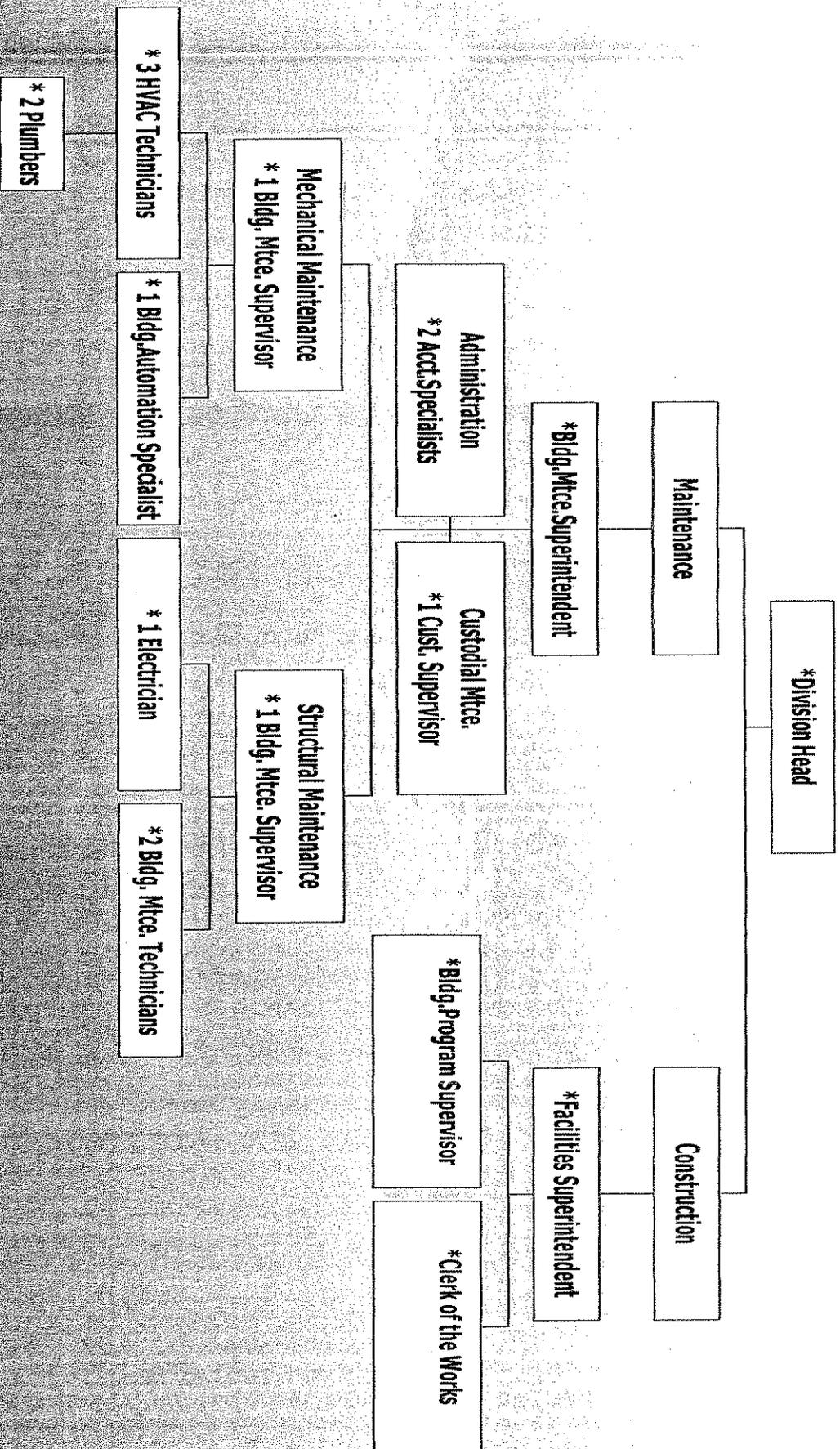
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Attached please find information requested by the Committee on Administration, for distribution to the Board.

Thank you.

6-8

# Department of Public Works Facilities Division - Organization



02-10-08

19 Positions

6-9

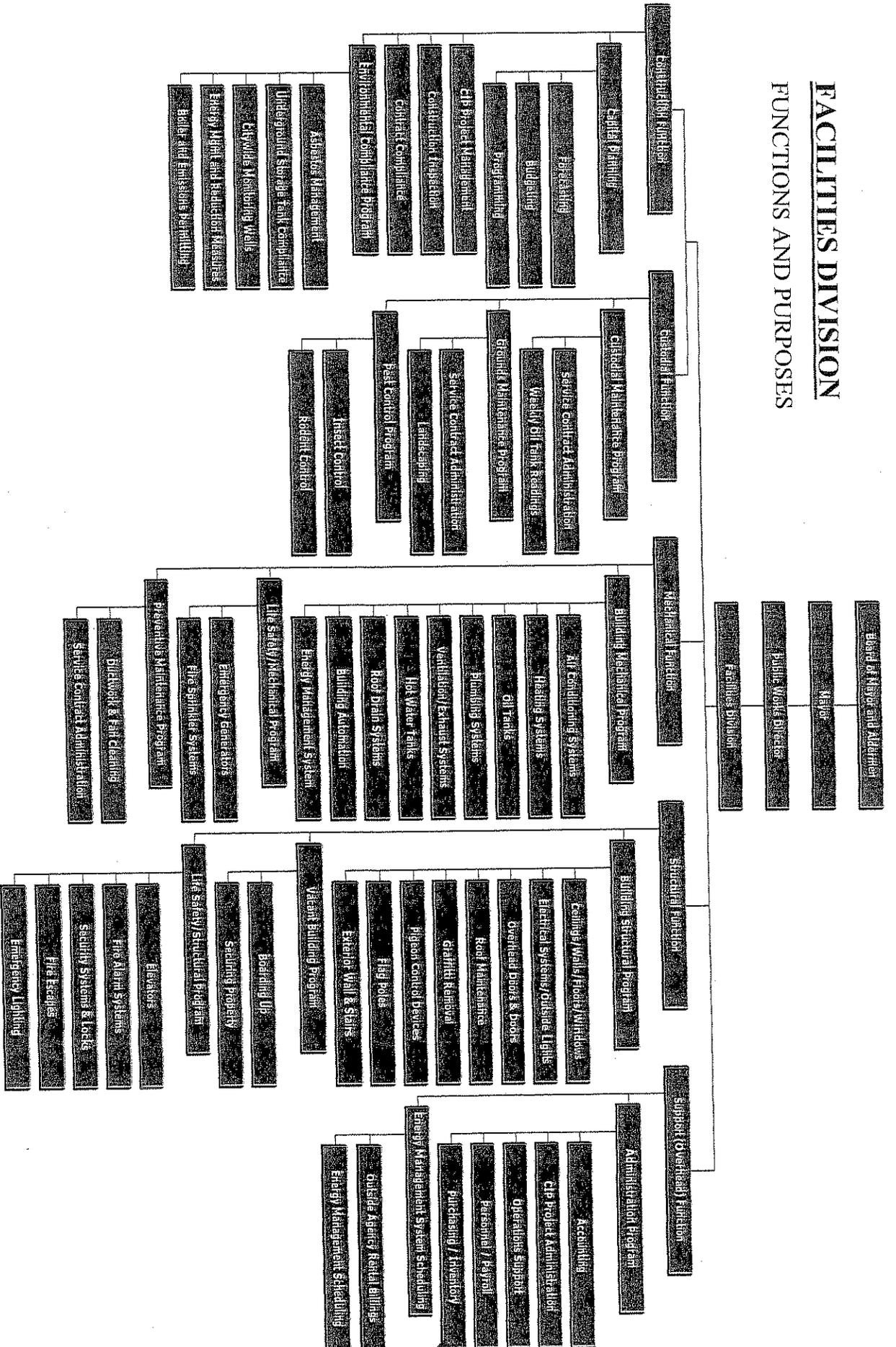
**Highway - Facilities Division**  
**Actuals FY03-FY08 vs FY09 Budget Request - 103%**

		Construction Function Added				FY08	FY09		
		FY03	FY04	FY05	FY06	FY07	Modified	103%	
		Actuals	Actuals	Actuals	Actuals	Actuals	Budget	Request	Difference
110	Regular Salary	563151	631919	802513	\$902,574	\$965,898	\$971,680	\$1,028,145	\$56,465
130	Overtime	43940	47708	52502	\$50,619	\$38,334	\$39,525	\$40,900	\$1,375
<b>SALARIES</b>		<b>\$607,091</b>	<b>\$679,627</b>	<b>\$855,015</b>	<b>\$953,193</b>	<b>\$1,004,232</b>	<b>\$1,011,205</b>	<b>\$1,069,045</b>	<b>\$57,840</b>
211	Health Insurance	100364	114313	135227	\$164,879	\$192,787	IN HR	IN HR	
212	Dental Insurance	7943	10125	12813	\$14,743	\$15,303	IN HR	IN HR	
213	Death Benefit/Life Insurance	\$1,110	\$1,293	\$1,236	\$1,111	\$1,188	IN HR	IN HR	
214	Workers Compensation	IN HR	\$5,734	\$6,340	\$1,320	\$10,214	\$10,811	\$13,081	\$2,270
219	Disability Insurance	\$1,016	\$1,099	\$1,178	\$1,111	\$1,135	\$1,148	\$1,172	\$24
228	Contributory Retirement	IN HR	\$57,746	\$73,897	\$83,845	\$122,623	\$119,865	\$153,584	\$33,719
230	FICA	\$44,012	\$49,510	\$63,208	\$71,185	\$70,395	\$74,980	\$79,545	\$4,565
271	Staff Development			\$745					
298	Uniform Allowance		\$922	\$1,000	\$1,046	\$1,116	\$1,100	\$2,300	\$1,200
<b>BENEFITS</b>		<b>\$154,445</b>	<b>\$240,742</b>	<b>\$295,444</b>	<b>\$339,240</b>	<b>\$414,761</b>	<b>\$207,904</b>	<b>\$249,682</b>	<b>\$41,778</b>
<b>SALARIES &amp; BENEFITS</b>		<b>\$761,536</b>	<b>\$920,369</b>	<b>\$1,150,459</b>	<b>\$1,292,433</b>	<b>\$1,418,993</b>	<b>\$1,219,109</b>	<b>\$1,318,727</b>	<b>\$99,618</b>
<b>EXPENSES</b>									
390	Other Services	\$4,280	\$889	\$4,170	\$4,340	\$5,047	\$3,625	\$4,375	\$750
419	Service Agreements	\$9,761	\$10,266	\$9,662	\$11,304	\$16,660	\$21,898	\$30,490	\$8,592
441	Mtce. & Repair Equipment	\$23,235	\$16,030	\$22,279	\$24,909	\$14,080	\$20,000	\$20,876	\$876
445	Contract work	\$278,930	\$265,416	\$300,485	\$288,516	\$355,644	\$251,851	\$275,000	\$23,149
451	Equipment Rental	\$758	\$422	\$531	\$1,177	\$700	\$700	\$700	\$0
521	Insurance - CGL		\$1,731	\$5,038	\$4,831	\$10,385	\$9,676	\$11,127	\$1,451
531	Telephone	\$9,129	\$8,190	\$8,985	\$7,505	\$7,706	\$8,000	\$8,620	\$620
532	Postage	\$370	\$458	\$670	\$349	\$691	\$946	\$933	(\$13)
533	Radio Communications	\$286	\$252	\$426					
540	Advertising	\$668	\$1,397	\$516	\$1,331	\$1,146	\$1,625	\$1,625	\$0
550	Printing	\$90	\$80	\$320	\$340	\$299	\$400	\$400	\$0
580	Travel, Conference & Meetings	\$590	\$40	\$345	\$1,437	\$2,921	\$1,855	\$2,000	\$145
591	Contract Manpower	\$3,504,120	\$3,646,487	\$3,929,212	\$4,304,627	\$4,269,466	\$4,260,082	\$4,400,048	\$139,966
592	Duplicating	\$321	\$1,145	\$2,242	\$2,026	\$3,330	\$3,620	\$3,470	(\$150)
610	General Supplies	\$1,915	\$835	\$2,379	\$2,450	\$2,998	\$2,000	\$2,000	\$0
617	Minor Tools	\$4,363	\$6,159	\$6,146	\$6,190	\$7,264	\$5,000	\$5,750	\$750
618	Custodial Supplies	\$1,901	\$3,691	\$1,207	\$1,187	\$1,953	\$1,400	\$1,400	\$0
619	Fire Extinguishers	\$1,159	\$991	\$281	\$424	\$1,120	\$800	\$800	\$0
630	Books	\$51		\$54	\$28	\$376	\$400	\$400	\$0
640	Periodicals	\$677	\$383	\$765	\$765	\$727	\$850	\$330	(\$520)
651	Natural Gas	\$28,499	\$38,939	\$38,701	\$42,440	\$43,580	\$50,000	\$52,500	\$2,500
652	Electricity	\$97,290	\$89,715	\$99,560	\$106,423	\$116,541	\$116,911	\$128,602	\$11,691
653	Fuel Oil	\$3,036	\$2,354	\$6,538	\$6,331	\$5,884	\$9,845	\$9,845	\$0
682	Construction Materials	\$251,198	\$251,682	\$243,943	\$266,346	\$235,748	\$231,791	\$251,000	\$19,209
740	Capital Equipment	\$12,246	\$13,250	\$25,754	\$18,159	\$15,703	\$7,000	\$7,000	\$0
810	Dues, Fees & Licenses		\$500	\$624	\$712	\$1,408	\$1,540	\$1,515	(\$25)
865	Medial Supplies	\$71	\$50	\$48	\$147	\$98	\$100	\$175	\$75
890	Miscellaneous				\$0	\$6	\$25	\$25	\$0
898	Special Projects	\$272,083	\$188,117	\$208,514	\$708,408	\$273,133	\$250,000	\$135,747	(\$114,253)
<b>EXPENSES TOTAL</b>		<b>\$4,507,027</b>	<b>\$4,549,479</b>	<b>\$4,919,395</b>	<b>\$5,812,702</b>	<b>\$5,394,624</b>	<b>\$5,261,940</b>	<b>\$5,356,753</b>	<b>\$94,813</b>
<b>ORGANIZATION TOTALS</b>		<b>\$5,268,563</b>	<b>\$5,469,848</b>	<b>\$6,069,854</b>	<b>\$7,105,135</b>	<b>\$6,813,636</b>	<b>\$6,481,049</b>	<b>\$6,675,480</b>	<b>\$194,431</b>
Projected Revenue - School Chargeback		\$4,707,114	\$4,949,817	\$5,544,379	\$6,295,483	\$5,903,947	\$5,782,101	\$5,679,118	
BMA Budget Cut (school portion) 11/3/04				-\$113,875					
Anticipated School Chargeback				\$5,430,504		\$5,905,000			
Final Approved Modification by School		\$4,707,114	\$4,949,817	\$5,493,107	\$5,918,000	\$5,795,110	\$5,601,202		
School Freeze During Year					\$93,574				
Actual School Chargebacks		\$4,547,124	\$4,729,168	\$5,160,646	\$5,826,956	\$5,722,895			

6-10

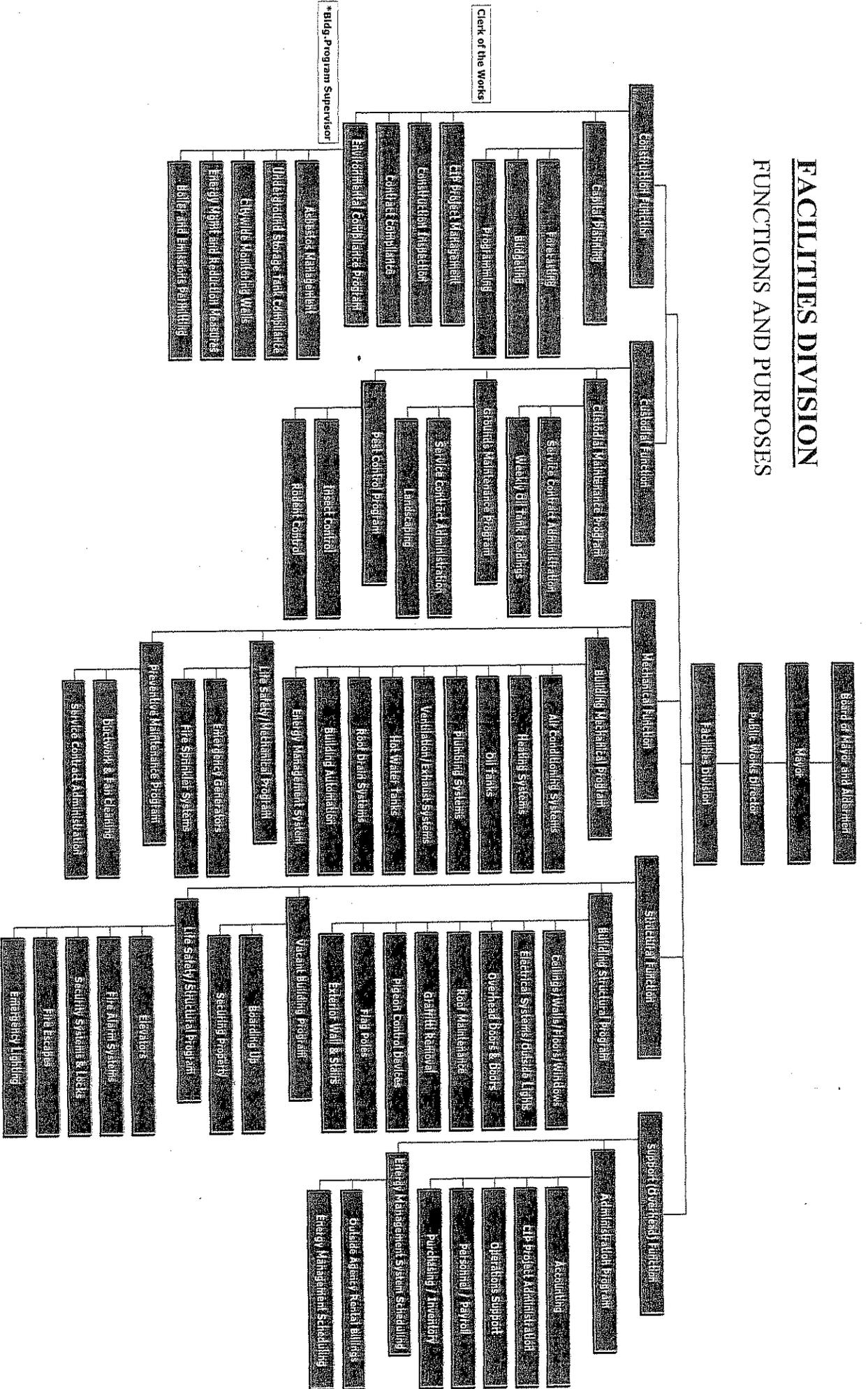
# FACILITIES DIVISION

## FUNCTIONS AND PURPOSES



11-19

# FACILITIES DIVISION FUNCTIONS AND PURPOSES





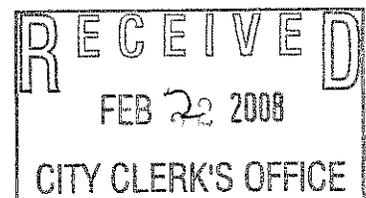
**City of Manchester  
Parks, Recreation & Cemetery Department**

Inter-Office Correspondence

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Memo to: Carol Johnson  
From: Chuck DePrima  
Date: February 20, 2008  
Re: Information requested by Ald. O'neil

Here is the information Ald. O'neil requested prior to the committee on Admin.



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Recreation Enterprise Fund  
Transition 2001 to 2008

Net Loss, 2001	\$ (208,071)	Pools removed 7/1/99
FY2002, new cost, contributory retirement	(82,157)	2006 number w/o Gill
Depreciation on New Clubhouse	(150,000)	includes parking, mtnc bldng
Depreciation on JFK \$1,750,000	(70,000)	estimated 25 year life
Interest on new DCC Bonds	(130,398)	
Interest on new JFK Bonds	(72,444)	
Additional interest on DCC Drainage, 2004	(24,000)	approximate
Increase in Rental Income, DCC	116,452	includes % of gross \$13,379
Loss of Subsidy, effective 7/1/06	(300,000)	
Adjusted Loss	<u>\$ (920,618)</u>	

Assumption is that increases in salaries & operating expenses are offset by revenue increases

**Parks, Recreation & Cemeter 5 year Budget History**

		<u>2008</u>	<u>2007</u>	<u>2006</u>	<u>2005</u>	<u>2004</u>
<b>General Fund</b>	Salaries	\$ 82,283	\$ 252,258	\$ 223,954	\$ 209,125	\$ 183,976
	Restricted	146,365	179,915	125,551	137,041	130,532
	Operating	27,800	32,727	20,592	42,589	35,592
	Enterprise/Gill Games	-	-	110,000	410,000	335,000
<b>6500 General Fund Admin</b>		<b>256,448</b>	<b>464,900</b>	<b>370,097</b>	<b>388,755</b>	<b>685,100</b>
	Salaries	99,342	103,170			
	Restricted	21,422	35,081			
	Operating	59,400	66,000			
<b>6504 Gill Stadium</b>		<b>180,164</b>	<b>204,251</b>	<b>-</b>	<b>-</b>	<b>-</b>
	Salaries	261,257	250,333	263,562	255,294	223,184
	Restricted	34,747	38,485	28,530	26,194	21,084
	Operating	89,300	125,566	112,250	92,750	84,750
<b>6506 Aquatics</b>		<b>385,304</b>	<b>414,384</b>	<b>404,342</b>	<b>374,238</b>	<b>329,018</b>
	Salaries	70,510	106,627	78,928	83,872	76,714
	Restricted	19,078	30,893	17,539	13,224	9,664
	Operating	24,250	45,750	18,750	18,750	18,750
<b>6512 Schi Grounds</b>		<b>113,838</b>	<b>183,270</b>	<b>115,217</b>	<b>115,846</b>	<b>105,128</b>
	Salaries	437,560	547,021	558,224	480,344	544,586
	Restricted	66,146	103,668	151,929	124,013	124,255
	Operating	131,883	190,441	144,020	119,020	121,920
<b>6513 Parks</b>		<b>635,589</b>	<b>841,130</b>	<b>854,173</b>	<b>723,377</b>	<b>790,761</b>
	Salaries	86,583	87,642	85,703	82,285	84,761
	Restricted	17,548	23,910	24,776	23,262	19,820
	Operating	163,850	144,200	118,000	108,500	104,600
<b>6514 Maintenance Garage</b>		<b>267,981</b>	<b>255,752</b>	<b>228,479</b>	<b>214,047</b>	<b>209,181</b>
	Salaries	155,170	142,264	127,108	125,186	98,388
	Restricted	30,429	66,391	45,204	44,179	31,928
	Operating	500	2,000	3,000	3,000	18,000
<b>6515 Forestry</b>		<b>186,099</b>	<b>210,655</b>	<b>175,312</b>	<b>172,365</b>	<b>148,316</b>
	Salaries	56,714	56,714	43,813	42,125	52,668
	Restricted	4,338	7,421	3,351	3,222	4,029
	Operating	1,000	1,000	1,200	1,200	1,200
<b>6516 Workreation</b>		<b>62,052</b>	<b>65,135</b>	<b>48,364</b>	<b>46,547</b>	<b>57,897</b>
	Salaries	8,365	8,365	11,180	10,744	8,953
	Restricted	640	640	855	822	685
	Operating	2,700	2,000	3,800	3,800	3,800
<b>6517 General Recreation</b>		<b>11,705</b>	<b>11,005</b>	<b>15,835</b>	<b>15,366</b>	<b>13,438</b>
	Salaries	622,680	580,784	650,168	588,014	608,905
	Restricted	89,090	117,679	187,596	159,396	152,424
	Operating	128,606	164,106	128,072	127,285	128,785
<b>6518 Cemetery</b>		<b>840,376</b>	<b>862,569</b>	<b>965,836</b>	<b>874,695</b>	<b>890,114</b>
	Salaries	47,056	47,819	41,175	37,968	37,169
	Restricted	9,274	40,515	16,609	15,496	14,377
	Operating	44,861	44,836	33,025	29,025	27,525
<b>6522 Spec Perpetual Care</b>		<b>101,191</b>	<b>133,170</b>	<b>90,809</b>	<b>82,489</b>	<b>79,071</b>
	Salaries	1,927,520	2,182,997	2,083,815	1,914,957	1,919,304
	Restricted	439,077	644,598	601,940	546,849	508,798
	Operating	674,150	818,626	582,709	545,919	544,922
	Subsidy & Gill Per Game	-	-	110,000	410,000	335,000
	<b>Total General Fund</b>	<b>\$ 3,040,747</b>	<b>\$ 3,646,221</b>	<b>\$ 3,378,464</b>	<b>\$ 3,417,725</b>	<b>\$ 3,308,024</b>
	Schi Chargebacks	\$ 243,150	\$ 183,000	\$ 183,000	\$ 193,000	\$ 154,337
	Other Gen Fund Revs	\$ 479,745	\$ 459,755	\$ 472,352	\$ 462,050	\$ 501,038

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**Parks, Recreation & Cemeter 5 year Budget History**

		<u>2008</u>	<u>2007</u>	<u>2006</u>	<u>2005</u>	<u>2004</u>
<b>Enterprise Fund</b>	<b>Salaries</b>	\$ 138,849	\$ 170,799	\$ 316,064	\$ 218,762	\$ 308,323
	Restricted	54,369	52,361	118,216	78,741	101,788
	Operating	186,044	184,700	245,550	245,550	245,550
	Debt Payments	164,902	50,250	41,825	43,356	44,844
6501	<b>JFK Coliseum Expenses</b>	544,164	458,110	721,655	586,409	700,505
	JFK School Charges	50,000	46,000	39,680		
	JFK Other Revenues	298,500	278,100	286,800	324,710	312,620
	Salaries	223,534	220,362	261,422	243,469	219,063
	Restricted	82,880	68,903	78,579	71,393	50,655
	Operating	256,917	195,300	200,850	200,850	200,850
	Debt Payments					
6502	<b>West Ice Arena</b>	563,331	484,565	540,851	515,712	470,568
	WSA School Charges	20,000	23,000	19,840		
	WSA Other Revenues	409,500	368,030	348,740	200,073	396,006
	Salaries	255,832	255,084	250,583	249,781	232,099
	Restricted	39,652	55,421	39,655	27,973	24,091
	Operating	198,085	213,900	177,250	152,250	152,250
	Debt Payments	152,071	157,220	193,596	118,362	57,660
6503	<b>McIntyre Ski Area</b>	645,640	681,625	661,084	548,366	466,100
	McIntyre Revenue Budget	382,820	382,820	452,949	477,970	437,949
	Salaries			29,265	38,428	38,414
	Restricted			8,377	804	8,916
	Operating			81,000	99,000	81,000
	Debt Payments			21,819	23,434	29,100
6504	<b>Gill Stadium</b>	-	-	140,461	161,666	157,430
	Gill Revenue Budget			221,050	5,000	10,000
	Salaries	267,786	261,497	238,765	199,306	161,081
	Restricted	93,948	72,261	55,449	48,717	45,723
	Operating	188,893	140,200	121,900	121,900	121,900
	Debt Payments	362,861	140,165	106,405	52,786	159,340
6505	<b>Derryfield Country Club</b>	913,488	614,123	522,519	422,709	488,044
	DCC Revenue Budget	926,430	879,459	869,371	703,215	776,362
	Salaries	296,812	357,496	291,061	302,226	320,796
	Restricted	112,172	93,894	107,098	81,877	103,534
	Operating	128,909	156,534	131,308	112,450	108,250
	Debt Payments	-	-	-	-	-
6507	<b>Administration</b>	537,893	607,924	529,467	496,553	532,580
	Admin Schl Chargebacks	50,000	25,000			
	Admin Other Revenue	-	300,000	305,000	300,000	300,000
	Salaries	46,859	61,264	83,206	100,046	90,133
	Restricted	18,776	28,769	26,056	38,992	26,768
	Operating	31,813	31,813	20,450	20,450	20,450
	Debt Payments	-	-	-	-	-
6511	<b>Athletics</b>	97,448	121,846	129,712	159,488	137,351
	Athletic Chargebacks	115,000	115,000	181,000	451,000	491,000
	Salaries	1,229,672	1,326,502	1,470,366	1,352,018	1,369,909
	Restricted	401,797	371,609	433,430	348,497	361,475
	Operating	990,661	922,447	978,308	952,450	930,250
	Debt Payments	679,834	347,635	363,645	237,938	290,944
	<b>Total Enterprise Fund</b>	<b>\$ 3,301,964</b>	<b>\$ 2,968,193</b>	<b>\$ 3,245,749</b>	<b>\$ 2,890,903</b>	<b>\$ 2,952,578</b>
	<b>Total Enterprise Revenue</b>	<b>2,252,250</b>	<b>2,417,409</b>	<b>2,724,430</b>	<b>2,461,968</b>	<b>2,723,937</b>
	<b>Total Parks &amp; Rec</b>	<b>\$ 6,342,711</b>	<b>\$ 6,614,414</b>	<b>\$ 6,624,213</b>	<b>\$ 6,308,628</b>	<b>\$ 6,260,602</b>



# 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	Accounting Technician
Class Code Number	2020-14

### General Statement of Duties

Performs budget preparation, administration and related accounting duties; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to ensure accurate data compilation, budget preparation and related accounting functions are performed within a City Department. 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. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, outside auditors, vendors, business organizations and the public. The principal duties of this class are performed in a general office environment.

### Examples of Essential Work (illustrative only)

- Prepares an annual budget, portion of a budget or divisional representation of a budget, including preparing proposals, analyzing data, allocating priorities, gathering input from key departmental personnel and documenting all decision making;
- Monitors and prepares specialized reports relating to cost accounting procedures;
- Posts and balances general and subsidiary accounts;

- Audits, computes and records financial transactions;
- Posts budget adjustments;
- Reviews and approves of purchase requisitions for goods and services, including conducting cost feasibility studies and making recommendations to Department Head;
- Supervises accounting personnel in accounts processing and purchasing activities;
- Prepares specifications for the purchase of goods and services;
- Monitors financial accounts reports for accuracy;
- Prepares budget adjustments and determines accounts to be utilized;
- Compiles data, assembles using spreadsheets or related computer applications and publishes reports on specialized Departmental operations as requested;
- Performs grant administration as requested;
- 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 Generally Accepted Accounting Principles;
- Thorough knowledge of current principles and procedures involved in purchasing within a municipality;
- Substantial knowledge of financial office procedures and practices;
- Substantial knowledge of the functions of government in a municipality;
- Substantial knowledge of accounts payable and payroll processes;
- Substantial knowledge of budget preparation within a municipality;
- Ability to interpret accounting reports and records and to analyze accounting data for control and reporting purposes;
- Ability to handle confidential and administrative information with tact and discretion;
- Ability to supervise, train and evaluate 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 an Associate's Degree in Accounting; and
- Some experience in Accounting operations within a municipality; 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 written material in both electronic and hardcopy;
- 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 function within the general office environment.

Approved by: \_\_\_\_\_

Date: \_\_\_\_\_

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# City of Manchester, New Hampshire

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<b>Class Title</b>	<b>Administrative Services Manager</b>
<b>Class Code Number</b>	<b>1130-16</b>

### General Statement of Duties

Provides administrative support within the area of fiscal administration and related in a City Department; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to ensure professional standards are used in the administration of all assigned Departmental functions. The work is performed under the supervision and direction of an assigned administrator and/or Department Head but extensive leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of employees in accounting and related support function activities. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, business organizations and the public. The principal duties of this class are performed in a general office environment.

Traffic Department: Position may require the handling of hazardous wastes.

### Examples of Essential Work (illustrative only)

- Administers fiscal management functions within the Department, including overseeing expenditures and revenues, payroll processes, budget development and administration and related;

- Oversees and participates in plans for the procurement of monies from outside funding sources, including community services, grant development and administration and related;
- Coordinates the implementation of new computer systems and related technology in the Department;
- Prepares specialized analytical reports relating to a core function of a Departmental operation for use in policy development and evaluation of existing programs and initiatives;
- Participates in policy development with the Department Head and other Departmental managers as requested;
- Performs special projects as assigned;
- 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 Generally Accepted Accounting Principles;
- Thorough knowledge of financial office procedures and practices;
- Thorough knowledge of the functions of assigned Department or speciality area within City government;
- Thorough knowledge of accounts payable and payroll processes;
- Thorough knowledge of budget preparation within a municipality;
- Ability to interpret accounting reports and records and to analyze accounting data for control and reporting purposes;
- Ability to handle confidential and administrative information with tact and discretion;
- Ability to supervise, train and evaluate 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;

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- 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 Public Administration, Business Administration or a closely related field; and
- Some experience in office management, financial administration and/or human resources operations and related; 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 material in both electronic and hard copy form;
- 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 various areas of the City.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

Revision Approved by: BMA Date: 4/20/04

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# City of Manchester, New Hampshire

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<b>Class Title</b>	Arborist
<b>Class Code Number</b>	6030

### General Statement of Duties

Performs a full range of duties in the maintenance and care of trees and shrubs in public areas; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to maintain healthy and beautiful trees and woody plants. 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. 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.

### Examples of Essential Work (illustrative only)

- Maintains trees on public and private property within the City of Manchester Parks system and related common areas, including pruning and cutting trees according to work orders;
- Climbs trees of varying height and proximity to structures and other trees and uses ropes, spurs, ladders, pole pruners, hand pruners, axes, hand saws, safety belts, saddles and hydraulic equipment to perform tree maintenance;
- Treats cavities in trees;

- Inspects trees and shrubs for insects, diseases, split or weak limbs or other anomalies, and reports all serious problems to the supervisor;
- Fells and removes trees according to guidelines for safe operations within proximity to population;
- Operates hand saws, power saws, compressors, spray rigs, chippers and hydraulic hoists to have access to tree limbs, remove tree stumps, manage and haul away tree debris;
- Chops and removes tree stumps;
- Plants trees and shrubs;
- Applies pesticides and herbicides on trees and shrubs;
- Performs preventative maintenance on all equipment;
- Responds to requests for information from the public regarding tree operations and the goals and objectives of Forestry operations;
- 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 the standard operations and procedures involved in tree maintenance activities;
- Thorough knowledge of the operating procedures of chainsaws, ropes, boom trucks, chippers and related equipment;
- Thorough knowledge of all safety guidelines as applied to Forestry operations;
- Some knowledge of common trees and shrubs of New Hampshire, or those that have been transplanted to New Hampshire;
- Some knowledge of the identification of infestation or disease within trees and shrubs;
- Skill in the felling of trees;
- Skill in the climbing and roping of trees;
- 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 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 Forestry operations; 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 CDL-B with air brakes;
- New Hampshire Arborist Association Certificate or equivalent State Certified Arborist;
- Pesticide Applicator'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 observe tree conditions and work in progress;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate chain saws and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to climb trees and work in confined spaces;
- Sufficient personal mobility and flexibility, with or without reasonable accommodation, which permits the employee to stoop, kneel, crouch, stand, walk, push, pull, climb and grasp repetitively;
- Sufficient strength and endurance, with or without reasonable accommodation, which allows the employee to lift and carry up to 80 pounds occasionally and 30 pounds frequently.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

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# City of Manchester, New Hampshire

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<b>Class Title</b>	<b>Business Services Officer</b>
<b>Class Code Number</b>	<b>9225-22</b>

### General Statement of Duties

Plans, coordinates, and supervises fiscal and/or human resources operations for an assigned City department; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to plan, coordinate, and supervise the fiscal and/or human resources operation to ensure efficiency and compliance with prescribed policies, rules, and regulations. 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. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with assigned supervisors, other City employees, elected City officials, union representatives, contractors, and the general public. The principal duties of this class are performed in general office environment.

### Examples of Essential Work (illustrative only)

- Administers and manages the fiscal operations for an assigned City department/division, including budget planning and preparation, financial analysis, accounting, payroll, and preparation of related financial reports as required;
- Monitors and reviews a variety of periodic financial reports to insure accurate reporting, including general ledger, accounts receivable, accounts payable, payroll, cash flow/reconciliation, budgeting, and other related reports as required;

- Plans and develops the operational budget for an assigned City department, including research, data collection, and statistical analysis for fiscal management purposes;
- Advises department heads and supervisory personnel on complex fiscal matters, budgetary consideration, transfers of funds, payment procedures, investments, expenditures, and commitment of funds as requested;
- Oversees the implementation, maintenance, and support of the Department computer information systems;
- Formulates and interprets policies and regulations for implementation by staff, including establishing financial objectives and internal controls under the direction of the Director;
- Oversees personnel administration for an assigned Department, including interviewing applicants, hiring, and reviewing any personnel related decisions to ensure compliance with all Federal, State, and City rules, regulations, and policies;
- Provides advice and counsel to other City department and/or division heads regarding hiring, promotions, disciplinary actions, benefits, worker's compensation, and other contractual issues;
- Provides supervision of assigned department personnel, including coordinating work schedules and directives;
- Serves as a representative for the Department at a variety of meetings, conferences, boards, and committees as required;
- 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 Generally Accepted Accounting Principles;
- Comprehensive knowledge of the functions of government in a municipality;
- Comprehensive knowledge of financial office procedures and practices;
- Comprehensive knowledge of accounts payable, cost accounting, and payroll processes;
- Comprehensive knowledge of City department functions, policies, procedures, and established human resources rules and regulations;
- Thorough knowledge of computer information systems used by the City;
- Thorough knowledge of municipal budgeting processes;

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- Thorough knowledge of the Fair Labor Standards Act and other laws that relate to salaries and wages;
- Thorough knowledge of the principles and practices of personnel administration within the public sector;
- Ability to interpret accounting reports and records, and to analyze accounting data for control and reporting purposes;
- Ability to evaluate departmental needs in the development and implementation of the departmental budget;
- Ability to supervise, train, and evaluate the work of others;
- Ability to effectively deal with difficult people in diplomatic and professional manner;
- Ability to handle confidential and administrative information with tact and discretion;
- 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 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 to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- 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

- Bachelor's Degree in Accounting, Finance, Business Administration; and
- Considerable experience in public financial administration; 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 hardcopy form;

- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a personal computer, telephone, and other related office equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to function within a general office environment.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

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# City of Manchester, New Hampshire

## Class Specification

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<b>Class Title</b>	<b>Carpenter</b>
<b>Class Code Number</b>	<b>6020</b>

### General Statement of Duties

Performs general and finish carpentry work; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to complete carpentry elements of parks civic projects. The work is performed under the supervision and direction of the Parks and Recreation Manager 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 indoor and outdoor work environment with potential personal hazards.

### Examples of Essential Work (illustrative only)

- Constructs forms, builds frames, benches, bleachers, playground equipment, picnic tables and related carpentry specific to Parks projects;
- Erects, repairs, maintains, modifies and fabricates frame buildings and structures, including constructing walls and roofing;
- Repairs and maintains window frames, sashes, door frames, doors, hardware and locks and related structural features;
- Reads blueprints and examines materials and take-offs, estimates and costs for projects;
- Prepares sketches of carpentry work to be done;
- Builds, repairs, restores and maintains furniture and cabinets;

- Installs partitions and applies floor coverings, drywall, wall coverings and wood paneling;
- Installs ceramic tiles and window glass;
- Operates all hand tools associated with carpentry work and power tools, including power saws, jointers, shapers and planers;
- Oversees maintenance crews in their participation in carpentry projects;
- Adheres to all safety procedures and guidelines regarding carpentry work;
- Completes plumbing, painting and related skilled trades work as necessary;
- 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 the current principles and practices associated with rough and finish carpentry work;
- Thorough knowledge of the tools, equipment and materials used in carpentry work;
- Thorough knowledge of OSHA guidelines and safety hazards associated with carpentry operations;
- Skill in the completion of carpentry duties;
- Ability to coordinate 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 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
- Considerable experience in carpentry 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;
- On-call status;
- CDL with air brakes;
- Completion of an apprenticeship in carpentry.

**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 work in progress;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate hand and power tools;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to various work sites throughout the City.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_



# City of Manchester, New Hampshire

## Class Specification

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<b>Class Title</b>	Cemetery Supervisor
<b>Class Code Number</b>	6070-18

### General Statement of Duties

Supervises cemetery day to day operations,, including burial services, grounds maintenance and meeting with people in need of cemetery services; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to ensure the cemetery operates in alignment with all standard cemetery operations. The work is performed under the supervision and direction of the Parks and Recreation Manager but considerable leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of employees involved in cemetery operations. 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, outside contractors and the bereaved. The principal duties of this class are performed in a City cemetery, including work in all types of weather.

### Examples of Essential Work (illustrative only)

- oversees all operations, to include distributing work orders and inspecting cemetery maintenance, as well as the promotion/marketing of City cemeteries;
- Supervises maintenance operations, including sodding, seeding, fertilizing, watering, mowing, grave and foundation layout and services, snow removal and sanding;
- Coordinates burial areas with families, including providing spaces for both pre-need and need lots;

- Supervises and performs the work of maintenance crews in the construction, repair and maintenance of buildings, grounds, shrubbery, roads, paths and parking spaces in City cemetery areas;
- Coordinates traffic for burial services to ensure a lack of congestion and proper direction to burial sites;
- Investigates complaints from the public and takes actions to ensure solid public relations and adequate behavior of work crews within the cemetery environment;
- Coordinates and monitors the work of private contractors;
- Gathers information for time and material estimates, laying out grave lots and spaces and light construction equipment;
- Prepares accurate and thorough reports of maintenance activities;
- Ensures all work crews operate with an adherence to prescribed safety rules and procedures;
- 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 current practices and procedures involved in cemetery construction and maintenance;
- Thorough knowledge of all safety procedures involved in cemetery maintenance operations;
- Substantial knowledge of the purposes and policies of the Parks and Recreation Department;
- Knowledge of all power equipment, hand tools, vehicles and tractors involved in cemetery parks construction and maintenance;
- Ability to use, tact, patience and courtesy in dealing with grieving families;
- Ability to supervise, train, 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 High School or possession of a GED; and
- Considerable experience in cemetery operations; 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;
- Pesticide Applicator's License;
- Valid New Hampshire CDL with air brakes.

#### 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 the progress of work crews;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate hand and power tools;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to visit work sites throughout the City.

Approved by: BMA Date: 12-06-05

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# City of Manchester, New Hampshire

## Class Specification

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<b>Class Title</b>	Customer Service Representative I
<b>Class Code Number</b>	1020-11

### General Statement of Duties

Performs a variety of clerical, general office duties and information dissemination services for employees and visitors; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to serve as a central communication point within a City department and to provide clerical and administrative support functions to office personnel. The work is performed under the supervision and direction of an assigned supervisor but some 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, 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)

- Answers department telephone calls, receives and greets visitors to the department and provides information to callers and visitors or refers callers and visitors to other appropriate departments or City personnel;
- Prepares correspondence, lists and other documents on computer;
- Gathers, assembles, updates, distributes and/or files a variety of information, forms, records and data as requested;

- Receives cash for designated items, makes appropriate change and reconciles cash drawers;
- Processes applications, licenses or related documents as necessary;
- Distributes incoming mail to all appropriate City departments;
- 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)

- Substantial knowledge of current practices and procedures involved in customer service delivery;
- Substantial knowledge of modern office procedures, practices and equipment;
- Substantial knowledge of modern office filing systems and procedures;
- Some knowledge of the function of services within the public sector, preferably within a municipality;
- Ability to deal with a wide range of persons, including situations in which individuals may be upset over some issue involved with City activities and policies;
- 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; knowledge of keyboard and ability to type at a reasonable speed, 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.

Revised: April 15, 2003 by BMA

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# City of Manchester, New Hampshire

## Class Specification

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<b>Class Title</b>	<b>Customer Service Representative III</b>
<b>Class Code Number</b>	<b>1040-13</b>

### General Statement of Duties

Performs a variety of high level clerical and information dissemination services for employees and visitors within City government; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to serve as a central communication point throughout the City or within one Department dealing with a wider range of issues. 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. Supervision may be exercised over other office personnel. This class is distinguished from the class of Customer Service Representative II due the larger scope of responsibilities associated with a diversity of functions. 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)

- Answers department telephone calls and radio communications, receives and greets visitors to the department and provides information to callers and visitors or refers callers and visitors to other appropriate departments or City personnel;
- Answers customer questions requiring detailed programmatic knowledge of Department(s) operations;

- Greets visitors to the City, answers programmatic questions, distributes literature on local government activities and/or referring individuals to designated City personnel or other City departments or outside agencies as necessary;
- Supervises, trains, evaluates and coordinates the work of other designated office personnel;
- Follows up on complaints from customers involving processing of complaints and gathering information from several Departmental and/or intra-Department sources;
- Compiles and archives key information on Department and/or City operations as necessary;
- Prepares correspondence, lists and other documents on computer;
- Gathers, assembles, updates, distributes and/or files a variety of information, forms, records and data as requested;
- Receives cash for designated items, makes appropriate change and reconciles cash drawers;
- Processes applications, licenses or related documents, including bonds and certificates of insurance and schedules inspections as necessary;
- Dispatches information to key Departmental personnel as necessary;
- Distributes incoming mail to all appropriate City departments;
- 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;
- Attends board meetings, takes notes and prepares minutes.

**Required Knowledge, Skills and Abilities**  
(at time of appointment)

- Thorough knowledge of current practices and procedures involved in customer service delivery;
- Thorough knowledge of modern office procedures, practices and equipment;
- Thorough knowledge of modern office filing systems and procedures;
- Thorough knowledge of the function of services within the public sector, preferably within a municipality;
- Ability to deal with a wide range of persons, including situations in which individuals may be upset over some issue involved with City activities and policies;

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- Ability to quickly learn the core area of knowledge of Departmental operations;
- Ability to train, supervise and evaluate 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.

#### Acceptable Experience and Training

- Graduation from High School or possession of a GED; and
- Considerable experience in general office operations; 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: \_\_\_\_\_

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# City of Manchester, New Hampshire

## Class Specification

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<b>Class Title</b>	<b>Deputy Parks and Recreation Director</b>
<b>Class Code Number</b>	<b>6160</b>

### General Statement of Duties

Manages daily 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 provide planning, project and policy development, management and oversight duties in support of the Parks and Recreation Director. 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 employees within the Parks and Recreation Department. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, the Board of Mayor and Alderman, business and community groups, other recreational jurisdictions, State and Federal officials, representatives of the media and the public. The principal duties of this class are performed in a general office environment.

### Examples of Essential Work (illustrative only)

- Manages and coordinates daily functions within the Parks and recreation Department, including conferring with Departmental Managers in specific project areas and keeping the Parks and Recreation Director informed on all major issues;

- Participates in policy development to increase the efficiency and effectiveness of Departmental operations and address recreational and public area needs within the City of Manchester;
- Coordinates the Capital Improvement Program, including planning and administration of all projects and contracts;
- Performs fiscal administration within the Department, including preparation of budget information and oversight of projects accounts;
- Prepares proposals for professional services, including architects, landscape architects, engineers and related;
- Prepares bidding documents for Departmental purchases and special projects;
- Prepares reports, plans and issues for discussion with appropriate staff members;
- Manages daily operations within the Parks and Recreation Administrative office;
- Plans for the development of recreational activities to ensure the attainment of customer needs and public support of Department programs;
- Coordinates special events with business organizations and community groups;
- Participates in various aspects of personnel administration within the Department, including hiring, termination, grievance procedures and coordination of employee training;
- Serves as a spokesperson for the Parks and Recreation Department;
- Performs special projects for the Parks and Recreation Director as requested;
- 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 principles, practices and operations associated with Parks, Recreational activities and public areas within a municipality;
- Comprehensive knowledge of current principles and practices of public administration;
- Thorough knowledge of budgetary principles within a municipality;
- Ability to provide administrative direction within a municipal Department;
- Ability to supervise, train, evaluate and lead 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;

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- 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 Public Administration, Business Administration, Parks and Recreation Management or a related field; and
- Considerable experience in Parks and Recreation operations with some management role; 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 written material in electronic or hardcopy form;
- 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 various work sites throughout the City and out of the area.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_



# City of Manchester, New Hampshire

## Class Specification

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<b>Class Title</b>	<b>Parks, Recreation and Cemetery Director</b>
<b>Class Code Number</b>	<b>6170-28</b>

### General Statement of Duties

Plans, organizes and directs the operations and activities of the Parks, Recreation and Cemetery Department; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to provide administrative oversight to all operations and activities of the Parks, Recreation and Cemetery Department. The work is performed under the supervision and direction of the Board of Mayor and Alderman but extensive leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of all employees within the Parks, Recreation and Cemetery Department, in coordination with a management team consisting of the positions of Deputy Parks, Recreation and Cemetery Director, Parks Operations manager and Recreation Enterprise Manager. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, the Board of Mayor and Alderman, business and community groups, other recreational jurisdictions, State and Federal officials, representatives of the media and the public. The principal duties of this class are performed in a general office environment.

**Examples of Essential Work**  
(illustrative only)

- Plans, organizes, directs and evaluates the work of Departmental Managers in implementing the expressed goals, policies and directives of the Parks, Recreation and Cemetery Department;
- Develops policies and procedures designed to increase the efficiency and effectiveness of Departmental operations and address recreational and public area needs within the City of Manchester;
- Develops and administers the Departmental budget;
- Knowledge of trust fund administration and State Attorney General Office, laws governing trust funds;
- Confers with Department management team to track implementation of policies and receive specific recommendations and suggestions on Division or Departmental operations;
- Provides status reports to the Board of Mayor and Alderman on Departmental operations, any major shift in policies or procedures and recommendations for future development;
- Plans for the acquisition and development of properties in connection with public parks properties and related areas designed to improve the quality of life within the City of Manchester;
- Plans for the development of recreational activities to ensure the attainment of customer needs and public support of Department programs;
- Coordinates special events with business organizations and community groups;
- Participates in various aspects of personnel administration within the Department, including hiring, termination, grievance procedures and coordination of employee training;
- Serves as the chief spokesperson for the Parks, Recreation and Cemetery Department;
- Performs special projects for the Board of Mayor and Alderman as requested;
- 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 principles, practices and operations associated with Parks, Recreational activities and public areas within a municipality;

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- Comprehensive knowledge of current principles and practices of public administration;
- Comprehensive knowledge of budgetary principles within a municipality;
- Thorough knowledge of land acquisition principles;
- Ability to provide administrative direction within a municipal Department;
- Ability to supervise, train, evaluate and lead 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 Master's Degree in Public Administration, Business Administration, Parks and Recreation Management or a related field; and
- Extensive experience in Parks, Recreation and Cemetery operations with some management role; 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 written material in electronic or hardcopy form;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a personal computer and related equipment;

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- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to various work sites throughout the City and out of the area.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_



# City of Manchester, New Hampshire

## Class Specification

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<b>Class Title</b>	<b>Recreation Enterprise Manager</b>
<b>Class Code Number</b>	<b>6140</b>

### General Statement of Duties

Manages the Parks and Recreation Enterprise Division; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to oversee revenue generating operations within the Parks and Recreation Department and implement strategic planning. The work is performed under the direct supervision of the Deputy Parks and Recreation Director and 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 employees in the Enterprise Division. 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, outside contractors, representatives of the media and the public. The principal duties of this class are performed in a general office environment.

### Examples of Essential Work (illustrative only)

- Plans, organizes and manages revenue generating activities within the Parks and Recreation Department, including developing policies for revenue generation and ensuring the accounting of all funds;
- Manages and supervises the operation, maintenance and development of public cemeteries, ski areas, swimming pools, the ice arena, Gill stadium and golf courses, including

- determining fees, establishing and monitoring budget, monitoring maintenance and creating advertising and related promotions;
- Reviews the performance of Supervisors involved in Enterprise activities;
  - Develops strategic planning for the Parks and Recreation Department, including determining priorities and time tables, assembling and allocating resources, monitoring implementation and evaluating results;
  - Manages the Parks and Recreation Administrative offices responsible for hiring and training, payroll, accounting, clerical support functions, purchasing, records and file maintenance, customer sales and customer relations;
  - Develops and administers specifications and bids for vehicles and equipment;
  - Creates, maintains and evaluates various contracts, agreements and related documents in connection with Parks and Recreation development, maintenance and program activities;
  - Receives requests for information and complaints from the public and follows-up to ensure a resolution of the situation;
  - Performs special projects for the Parks and Recreation Director as requested;
  - Coordinates activities for and monitors outside contractors and consultants;
  - 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 business marketing and administration principles within a municipality;
- Comprehensive knowledge of the operation, upkeep, development and implementation of revenue generating ventures within the public sector;
- Comprehensive knowledge of the principles and practices involved in the development and implementation of a strategic parks, recreation and open space plans;
- Thorough knowledge of current principles and practices involved in Parks and Recreation activities;
- Thorough knowledge of generally accepted accounting principles;
- Ability to supervise, train and evaluate the work of others;
- Ability to monitor a revenue flow through an accounting system;

- Ability to design policies to promote customer service and customer relations within the Parks and Recreation Department;
- 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 Public Administration, Parks and Recreation Administration, Business Administration or a closely related field; or
- Considerable experience in parks and recreation activities, including some supervisory and management role; 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 documents in electronic and hardcopy form;
- 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 visit various work sites throughout the City.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

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# 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.

<b>Class Title</b>	<b>Equipment Mechanic I</b>
<b>Class Code Number</b>	<b>5530-16</b>

### General Statement of Duties

Completes 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 Equipment Maintenance Superintendent I and Equipment Maintenance Superintendent II or other assigned 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, 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)

- Performs complete repair and maintenance of City vehicles and heavy equipment, 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.

**Required Knowledge, Skills and Abilities**  
(at time of appointment)

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

- Thorough 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 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 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, 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

- 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 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: \_\_\_\_\_ Date: \_\_\_\_\_

Revised by: BMA \_\_\_\_\_ Date: 9/4/01

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# 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.

<b>Class Title</b>	<b>Equipment Mechanic II</b>
<b>Class Code Number</b>	<b>5540-17</b>

### General Statement of Duties

Completes mechanical repair and maintenance work on vehicles and heavy equipment associated with large civic construction projects; 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 the Equipment Maintenance Superintendent II, Shop 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 Equipment Mechanic I by performing mechanical duties on large scale civic construction equipment. 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)

- Performs complete repair and maintenance of heavy equipment used in civic construction projects, including single and tandem axle trucks, motor patrols, loaders, motor graders, backhoes, truck or tractor and trailer combinations, low-boy, self propelled roller, snowblower, pavers, planers, bulldozers, street sweepers, power shovels, cranes, draglines, clam shells and related;

- 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;
- Installs specialized components to heavy equipment used in Highway and Airport operations;
- Performs structural and equipment repair and maintenance at related facilities;
- Completes fabrications on vehicles and heavy equipment and designs and builds specialized items as requested;
- Inspects, tests and repairs vehicle electrical charging systems, including 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;
- Performs welding duties as applied to heavy equipment, including the fabrication, repair and replacement of metal parts;
- Cuts metal and related items using an oxy-acetylene torch;
- 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.

**Required Knowledge, Skills and Abilities**  
(at time of appointment)

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

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- Thorough knowledge of both manual and automatic transmission operations and repair;
- Thorough knowledge of differential assembly repair and maintenance;
- Thorough knowledge of repair methods of suspension systems;
- Thorough 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 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 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, supplemented by training in heavy equipment and 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

- On-call status;
- Class B CDL with air brakes. (Individuals that are hired by the Airport, Parks and Water Departments may be employed without the CDL. However those individuals must attain the Class B CDL with air brakes within the first six months of employment)

#### 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: \_\_\_\_\_ Date: \_\_\_\_\_

Revision Approved by: BMA Date: 9/4/01

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# 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	Equipment Operator IV
Class Code Number	5470

### General Statement of Duties

Operates complex motorized construction and repair equipment; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to operate specialized equipment involved in municipal construction projects. 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 Equipment Operator III by the use of larger scale equipment. 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.

### Examples of Essential Work (illustrative only)

- Operates complex motorized equipment, including motor patrols, two-yard and larger loaders, motor graders, backhoes, truck or tractor and trailer combinations, low-boy, self propelled roller, snow blowers, pavers, planers, bulldozers;
- Cuts and finishes grades and prepares sub-grades;
- Evacuates trenches, spreads earth, digs holes, clears debris and related earth moving procedures;

- Grades and resurfaces streets;
- Lifts, moves and lowers pipes, beams and related heavy weight materials;
- Maintains responsibility for assigned piece of equipment, including maintaining an awareness of all activity around the equipment and practicing defensive driving when in pedestrian and vehicle traffic;
- Uses backhoe to dig, grade, load trucks and lift and remove buried objects;
- Grades and prepares surfaces for athletic fields;
- Changes buckets, blades and other attachments on equipment;
- Inspects and performs preventative maintenance on equipment;
- Loads and unloads equipment, materials and refuse to dispose of material, distribute construction goods and products and municipal areas;
- Operates equipment of a lower classification as necessary;
- 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 the operation and maintenance of all motorized equipment appropriate to assigned tasks;
- Comprehensive knowledge of construction equipment, materials and methods;
- Comprehensive knowledge of traffic hazards and traffic safety principles, practices and procedures;
- Comprehensive knowledge of proper lifting techniques and personal protective equipment;
- Ability to comprehend and follow safety rules and regulations;
- Ability to train and coordinate the work of others;
- Skill in the operation of motorized equipment as applied to public construction projects;
- 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 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;

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- 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 motorized equipment operation; 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;
- Possess a valid tractor trailer and/or tanker licenses;
- 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 communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor construction and maintenance activities;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate assigned motorized equipment;
- Sufficient physical strength and endurance, with or without reasonable accommodation, to lift and carry, through a full range of motion, up to 70 pounds occasionally and 35 pounds frequently.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

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# City of Manchester, New Hampshire

## Class Specification

<b>Class Title</b>	<b>Golf Course Superintendent</b>
<b>Class Code Number</b>	<b>6080</b>

### General Statement of Duties

Supervises the maintenance, care and general improvement plans of a municipal golf course; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to ensure safe, playable and efficient golf course operations and conditions. The work is performed under the supervision and direction of the Recreation Enterprise Manager but considerable leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of employees involved in golf course maintenance activities and seasonal workers. 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, golf course patrons and the public. The principal duties of this class are performed in both a general office environment and an outdoor work environment.

### Examples of Essential Work (illustrative only)

- Trains, supervises and evaluates seasonal and full time employees in the operations of golf course maintenance and construction, including mowing, grounds care, chemical spraying, irrigation projects and elements of course construction;
- Maintains and assigns mowing growth to ensure the health of golf course grass throughout the entire season;
- Inspects golf course greens for disease, insect infestation and damage and supervises proper treatment;
- Determines correct amounts of fertilizer to be used on greens, tees and fairways and supervises spraying procedures;
- Installs, repairs and monitors irrigations systems;

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- Responsible for front line maintenance of golf course equipment, including preventive maintenance and the training of personnel in proper procedures for use;
- Maintains all appropriate records on golf course maintenance schedules;
- Provides technical advice to all golf course employees on the unique maintenance of the various surface types of golf course grass;
- Supervises the maintenance of all golf course buildings;
- Responsible for being on-call during the golf season to respond to any problems which may occur, (faulty irrigation, chemical, heat or fungus burn of grass etc.);
- Performs the duties of golf course crew workers as required;
- 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 golf course maintenance and construction practices and procedures;
- Comprehensive knowledge of chemical fertilizer use as related to the maintenance of golf courses;
- Comprehensive knowledge of golf course equipment and irrigation systems;
- Substantial knowledge administering golf course personnel procedures during the extended work hours of the golf season;
- 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 install and repair irrigation systems;
- 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;

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- 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 Bachelor's Degree in Golf Course Maintenance Management, Turf Management, Horticulture or a closely related field; and
- Considerable experience in golf course operations with some supervisory role; or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

**Required Special Qualifications**

- On-call status;
- Supervisory Pesticide Applicator's License;
- 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, with or without reasonable accommodation, which permits the employee to observe park maintenance needs and problems and to operate motorized equipment and perform maintenance and repair activities for buildings, grounds and park facilities;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to use hand and power tools and perform construction and maintenance activities;
- Sufficient personal mobility, with or without reasonable accommodation, which permits the employee to enter and exit vehicles, work in cramped spaces, transport supplies and materials and operate a variety of tools used in park, facility and building construction and maintenance activities.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

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# City of Manchester, New Hampshire

## Class Specification

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<b>Class Title</b>	<b>Horticultural Specialist</b>
<b>Class Code Number</b>	<b>6050</b>

### General Statement of Duties

Grows and maintains plants and shrubbery within the Parks system and related common areas; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to ensure all horticultural principles are applied to the growing, transplant and upkeep of plants. The work is performed under the supervision and direction of the Horticultural 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 both a greenhouse and outdoor work environment.

### Examples of Essential Work (illustrative only)

- Grows and transplants seedlings;
- Maintains both woody and herbaceous annuals and perennials, including pruning, planting, watering, raking, fertilizing and mulching;
- Implements flower bed designs;
- Operates garden power equipment, including tractors, mowers, tillers and related;
- Maintains gardening hand tools and related equipment to ensure efficient use;

- Manages pesticide applications for outdoor plantings;
- Grows crops for special purpose displays;
- Waters and fertilizes greenhouse crops;
- Maintains thorough and accurate records of all related turf maintenance activities;
- Applies herbicides and pesticides;
- Responds to requests for information from the public regarding areas of the horticultural program, greenhouse or related;
- Informs immediate supervisor of any assigned area which seems anomalous to normal conditions;
- 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 style="text-align: center;"><b>Required Knowledge, Skills and Abilities</b> (at time of appointment)</p>
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- Substantial knowledge of cultural requirements for growing ornamental plants;
- Substantial knowledge of the methods, materials and tools used in gardening and horticultural growing procedures;
- Substantial knowledge of proper watering, spraying and fertilizing methods as applied to horticultural operations;
- Substantial knowledge of standard pesticide application procedures;
- 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 or possession of a GED, preferably supplemented by additional training in horticultural sciences; and
- Some experience in horticultural operations; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

**Required Special Qualifications**

- Class B CDL with air brakes;
- Ornamental and Turf Pest Control Pesticide Applicator'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 observe assigned horticulture areas;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate all related hand and power tools;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work in various areas across the City.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_



# City of Manchester, New Hampshire

## Class Specification

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<b>Class Title</b>	<b>Horticultural Supervisor</b>
<b>Class Code Number</b>	<b>6060</b>

### General Statement of Duties

Oversees Horticultural operations within the Parks system and related common areas; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to ensure all horticultural principles are applied to the growing, transplant and upkeep of plants. The work is performed under the supervision and direction of the Cemetery Supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of employees in the class of Horticultural Specialist and seasonal workers. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, outside vendors and the public. The principal duties of this class are performed in both a greenhouse and outdoor work environment.

### Examples of Essential Work (illustrative only)

- Supervises Parks personnel involved in horticultural activities;
- Orders seeds, grows, propagates and oversees transplanting throughout all areas of the Parks system;
- Oversees and maintains all operations within the City's greenhouse;
- Orders and cares for cuttings within the greenhouse and oversees final planting;

- Identifies diseases and pests and applies pesticides according to prescribed guidelines;
- Maintains both woody and herbaceous annuals and perennials, including pruning, planting, watering, raking, fertilizing and mulching;
- Implements flower bed designs;
- Operates garden power equipment, including tractors, mowers, tillers and related;
- Maintains gardening hand tool and related equipment to ensure efficient use;
- Manages pesticide applications for outdoor plantings;
- Grows crops for special purpose displays;
- Waters and fertilizes greenhouse crops;
- Maintains thorough and accurate records of all related turf maintenance activities;
- Responds to requests for information from the public regarding areas of the horticultural program, greenhouse or related;
- Monitors all areas within the Parks system to identify green areas which seems anomalous to normal conditions;
- Trains Parks personnel in horticultural 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.

**Required Knowledge, Skills and Abilities**  
(at time of appointment)

- Thorough knowledge of cultural requirements for growing ornamental plants;
- Thorough knowledge of the methods, materials and tools used in gardening and horticultural growing procedures;
- Thorough knowledge of proper watering, spraying and fertilizing methods as applied to horticultural operations;
- Thorough knowledge of standard pesticide application procedures;
- 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 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, preferably supplemented by an Associate's Degree in Horticultural Sciences; and
- Considerable experience in horticultural operations; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

**Required Special Qualifications**

- Class B CDL with air brakes;
- Ornamental and Turf Pest Control Pesticide Applicator'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 observe assigned horticulture areas;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate all related hand and power tools;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work in various areas across the City.

Approved by: \_\_\_\_\_

Date: \_\_\_\_\_



# City of Manchester, New Hampshire

## Class Specification

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<b>Class Title</b>	<b>Irrigation Technician</b>
<b>Class Code Number</b>	<b>6040</b>

### General Statement of Duties

Completes and supervises the installation, restoration, construction, maintenance and repair of water irrigation systems; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to ensure operable irrigation systems in support of parks, golf courses and related common areas. The work is performed under the supervision and direction of the Parks and Recreation Manager or other assigned supervisor within the Parks and Recreation Department 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, outside contractors and the public. The principal duties of this class are performed in an outdoor work environment with potential personal hazards.

### Examples of Essential Work (illustrative only)

- Supervises and completes the installation, construction, cleaning, maintenance and repair of water irrigation systems;
- Serves as a crew leader on irrigation projects, including training maintenance personnel in job functions, providing technical advice on more difficult functions and taking responsibility for completed assignments;

- Opens and closes automatic irrigation systems, repairs leaks and changes irrigation heads;
- Operates and maintains electric pumps and motors, control systems and related devices associated with water delivery systems;
- Installs new water pipes;
- Troubleshoots irrigation control problems;
- Winterizes irrigation systems and seasonal buildings throughout the Parks system;
- Develops, prepares and reads irrigation plans and sketches;
- Uses manual and heavy equipment to dig trenches for irrigation systems;
- Installs, operates, maintains and repairs computerized irrigation systems;
- Performs other duties of Parks maintenance personnel as necessary;
- 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 the methods, procedures and equipment used in water irrigation systems, including all maintenance and repair functions;
- Thorough knowledge of all water pumps and electrical components used in water delivery systems;
- Substantial knowledge of plumbing codes, tools and requirements for back flow preventers;
- Ability to prepare and read plans and sketches;
- Ability to operate heavy equipment used in trenching operations;
- Ability to 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 High School or possession of a GED; and
- Considerable experience in irrigation, plumbing and electrical operations; 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 with air brakes;

### 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;
- 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;
- Sufficient strength and endurance with or without reasonable accommodations, to lift and carry, through a full range of motion, up to 100 pounds occasionally, 50 pounds frequently, and 20 pounds continuously;
- Sufficient mobility and flexibility which allows the employee to stoop, kneel, crouch, stand, walk, push, pull, climb and grasp repetitively.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

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# City of Manchester, New Hampshire

## Class Specification

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<b>Class Title</b>	Lifeguard I
<b>Class Code Number</b>	6240

### General Statement of Duties

Monitors activities in swimming areas to prevent accidents and provide assistance to swimmers; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to provide surveillance and protection duties at public swimming facilities. The work is performed under the supervision and direction of an assigned supervisor but some 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 supervisors, other City employees and the public. The principal duties of this class are performed at public swimming facilities, with some exposure to rescue hazards and hazardous pool chemicals.

### Examples of Essential Work (illustrative only)

- Monitors activities of swimmers at public bathing facilities;
- Rescues swimmers in distress and performs life saving duties, including CPR, rescue breathing, and swimmer rescue techniques;
- Maintains order at bathing facilities, including enforcing pool rules, resolving minor conflicts, and furnishing information to the public;
- Performs first aid to injured patrons;

- Completes all required reports and paperwork;
- Performs moderate manual labor, as required;
- 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, and internal training sessions to become or 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 as required;

### Required Knowledge, Skills and Abilities (at time of appointment)

- Thorough knowledge of water rescue, resuscitation, first aid and life saving practices and techniques;
- Some knowledge of aquatics facility operation;
- Some knowledge of safety requirements and standards, rules and regulations;
- Some knowledge of labor and custodial fundamentals;
- Ability to identify resources in rescues and ground management;
- Ability to accurately complete reports;
- Ability to comprehend and follow safety rules and regulations;
- Ability to deal with and resolve minor conflicts;
- Ability to complete assignments that require good physical condition;
- 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 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

- Two-years High School;
- Some experience in public bathing facility activities; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.





# City of Manchester, New Hampshire

## Class Specification

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<b>Class Title</b>	<b>Lifeguard II</b>
<b>Class Code Number</b>	<b>6230</b>

### General Statement of Duties

Monitors activities in swimming areas to prevent accidents and provide assistance to swimmers; conducts water safety training; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to provide surveillance and protection duties at public swimming facilities. The work is performed under the supervision and direction of an assigned supervisor but some leeway is granted for the exercise of independent judgement and initiative. This class is distinguished from the class of Lifeguard I by added responsibilities as a Water Safety Instructor. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with supervisors, other City employees and the public. The principal duties of this class are performed at public swimming facilities, with some exposure to rescue hazards and hazardous pool chemicals.

### Examples of Essential Work (illustrative only)

- Monitors activities of swimmers at public bathing facilities;
- Rescues swimmers in distress and performs life saving duties, including CPR, rescue breathing, and swimmer rescue techniques;
- Maintains order at bathing facilities, including enforcing pool rules, resolving minor conflicts, and furnishing information to the public;

- Teaches Water Safety Instruction Course to groups;
- Performs first aid to injured patrons;
- Completes all required reports and paperwork;
- Performs moderate manual labor, as required;
- 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, and internal training sessions to become or 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 as required;

**Required Knowledge, Skills and Abilities**  
(at time of appointment)

- Thorough knowledge of water rescue, resuscitation, first aid and lifesaving practices and techniques;
- Some knowledge of aquatics facility operation;
- Some knowledge of safety requirements and standards, rules and regulations;
- Some knowledge of labor and custodial fundamentals;
- Ability to identify resources in rescues and ground management;
- Ability to conduct water safety and swimming training;
- Ability to accurately review and complete reports;
- Ability to comprehend and follow safety rules and regulations;
- Ability to deal with and resolve minor conflicts and public relation issues;
- 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 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**

- Two-years High School;
- Some experience in public bathing facility activities; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

**Required Special Qualifications**

- Current Certified Lifeguarding Certificate;
- Current Water Safety Instructor Certificate
- Current Basic First Aid Certificate;
- Current CPR.

**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 perform water rescue procedures in a public bathing facilities environment.

Approved by:     BMA     Date:     5/16/00



# City of Manchester, New Hampshire

## Class Specification

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Class Title	Lifeguard Supervisor
Class Code Number	6220

### General Statement of Duties

Oversees pool operation and maintenance activities at an assigned facility; monitors activities in swimming areas to prevent accidents and provide assistance to swimmers; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to oversee operation and maintenance activities at an assigned facility and provide surveillance and protection duties at public swimming facilities. The work is performed under the supervision and direction of a Pool Supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of employees in the classes of Lifeguard I, Lifeguard II and pool attendants. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with supervisors, other City employees and the public. The principal duties of this class are performed at public swimming facilities, with some exposure to rescue hazards and hazardous pool chemicals.

### Examples of Essential Work (illustrative only)

- Supervises, trains, evaluates and coordinates the work of other lifeguard personnel at assigned facility;
- Monitors activities of swimmers at public bathing facilities to ensure compliance with facility and pool rules;

- Rescues swimmers in distress and performs life saving procedures, including rescue breathing techniques, CPR, and swimmer rescue techniques;
- Oversees order at bathing facilities, including enforcing water safety rules, resolving conflicts, and furnishing information to the public;
- Performs first aid to injured patrons;
- Completes schedules for lifeguards and other facility staff;
- Reviews and organizes lifeguard reports and prepares weekly reports for Pool Supervisor review;
- Conducts periodic lifesaving drills to maintain lifesaving services at maximum efficiency and checks lifesaving devices and equipment daily to insure proper location and serviceability;
- Completes testing of water, filter and vacuum systems and initiates corrective action, as required;
- Resolves staff conflict issues;
- Intercedes to resolve conflicts, complaints, and public relation issues that cannot be resolved by lifeguard personnel at assigned facility;
- Performs moderate manual labor, as required;
- 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, and internal training sessions to become or 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 as required;

**Required Knowledge, Skills and Abilities**  
(at time of appointment)

- Comprehensive knowledge of water rescue, resuscitation, first aid and lifesaving practices and techniques;
- Thorough knowledge of facility operation and aquatics program;
- Thorough knowledge of emergency procedures specific to facility and program;
- Thorough knowledge of paperwork, deadlines, and purpose;
- Thorough knowledge of water testing procedures;
- Substantial knowledge of labor and custodial fundamentals;
- Ability to identify resources in rescues and ground management;
- Ability to accurately review and complete reports;
- Ability to comprehend and follow safety rules and regulations;
- Ability to deal with and resolve complex public relations issues;
- Ability to delegate tasks to subordinates;

- Ability to remain constantly vigilant in facility environment;
- 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 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

- High School Graduate;
- Considerable experience in public bathing facility activities; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

#### Required Special Qualifications

- Current Certified Lifeguarding Certificate;
- Current Head Lifeguard Certificate;
- Current Basic First Aid Certificate;
- Current CPR.

#### 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 perform water rescue procedures in a public bathing facility environment.

Approved by: BMA Date: 5/16/00

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# City of Manchester, New Hampshire

## Class Specification

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<b>Class Title</b>	<b>Parks Maintenance Supervisor</b>
<b>Class Code Number</b>	<b>6110</b>

### General Statement of Duties

Supervises a crew of Parks maintenance personnel; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to oversee daily assigned work. The work is performed under the supervision and direction of the Parks and Recreation Manager but considerable leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of employees in the class of Recreation Maintenance Worker I and II and related. 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.

### Examples of Essential Work (illustrative only)

- Directly supervises a work crew, and participates in repair, maintenance and construction activities;
- Establishes job priorities and time frames for assigned personnel;
- Monitors completion of job assignments to ensure compliance with standards and instructions and revises instructions and time frames as necessary;
- Trains employees on equipment, task procedures, work standards and proper safety procedures;
- Completes thorough and accurate reports on daily work activities, including tasks completed;
- Reviews and analyzes methods, policies, procedures and performance to implement or recommend implementation of objective improvement systems;

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- Serves as liaison to internal and external customers and responds to requests and inquiries concerning programs, policies, procedures, time lines for construction, maintenance and repair projects;
- Determines when additional staff and resources are necessary to complete duties in timely manner and coordinates needs with other Supervisors and Superintendents;
- Plans methods for improving employee safety awareness and the safety of their working environment;
- Supervises athletic field maintenance, including construction/renovation, game preparation, field spiking, dragging, leveling of infields, mound repair, base inspection/placement, mowing of turf areas and the lining and painting of playing surfaces;
- Grades and fills paying surfaces, fields, trails, roads and parking areas;
- Performs technical analysis of all fields and playing surface to determine the best course of action in fertilization, mowing schedules and insect and weed control;
- Oversees the use of all chemicals in athletic fields and maintains proper documentation of the spraying of herbicides, insecticides and pesticides;
- Oversees athletic field irrigation, including design, installation, maintenance and operation;
- Oversees the installation, construction and repair of athletic field fencing, backstops, dugouts, outbuildings, storage areas and related structures as necessary;
- Maintains outside security lights, field lights and scoreboards;
- Oversees other outside construction work, including electrical, plumbing and carpentry;
- 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 current practices and procedures involved in athletic fields construction and maintenance;
- Thorough knowledge of all safety procedures involved in athletic fields maintenance operations;
- Thorough knowledge of the application and handling of herbicides, pesticides and insecticides;
- Substantial knowledge of the purposes and policies of the Parks and Recreation Department;
- Skill in the use of all power equipment, hand tools, vehicles and tractors involved in athletic fields construction and maintenance;
- Ability to supervise, train, evaluate and coordinate the work of others;

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- Ability to coordinate Department objectives and community needs with Department resources and personnel capabilities;
- 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 high School or possession of a GED; and
- Some experience in the position of Maintenance Worker; 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 with air brakes.

#### 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: \_\_\_\_\_

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# City of Manchester, New Hampshire

## Class Specification

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Class Title	Recreation Maintenance Worker I
Class Code Number	6000-13

### General Statement of Duties

Maintains parks and related areas within the Parks and Recreation Department; performs related work as required; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to maintain parks and related common areas in a pleasant and safe environment. The work is performed under the supervision and direction of a Maintenance Supervisor but some 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 employee, Parks patrons and the public. The principal duties of this class are performed in an outdoor work environment with potential hazards.

### Examples of Essential Work (illustrative only)

- Plants, waters, fertilizes, cultivates, mows and rakes grass;
- Trims fence lines and the banks of drainage ditches;
- Collects litter and debris;
- Empties park garbage cans and hauls the collected waste;
- Applies pesticides under close supervision;
- Uses hand tools such as picks, shovels and rakes;
- Operates power equipment, including chain saws, edgers, weed eaters, push and riding mowers, back hoes and field painters;
- Operates dump truck for construction and maintenance including plowing and snow removal operations;

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- Inventories Parks and Recreation areas and informs supervisor of any needed repairs and/or maintenance;
- Cleans and weeds flower beds, mulches around flowers and waters as appropriate;
- Cleans flowers and prunes related shrubbery as necessary;
- Cleans and paints concession stands, field houses and related Parks and Recreation facilities;
- Repairs windows, doors, plumbing and other fixtures;
- Performs manual tasks in the installation of water lines, irrigation systems, fencing, flag poles, benches and picnic tables;
- Constructs and maintains pitcher's mounds and related components of athletic fields;
- Loosens, levels and maintains dirt infields and baselines;
- Prepares playing fields through measuring and applying paint or marble dust;
- Installs and maintains soccer goals, outdoor basketball posts, football goalposts, bleachers, gates, fencing, backstops and netting;
- Repairs worn areas of playing areas by cultivating, leveling grades and/or replacing grass;
- Prepares athletic fields for competition by setting out bases or related equipment as needed;
- Monitors and maintains equipment in a safe operating condition and reports all damages to supervisor;
- Checks and maintains air, oil, fuel, spark plugs, mower blades, tires etc.;
- Cleans equipment and work area;
- Measures and marks off grave lots;
- Removes grass for replanting over completed graves;
- Digs graves according to specification with a backhoe and/or hand tools;
- Covers open grave with plywood until the ceremony is held and the burial is complete;
- Sets up tents and all related equipment for burials;
- Fills and settles graves and installs markers and vases
- 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;
- Acts as the lead person on a crew, when assigned such;
- Performs other directly related duties consistent with the role and function of the classification.

<p><b>Required Knowledge, Skills and Abilities</b> (at time of appointment)</p>
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- Substantial knowledge of parks and athletics fields maintenance activities and procedures;
- Substantial knowledge of safety procedures involved in parks maintenance activities;
- Substantial knowledge of the proper operating procedures for all related equipment;
- Some knowledge of Departmental objectives and purposes;
- Skill in the use of picks, shovels, edgers, weed eaters, push and riding mowers;

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- Skill in the use of picks, shovels, chain saws, edgers, weed eaters, push and riding mowers, back hoes and field painters;
- 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 or possession of a GED; and
- Some experience in landscaping or related 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 CDL -B License with air brakes (or w/in 6-months of employment);
- 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 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;
- 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;
- Sufficient strength and endurance with or without reasonable accommodations, to lift and carry, through a full range of motion, up to 100 pounds occasionally, 50 pounds frequently, and 20 pounds continuously;
- Sufficient mobility and flexibility which allows the employee to stoop, kneel, crouch, stand, walk, push, pull, climb and grasp repetitively.

Approved by: \_\_\_\_\_  
 Revision Approved By: BMA

Date: \_\_\_\_\_  
 Date: 8/5/03

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# 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.

<b>Class Title</b>	Recreation Maintenance Foreman (Temp)
<b>Class Code Number</b>	6210

### General Statement of Duties

Supervises safety, operational, and maintenance activities within an assigned area of the Parks, Recreation and Cemetery Department; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to oversee daily assigned work. 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. Supervision is exercised over Recreational Maintenance Workers. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with supervisors, other City employees and the public. The principal duties of this class are performed in both an indoor and outdoor work environment with potential hazards.

### Examples of Essential Work (illustrative only)

- Supervises a work crew and participates in clean-up, repair, and maintenance activities;
- Determines personnel, materials and equipment needed to complete assignments and informs supervisor of needs;
- Assigns tasks to work crew, including shoveling and moving snow, chopping ice, sweeping floors, mopping up spills, sweeping and vacuuming pools and decks, and emptying garbage cans;

- Uses hand tools such as picks, shovels and rakes;
- Operates power equipment, including chain saws, edgers, weed eaters, push and riding mowers, field painters, snow gun, pool vacuums and filters, snow groomer, and mechanical ski lift;
- Transports self and work crew to and from job sites;
- Maintains assigned work areas in a safe and usable manner and enforces facility and safety rules;
- Plants, waters, fertilizes, cultivates, mows and rakes grass;
- Trims fence lines and the banks of drainage ditches;
- Collects litter and debris;
- Checks and maintains equipment, including air, oil, fuel, spark plugs, mower blades, tires, ski lift equipment, etc.
- Distributes custodial supplies from central locations to all facilities (pool facilities only);
- Inventories and recommends purchase of custodial supplies and products (pool facilities only);
- Adds chemicals to pools, as needed (pool facilities only);
- Completes administrative and record keeping assignments;
- 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, and internal training sessions to become or 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 as required;

**Required Knowledge, Skills and Abilities**  
(at time of appointment)

- Comprehensive knowledge of operating procedures associated with assigned area with the Parks, Recreation and Cemetery Department;
- Substantial knowledge of safety procedures involved in assigned area;
- Substantial knowledge of the proper operating procedures for all related equipment;
- Substantial knowledge of Departmental objectives and purposes;
- Substantial knowledge of paperwork, deadlines, and purpose;
- Substantial knowledge of labor and custodial fundamentals;
- Skill in the use of all power equipment, hand tools, vehicles involved in assigned tasks;
- Ability to accurately review and complete reports;
- Ability to enforce and maintain safety rules and regulations;
- Ability to work under stress and deadlines;
- Ability to perform heavy physical labor;

- Ability to delegate tasks to subordinates;
- 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 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
- Considerable experience in ski areas, ice arenas, park facilities and other related areas; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

### Required Special Qualifications

- Valid 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 perform assigned duties;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate hand and power tools continuously;
- Sufficient strength and endurance with or without reasonable accommodations, 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 allows the employee to stoop, kneel, crouch, stand, walk, push, pull, climb and grasp repetitively.

Approved by: \_\_\_\_\_ BMA \_\_\_\_\_ Date: 5/16/00

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# City of Manchester, New Hampshire

## Class Specification

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<b>Class Title</b>	<b>Recreation Maintenance Supervisor I</b>
<b>Class Code Number</b>	<b>6125</b>

### General Statement of Duties

Supervises a crew of Parks maintenance personnel; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to oversee daily assigned work. The work is performed under the supervision and direction of the Parks and Recreation Manager but considerable leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of employees in the class of Recreation Maintenance Worker I and II and related. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, facilities tenants and the public. The principal duties of this class are performed in an outdoor work environment with potential personal hazards.

### Examples of Essential Work (illustrative only)

- Converts multi-use ice facility on a seasonal basis for the purpose intended;
- Works with ice arena personnel on a daily basis performing maintenance duties as needed;
- Monitors, recommends and makes repairs in multi-use ice arena/civic facility;
- Performs installation, maintenance, removal and storage of portable flooring, hockey rink plexiglass and glass;
- Oversees other outside construction work, including electrical, plumbing and carpentry;
- 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 current practices and procedures involved in athletic fields construction and maintenance;
- Thorough knowledge of all safety procedures involved in athletic fields maintenance operations;
- Thorough knowledge of the application and handling of herbicides, pesticides and insecticides;
- Substantial knowledge of the purposes and policies of the Parks and Recreation Department;
- Skill in the use of all power equipment, hand tools, vehicles and tractors involved in athletic fields construction and maintenance;
- Ability to supervise, train, evaluate and coordinate the work of others;
- Ability to coordinate Department objectives and community needs with Department resources and personnel capabilities;
- 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 high School or possession of a GED; and
- Some experience in the position of Maintenance Worker; 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 with air brakes.

**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: \_\_\_\_\_

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# City of Manchester, New Hampshire

## Class Specification

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<b>Class Title</b>	<b>Recreation Maintenance Supervisor II</b>
<b>Class Code Number</b>	<b>6130</b>

### General Statement of Duties

Supervises maintenance and construction activities at the Ice Arena 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 oversee daily assigned work. The work is performed under the supervision and direction of the Parks and Recreation Manager but considerable leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of employees in the class of Maintenance Worker I and II and related. 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.

### Examples of Essential Work (illustrative only)

- Directly supervises a work crew and participates in repair, maintenance and construction activities;
- Establishes job priorities and time frames for assigned personnel;
- Monitors completion of job assignments to ensure compliance with standards and instructions and revises instructions and time frames as necessary;

- Trains employees on equipment, task procedures, work standards and proper safety procedures;
- Recommends promotions, transfers and disciplinary action;
- Develops and monitors seasonal and weekly employee schedules at ice arenas, and semi-professional ball park;
- Develops schedules in conjunction with Golf Course Superintendent;
- Initiates and oversees ballpark seasonal changeovers for multi-use athletic facility;
- Develops and monitors all athletic facilities and ice arena schedules;
- Completes thorough and accurate reports on daily work activities, including tasks completed;
- Reviews and analyzes methods, policies, procedures and performance to implement or recommend implementation of objective improvement systems;
- Determines when additional staff and resources are necessary to complete duties in timely manner and coordinates needs with other Supervisors;
- Plans methods for improving employee safety awareness and the safety of their working environment;
- Oversees skilled trades areas within ice facilities, including carpentry and plumbing activities;
- Trains employees in ice maintenance activities;
- Ensures all physical components of the Ice Arena and related facilities are maintained in a safe manner for the use by large numbers of people;
- 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 current practices and procedures involved in ice facilities construction and maintenance;
- Thorough knowledge of all safety procedures involved in ice maintenance operations;
- Thorough knowledge of the skilled trades areas of carpentry and plumbing;
- Substantial knowledge of the purposes and policies of the Parks and Recreation Department;
- Skill in the use of all power equipment, hand tools, vehicles and tractors involved in athletic facilities construction and maintenance;
- Ability to supervise, train, evaluate and coordinate the work of others;

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- Ability to coordinate Department objectives and community needs with Department resources and personnel capabilities;
- 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 or possession of a GED; and
- Considerable experience in ice facilities maintenance; 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: \_\_\_\_\_

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# City of Manchester, New Hampshire

## Class Specification

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<b>Class Title</b>	<b>Parks Operations Manager</b>
<b>Class Code Number</b>	<b>6150</b>

### 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;

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- 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;

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- 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: \_\_\_\_\_

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# City of Manchester, New Hampshire

## Class Specification

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<b>Class Title</b>	Planner I
<b>Class Code Number</b>	1330-18

### General Statement of Duties

Performs professional planning duties in support of planning initiatives within the City of Manchester; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to apply professional standards to planning, administration, coordination, research and implementation of parks, neighborhood, business development, urban re-vitalization and related within the City of Manchester. The work is performed under the direction of an assigned supervisor but some leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of employees in the class of administrative support staff. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, State and federal officials, representatives of neighborhood organizations, business and community organizations and the public. The principal duties of this class are performed in a general office environment and at on site locations throughout the community in all types of weather conditions.

### Examples of Essential Work (illustrative only)

- Performs professional planning duties of component parts of plans, policies and programs in support of the City's goals in alignment with private and public development in the City of Manchester;
- Gathers and analyzes data on land use, transportation, recreation, open space needs, development and related based on present and future conditions;

- Coordinates and participates in the scheduling, completing and evaluating various construction and improvement activities and projects;
- Assists in the bid process for capital improvement projects;
- Assists in monitoring project accounts and funds;
- Assists in recommending improvements in facilities;
- Uses computerized modeling techniques, including forecasting, capacity analysis and related to determine impact of various plans on existing City conditions;
- Prepares recommendations for the review and consideration of City Boards and Commissions;
- Explains policies, procedures and regulations to the public, developers, business organizations, contractors, architects and related;
- Performs on-site inspections to determine conformance with improved plans;
- Checks zoning regulations applicable to a particular property and provides all related information to stakeholders;
- Catalogues and maintains official subdivision and site plan documents and other improvement plans for the department and public access;
- Establishes procedures for collecting, summarizing and storing programmatic data to improve program effectiveness using computers, source documents and related;
- Prepares reports for public review, internal use or review by outside organizations, including graphics, to describe projects and program goals or activities;
- Prepares and makes presentations before citizen groups, City commissions, hearing officers and/or the Board of Mayor and Alderman as requested;
- Determines the appropriateness and validity of data for use in various projects and makes recommendations for additional data collection as needed;
- Prepares reports to funding agencies on the status of grant-funded projects;
- Analyzes rules, laws and regulations of other agencies to determine their impact on the City of Manchester;
- Coordinates the work of outside planning consultants;
- 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)

- Substantial knowledge of land use theory, urban design, economics, recreation planning, municipal finance operations, land use law, demographics, environmental design, resource development and ecology;

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- Substantial knowledge of the methods used for citizen involvement in planning projects;
- Substantial knowledge of data gathering and research techniques;
- Substantial knowledge of the theory and methods for formulating land use policies and related;
- Substantial knowledge of Arc GIS 8 or greater; (Parks Department only)
- Substantial knowledge in Auto Cadd 2000 or greater; (Parks Department only)
- Substantial knowledge of the current principles and practices involved in urban planning research;
- Some knowledge in preparation of grant applications for Federal, State, and private funding;
- Some knowledge of practices and techniques of construction and design;
- Some knowledge in developing and maintaining public facilities;
- Some knowledge of requirements for public bidding and procurement process;
- Some knowledge of cartography;
- Some knowledge of, or the ability to quickly learn, the architectural, economic and cultural history of the City of Manchester;
- Ability to read and interpret architectural and engineering designs and specifications, including planimetric, topographic, geologic, hydrological, statistical maps, charts and graphs;
- Ability to performs basic designs;
- Ability to make public presentations on complex planning designs and municipal operations and represent the City in a professional capacity;
- 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 on all facets of planning operations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to operate or quickly learn AutoCAD and Engineering software;
- 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 Master's Degree in Urban Planning, Architecture, Landscape Architecture, Public Administration or related; and
- Some experience related activities; or
- Two years of additional work experience in municipal planning operations plus a Bachelor's degree may be substituted for the Master's Degree.

#### Required Special Qualifications

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- Possession of a NH driver's license or access to transportation.

**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 on-site inspections and review plans, designs and drawings;
- 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: BMA Date: March 7, 2000

Revised by: BMA Date: Feb 21, 2006



# 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.

<b>Class Title</b>	Recreation Aide
<b>Class Code Number</b>	6280

### General Statement of Duties

Performs light to moderate manual labor duties and other activities at various City parks and facilities; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to perform light to moderate labor duties and other activities. The work is performed under the supervision and direction of an assigned supervisor but some 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 supervisors, other City employees and the public. The principal duties of this class are performed in both an indoor and outdoor environment, sometimes in uncomfortable weather conditions.

### Examples of Essential Work (illustrative only)

- Performs minor custodial tasks, including mopping bathhouse floors, sweeping, cleaning restrooms, emptying garbage cans, picking up paper and litter;
- Rakes leaves, pulls weeds and spreads mulch on flower beds at various park locations;
- Plants, waters, fertilizes, cultivates, and rakes grass;
- Trims fence lines and the banks of drainage ditches;
- Cleans and paints field houses and related facilities;

- Performs manual labor tasks relating to the installation of water lines, irrigation systems, fencing, flag poles, benches and picnic tables;
- Repairs worn areas of playing areas by cultivating, leveling grades and/or replacing grass;
- Cleans and maintains work area;
- Monitors pool area to ensure safekeeping of pool patrons' belongings;
- Uses hand tools such as brooms, rakes, picks, and shovels;
- Paints park benches, bollards and similar structures;
- 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, and internal training sessions to become or 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 as required;

**Required Knowledge, Skills and Abilities**  
(at time of appointment)

- Some knowledge of operating procedures associated with assigned area within the Parks, Recreation and Cemetery Department;
- Some knowledge of safety procedures involved in assigned area;
- Some knowledge of labor and custodial fundamentals;
- Ability to work in harmony within a small group;
- Ability to comprehend and follow safety rules and regulations;
- Ability to complete assignments that require good physical condition;
- 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 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**

- Completion of eight grade; or

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# City of Manchester, New Hampshire

## Class Specification

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<b>Class Title</b>	Recreation Facilities Maintenance Worker
<b>Class Code Number</b>	6134

### General Statement of Duties

Maintains Recreation Facilities and related areas within the Parks and Recreation Department; performs related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to operate and maintain Recreation Facilities and related common areas in a pleasant and safe environment. The work is performed under the supervision and direction of the Recreation Maintenance Supervisor I and the Recreation Maintenance Supervisor II but some leeway is granted for the exercise of independent judgement and initiative. This class is distinguished from other classifications in the Parks and Recreation, Cemetery Department with added responsibility for oversight of completed projects. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, Recreation Facilities patrons and general public. The principal duties of this class are performed in an indoor/outdoor work environment with potential hazards.

### Examples of Essential Work (illustrative only)

- Directly supervises a work crew, and participates in repair, maintenance and construction activities;
- Establishes job priorities and time frames for assigned personnel;
- Monitors completion of job assignments to ensure compliance with standards and instructions and revises instructions and time frames as necessary;

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- Trains employees on equipment, task procedures, work standards and proper safety procedures;
- Completes thorough and accurate reports on daily work activities, including tasks completed;
- Reviews and analyzes methods, policies, procedures and performance to implement or recommend implementation of objective improvement systems;
- Serves as liaison to internal and external customers and responds to requests and inquiries concerning programs, policies, procedures, time lines for construction, maintenance and repair projects;
- Determines when additional staff and resources are necessary to complete duties in timely manner and coordinates needs with other Supervisors;
- Plans methods for improving employee safety awareness and the safety of their working environment;
- Completes reports on risk management 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.

**Required Knowledge, Skills and Abilities**  
(at time of appointment)

- Thorough
- Substantial knowledge of the purposes and policies of the Parks and Recreation Department;
- Skill in the use of all power equipment, hand tools, vehicles and tractors involved in construction and maintenance activities;
- Ability to supervise, train, evaluate and coordinate the work of others;
- Ability to coordinate Department objectives and community needs with Department resources and personnel capabilities;
- 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 High School or possession of a GED; and
- 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.

#### 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;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor assigned areas and inspect related equipment;
- 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: \_\_\_\_\_

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# City of Manchester, New Hampshire

## Class Specification

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Class Title	Recreation Maintenance Worker (Temporary)
Class Code Number	6015

### General Statement of Duties

Performs safety, operational, and maintenance activities within an assigned area of the Parks, Recreation and Cemetery Department; performs related work as required; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to perform safety, operational, and maintenance activities in an assigned area of the Parks, Recreation and Cemetery Department to ensure a pleasant and safe environment. The work is performed under the supervision and direction of an assigned supervisor but some 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, park patrons and the public. The principal duties of this class are performed in both an indoor and outdoor work environment with potential hazards.

### Examples of Essential Work (illustrative only)

- Performs light to heavy labor tasks, including shoveling and moving snow, chopping ice, sweeping floors, mopping up spills, emptying garbage cans and hauling the collected waste;
- Plants, waters, fertilizes, cultivates, mows and rakes grass;
- Trims fence lines and the banks of drainage ditches;
- Collects litter and debris;
- Uses hand tools such as picks, shovels and rakes;
- Operates power equipment, including chain saws, edgers, weed eaters, push and riding mowers, and field painters, snow gun, and mechanical ski lift;
- Maintains assigned work areas in a safe and usable manner and enforces facility and safety rules;

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Recreation Maintenance Worker (Temporary) -- 6015Page 2

- Inventories assigned areas and informs supervisor of any needed repairs and/or maintenance;
- Cleans, weeds and mulches flower beds, and waters as appropriate;
- Prunes shrubbery as necessary;
- Cleans and paints concession stands, field houses and related Parks, Recreation and Cemetery facilities;
- Repairs windows, doors, plumbing and other fixtures;
- Performs manual tasks in the installation of water lines, irrigation systems, fencing, flag poles, benches and picnic tables;
- Constructs and maintains pitcher's mounds and related components of athletic fields;
- Loosens, levels and maintains dirt infields and baselines;
- Prepares playing fields through measuring and applying paint or marble dust;
- Installs and maintains soccer goals, outdoor basketball posts, football goalposts, bleachers, gates, fencing, backstops and netting;
- Repairs worn areas of playing areas by cultivating, leveling grades and/or replacing grass;
- Prepares athletic fields for competition by setting out bases or related equipment as needed;
- Monitors and maintains equipment in a safe operating condition and reports all damages to supervisor;
- Checks and maintains air, oil, fuel, spark plugs, mower blades, tires etc.;
- Cleans equipment and work area;
- Removes grass for replanting over completed graves;
- Digs graves according to specifications;
- Covers open grave with plywood until the ceremony is held and the burial is complete;
- Sets up tents and all related equipment for burials;
- Fills and settles graves and installs markers and vases;
- Performs various cashier assignments, including selling tickets, collecting cash payment, making change for cash transactions, counting money in cash till, and keeping daily account balances of cash received and tickets sold (ice guards only);
- Performs various clerical tasks, including answering phones, providing information to the public and simple record keeping as required in assigned area;
- Prepares reports such as public attendance reports, incident and accident reports, and minor injury reports as required in assigned area;
- Resolves conflicts, complaints and public relations issues as required in assigned area;
- Locks up and secures facilities upon completion of event;
- 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)**

- Substantial knowledge of operating procedures associated with assigned area within the Parks, Recreation and Cemetery Department;
- Substantial knowledge of safety procedures involved in assigned area;
- Substantial knowledge of the proper operating procedures for all related equipment;
- Some knowledge of Departmental objectives and purposes;
- Skill in the use of picks, shovels, chain saws, edgers, weed eaters, push and riding mowers, and field painters, mechanical ski lift for assigned area;
- Ability to skate (ice guards only)
- 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 or possession of a GED; and
- Some experience in ski areas, ice arenas, park facilities and other related areas; 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 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;

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# City of Manchester, New Hampshire

## Class Specification

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<b>Class Title</b>	<b>Recreational Specialist I</b>
<b>Class Code Number</b>	<b>6400</b>

### General Statement of Duties

Plans and supervises recreational activities for children; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to plan and supervise quality of life recreational programs for children. The work is performed under the supervision and direction of the Senior Fun in the Sun Counselor 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 supervisors, other City employees, School Department officials, community and neighborhood organizations and the public. The principal duties of this class are performed in various outdoor recreational settings.

### Examples of Essential Work (illustrative only)

- Provides supervision to youths participating in the City's recreational programs;
- Plans recreational activities such as arts and crafts from available resources to keep children active and entertained throughout the day;
- Maintains accurate attendance records at all times;
- Provides a safe and secure play environment for children participating in the program;
- Meets with parents to discuss special needs of child and develops methods to deal with any special needs;

- Performs first aid to injured children;
- Resolves conflicts, complaints, and public relation issues;
- 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, and internal training sessions to become or 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 as required;

**Required Knowledge, Skills and Abilities**  
(at time of appointment)

- Substantial knowledge of current principles and practices involved in recreational activities for children's programs;
- Ability to create games to keep children entertained and actively participating in the planned recreational activity;
- Ability to relate to children;
- Ability to accurately monitor and keep complete attendance reports;
- Ability to establish and maintain a safe play environment;
- Ability to deal with and resolve conflicts between children;
- 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 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 planning recreational activities for children; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

**Required Special Qualifications**

- Ability to pass a background check.

**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 be physically active for long period of time.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

Revision Approved by: BMA Date: 9/4/01

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# City of Manchester, New Hampshire

## Class Specification

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<b>Class Title</b>	Recreational Specialist II
<b>Class Code Number</b>	6300

### General Statement of Duties

Oversees and supervises recreational activities for all age groups at an assigned facility; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to supervise quality of life recreational programs at an assigned facility. The work is performed under the supervision and direction of the Recreation Activities Supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of Recreational Specialist I involved in recreational activities. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, School Department officials, community and neighborhood organizations and the public. The principal duties of this class are performed in an indoor and outdoor recreational setting.

### Examples of Essential Work (illustrative only)

- Supervises, trains and evaluates support staff;
- Reviews and maintains records and reports, including verifying payroll, accident/injury reports, discipline reports, and maintenance records;
- Organizes group events, such as field trips, special event days, etc., for all participants;
- Contacts and solicits small donations from local business owners for program activities;

- Promotes recreational activities by explaining programs and encouraging callers or visitors to participate in events;
- Provides administrative oversight to recreational sites by ensuring equipment is available and in good working condition and that grounds are clean and safe;
- Coordinates administrative oversight of recreational sites by ensuring facilities utilized are operational and secured.
- Ensures the safety of all participants at assigned recreational programs;
- 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)**

- Substantial knowledge of the current principles and practices involved in recreational activities and athletic programs;
- Substantial knowledge of the goals and objectives of the recreational area of the Parks, Recreation and Cemetery Department;
- Substantial knowledge of techniques used in the promotion of community, recreational and athletic events;
- Ability to supervise, train and evaluate the work of others;
- Ability to coordinate the work of volunteers;
- 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 High School or possession of a GED, preferably supplemented by additional training in Leisure Arts, Parks and Recreation Administration or related field; and
- Some experience in supervising recreational activities; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

**Required Special Qualifications**

- Ability to pass a background check;

**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 assigned recreational activities;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to function in a recreational environment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to be physically active for long period of time.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

Revision Approved by: BMA Date: 9/4/01

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# City of Manchester, New Hampshire

## Class Specification

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<b>Class Title</b>	Recreation Supervisor
<b>Class Code Number</b>	6133

### General Statement of Duties

Plans organizes and directs recreational activities for all age groups; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to develop and implement quality of life recreational programs. The work is performed under the supervision and direction of the Parks and Recreation Director but considerable leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of seasonal employees involved in recreational activities. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, School Department officials, community and neighborhood organizations and the public. The principal duties of this class are performed in various recreational settings.

### Examples of Essential Work (illustrative only)

- Supervises, trains and evaluates seasonal, part-time and contract employees in providing a wide variety of recreational activities and areas for children and adults;
- Plans, organizes, coordinates, implements and evaluates recreation programs within assigned areas, including preparing program budgets;

- Collects fees for activities as necessary, maintains thorough and accurate records of participants and related materials;
- Oversees an after school program;
- Organizes league sports, records scores, develops and distributes schedules and recruits coaches;
- Promotes recreational activities through disseminating information on scheduled events, responding to requests for information from the public, meeting with school and community groups and ensuring a wide range of people are encouraged to participate in events;
- Participates in supervising community Service Programs;
- Provides administrative oversight to a youth center, including ordering equipment and supplies, making staff assignments, hire instructors, ensuring security within the building and maintaining a clean and safe environment;
- Monitors expenses and administers assigned budgetary funds;
- Ensures the safety of all participants within an assigned recreational program;
- Arranges for special recreational trips;
- 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)**

- Substantial knowledge of the current principles and practices involved in recreational activities and athletic programs;
- Substantial knowledge of the goals and objectives of the recreational area of the Parks and Recreation Department;
- Substantial knowledge of techniques used in the promotion of community, recreational and athletic events;
- Ability to supervise, train and evaluate the work of others;
- Ability to coordinate the work of volunteers;
- 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;

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- 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 Leisure Arts, Parks and Recreation Administration or related field; and
- Some experience in supervising recreational activities; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

#### Required Special Qualifications

- Ability to pass a background check;
- 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 an assigned recreational activity;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to participate in recreational activities;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to visit work sites throughout the City.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

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# City of Manchester, New Hampshire

## Class Specification

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<b>Class Title</b>	<b>Ski/Aquatics Supervisor</b>
<b>Class Code Number</b>	<b>6090-18</b>

### General Statement of Duties

Supervises maintenance and construction activities at both ski and aquatics facilities; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to oversee daily assigned work. The work is performed under the supervision and direction of the Recreation Enterprise Manager but considerable leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of employees in the class of Maintenance Worker I and II and related. 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.

### Examples of Essential Work (illustrative only)

- Directly supervises a work crew, and participates in repair, maintenance and construction activities;
- Establishes job priorities and time frames for assigned personnel;
- Delegates supervisory functions to subordinate supervisors and foremen;
- Monitors completion of job assignments to ensure compliance with standards and instructions and revises instructions and time frames as necessary;

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- Trains employees on equipment, task procedures, work standards and proper safety procedures;
- Completes thorough and accurate reports on daily work activities, including tasks completed;
- Reviews and analyzes methods, policies, procedures and performance to implement or recommend implementation of objective improvement systems;
- Serves as liaison to internal and external customers and responds to requests and inquiries concerning programs, policies, procedures, time lines for construction, maintenance and repair projects;
- Determines when additional staff and resources are necessary to complete duties in timely manner and coordinates needs with other Supervisors;
- Coordinates slope and lodge use time to accommodate ski school activities, races, and other functions;
- Plans methods for improving employee safety awareness and the safety of their working environment;
- Provides technical advice to work crews in the maintenance of equipment and machinery related to ski/aquatics facilities;
- Completes reports on risk management activities;
- Investigates and follows-up on complaints, accidents and other problems involving ski/aquatics personnel, failure of equipment and/or machinery and takes corrective actions to resolve situations and implement policies to prevent similar incidents in the future;
- Collects fees, balances account funds and deposits reconciled funds;
- Completes purchasing responsibilities, including bid specifications, vendor selection and inventory control;
- Determines certifications of life guards and ski patrol personnel, including checking all credentials for validity and timeliness;
- Serves as a Departmental spokesperson on ski and aquatics issues;
- 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;
- Recommends promotions, transfers, and disciplinary actions;
- Understands and provides input to the budgeting process;
- 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 standard aquatics life saving procedures, including rescuing swimmers from drowning, instructing and disciplining unsafe pool practices and administering first aid;
- Thorough knowledge of First Aid instruction procedures and practices;
- Thorough knowledge of CPR and other related life saving techniques;
- Thorough knowledge of general swimming skills for the purpose of instruction;
- Ability to supervise lifesaving personnel and coordinating the activities of all swimming pool staff;
- Thorough knowledge of the goals, purposes and functions of ski patrols and ability to supervise and prioritize work for such personnel;
- Thorough knowledge of current practices and procedures involved in ski operations, including maintenance and upkeep on all types of equipment and machinery;
- Thorough knowledge of all safety procedures involved in ski/aquatics operations;
- Substantial knowledge of accounts processing procedures;
- Substantial knowledge of the purposes and policies of the Parks and Recreation Department;
- Skill in the use of all power equipment, hand tools, vehicles and tractors involved in construction and maintenance activities;
- Ability to supervise, train, evaluate and coordinate the work of others;
- Ability to coordinate Department objectives and community needs with Department resources and personnel capabilities;
- 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 High School or possession of a GED; and
- Considerable experience in ski/aquatics operations; or

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- 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;
- Ski Patrol certification;
- Standard First Aid Instructor;
- Lifeguard Training Instructor.

**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 in aquatics and outdoor ski environments;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor assigned areas and inspect related equipment;
- 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: \_\_\_\_\_

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# 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.

<b>Class Title</b>	<b>Ski/Aquatics Maintenance Worker</b>
<b>Class Code Number</b>	<b>6092-15</b>

### General Statement of Duties

Assists in the operation and maintenance of ski and aquatics areas; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to assist the Ski/Aquatic Supervisor in operating and maintaining activities at ski and aquatic facilities. The work is performed under the supervision and direction of the Ski/Aquatics Supervisor or an assigned supervisor. Considerable leeway is granted for the exercise of independent judgement and initiative. This class is distinguished from other classifications in the Parks and Recreation/Cemetery Department by the broader scope of responsibility due to oversight of completion of projects assigned and supervision of seasonal/temporary workers (Ski Area Maintenance Worker, Cashier, Lift Attendants, Maintenance Worker, and Recreational Aide). 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 indoor/outdoor work environment with potential hazards.

### Examples of Essential Work (illustrative only)

- Supervises a work crew, and participates in repair, maintenance and construction activities;
- Establishes job priorities and time frames for assigned personnel;
- Assigns tasks to seasonal/temporary workers

- Monitors completion of job assignments to ensure compliance with standards and instructions and revises instructions and time frames as necessary;
- Collects fees, balances account funds and deposits reconciled funds;
- Assists the Ski/Aquatics Supervisor in training employees on equipment, task procedures, work standards and proper safety procedures;
- Completes thorough and accurate reports on daily work activities, including tasks completed;
- Assists the Ski/Aquatic Supervisor in reviewing and analyzing methods, policies, procedures and performance to implement or recommend implementation of objective improvement systems;
- Determines when additional staff and resources are necessary to complete duties in a timely manner and coordinates needs with the Ski/Aquatic Supervisor and/or other supervisors;
- Completes reports on risk management activities, as needed;
- Operates and performs maintenance on equipment and machinery involved in ski area operation, aquatic system operation and other recreation operations;
- Initiates evacuation procedures in the event of a lift failure and serves as OIC through completion of evacuation;
- Provides technical advice to work crews in the maintenance of equipment and machinery related to ski/aquatics facilities;
- 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 style="text-align: center;"><b>Required Knowledge, Skills and Abilities</b> (at time of appointment)</p>
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- Thorough knowledge of current practices and procedures involved in ski operations, including maintenance and upkeep of all types of equipment and machinery;
- Thorough knowledge of current practices and procedures involved in aquatics system operation, including maintenance and upkeep of related equipment and machinery;

- Thorough knowledge of all safety procedures involved in ski area and aquatics operations;
- Substantial knowledge of accounts processing procedures;
- Substantial knowledge of the purposes and policies of the Parks and Recreation Department;
- Ability to coordinate Department objectives and community needs with Department resources and personnel capabilities;
- Ability to supervise, train, evaluate, and coordinate the work of others;
- Ability to use all power equipment, hand tools, vehicles, and tractors involved in construction and maintenance activities;
- 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 with accuracy and speed under the pressure of time sensitive deadlines;
- Ability and willingness to learn quickly 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 ski area and aquatics operations; 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 CDL-B License (or w/in 6-months of employment);
- Ski Patrol Certification (or w/in 1 year of employment);
- Variable schedule dependent on seasonal needs.

#### **Essential Physical Abilities**





# 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.

<b>Class Title</b>	<b>Urban Forester</b>
<b>Class Code Number</b>	<b>6135</b>

### General Statement of Duties

Manages the daily operations of the Urban Forestry Division; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to plan and supervise the daily work of the Urban Forestry Division. The work is performed under the direct supervision of the Parks Operations Manager but considerable leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of employees in the class of Tree Trimmer and related maintenance personnel. 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.

### Examples of Essential Work (illustrative only)

- Oversees, plans, directs and organizes the Forestry operations of the Parks and Recreation Department, including management of all daily work;
- Coordinates bidding processes of purchases of equipment and services;
- Prepares and administers the Urban Forestry budget;

- Designs methods for work activities to increase efficiency and effectiveness in Forestry functions;
- Prioritizes work, distributes assignments and monitors and performs inspections of all completed work;
- Investigates complaints from citizens regarding a Forestry function, ensures all personnel act in a professional manner and according to prescribed guidelines and provides information on Forestry operations to any inquiring party;
- Reviews public tree work requests and determines the appropriate work schedule for the Department;
- Consults with the public to investigate appropriate forestry work and explain the necessary course of action;
- Ensures safe distances between woody vegetation and streets, traffic signs, parks etc.;
- Determines unsafe trees and/or tree limbs for removal from public contact;
- Prepares City tree planting plans;
- Provides training methods for all designated personnel and participates in training programs;
- Provides information for budgetary purposes;
- Maintains thorough and accurate records of all activities within the Urban Forestry Division;
- Handles personnel/disciplinary issues within the division;
- 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 the procedures and equipment used in Forestry operations;
- Comprehensive knowledge of tree care, including the use of common insecticides, fungicides and fertilizers;
- Comprehensive knowledge of hazards and safety precautions of tree cutting, pruning and chipping;
- Comprehensive knowledge of trees, flowers, shrubs, grass planting, cultivation, pruning and other aspects of plant propagation and care, including the use of common pesticides and fertilizers;
- Comprehensive knowledge of plant biology and the common and botanical names of trees, flowers, shrubs and grasses native to or transplanted to New Hampshire;

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- Thorough knowledge of horticultural principles and practices;
- Thorough knowledge of landscape planning;
- Thorough knowledge of surveying principals and practices;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to operate tree planting and removal equipment;
- Ability to recognized hazardous location of trees or tree limbs;
- Ability to use hand and power tools appropriate to assigned tasks;
- Ability to plan, organize, coordinate and supervise the work of others;
- 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 an accredited college or university with a Bachelor's Degree in Urban Forestry, Landscape Architecture or related; and
- Considerable experience in forestry operations with some supervisory role; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

#### Required Special Qualifications

- Pesticide Applicator's License;
- Certified Arborists 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 observe tree conditions and work in progress;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate chain saws and related equipment;

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- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to climb trees and work in confined spaces.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

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# CITY OF MANCHESTER Board of Aldermen

9-25-07  
Tabled



IN BOARD OF MAYOR & ALDERMEN

June 19, 2007

DATE: July 10, 2007

ON MOTION OF ALD. Lopez

SECONDED BY ALD. Shea

Committee on Community Improvement  
One City Hall Plaza  
Manchester, NH 03101

VOTED TO refer to Cmte. on Administration.

*Lu R. Penner*  
CITY CLERK

Chairman Garrity and Honorable Members:

As you meet and have discussions about using Rooms and Meals tax money in the future for Storm Water Utility/Sidewalks/Streets, please consider these comments.

First, let me say that money is needed now and in my point of view should be started with first addressing our reserve fund ordinances that are in place. I do believe that at some point we might look at the revenue that will be in the Rooms and Meals tax, but remember we do have a tax rate stabilization account that we should consider and put money into that account. After all, when we built the civic center we said money would go back to the taxpayer after.

Before we rush into starting another fund, I believe that we need to review some of our ordinances. So, before we make another policy effecting rooms and meals revenue, some of these special ordinances should be changed to start putting money into a special account for storm water/sidewalks/streets this year.

The Finance Officer should review the following to see if they apply today and make recommendations to the Board regarding what changes he would suggest. One area that we should talk about is how much percent of the surplus should go into these accounts, and what they should be used for. An example that I would like to see is instead of putting 50% of the surplus into the Revenue Stabilization Account, how about 25% into this account and 25% into special storm water/sidewalks/streets. That way we can start doing something this year after the audit takes place for the 2007 budget. That's just one ordinance that might be changed. The reserve ordinances are as follows:

- 35.032 Revenue Stabilization Reserve Account (Ordinance passed 5-6-97)
- 35.033 Special Revenue Reserve Account (Ordinance passed 11-6-02)
- 35.034 Tax Rate Stabilization Reserve Account (Ordinance passed 11-6-02)
- 35.035 Risk Retention Reserve Account (Ordinance Passed 11-6-02)

RECEIVED  
JUN 19 2007  
CITY CLERK'S OFFICE

Committee on Community Improvement

June 19, 2007

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I am asking the Board of Aldermen to have the Finance Officer, the City Solicitor and if needed our Bond Council for recommendation before we move forward to make sure that it would not hurt our bond rating to make some changes.

Sincerely,

  
Mike Lopez  
Alderman-At-Large

C: Board of Mayor and Aldermen ✓  
Finance Officer  
City Solicitor