

AGENDA

COMMITTEE ON ADMINISTRATION/INFORMATION SYSTEMS

June 2, 2009

Aldermen O'Neil, Garrity, Murphy,
Pinard, Osborne

4:30 PM

Aldermanic Chambers
City Hall (3rd Floor)

1. Chairman O'Neil calls the meeting to order.
2. The Clerk calls the roll.
3. Appeal of the denial of a Taxicab Driver's License
A motion would be in order to enter non-public session under the provisions of RSA 91-A:3 II (c).
4. Presentation by the Information Systems Department and the Highway Department, on web access to paper maps and related documents.
Ladies and Gentlemen, what is your pleasure?
5. Communication from Ron St. Cyr of Boy Scouts of America, requesting the permit fee be waived for a classic car show.
Ladies and Gentlemen, what is your pleasure?
6. Communication from Carol Martin, Cigna Healthcare, requesting permission to hang a 60-foot banner across Elm Street (at Elm and Amherst Streets) marking the official Start Line of the 17th Annual CIGNA/Elliot Corporate 5K Road Race.
Ladies and Gentlemen, what is your pleasure?
7. Communication from Jonathan Hallet of Jonathan's Quick Eats LLC requesting permission to operate his business twenty-four hours a day, seven days a week.
Ladies and Gentlemen, what is your pleasure?

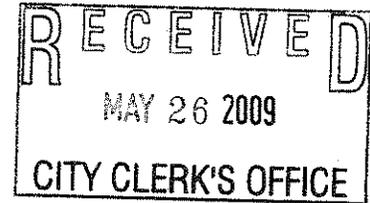
8. Communication from Jennie Angell, Information Systems Director, requesting a Special Revenue account be set up for revenue generated by the GIS system.
Ladies and Gentlemen, what is your pleasure?

TABLED ITEMS

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

9. Recommendation from Matthew Normand, Acting City Clerk, regarding a policy for street closures and license events.
(Tabled 03/16/09)
10. Communication from the Board of Assessors updating the Committee on the changes in the Disability Exemption Law.
(Tabled 03/16/09)
11. Communication from Alderman Lopez requesting reorganization of the Assessors Office.
(Note: Referred by the Board of Mayor and Aldermen on 11/12/08. Response from the Board of Assessors attached. Tabled 03/16/09. Retabled 4/14/09.)
12. Communication from Thomas Clark, City Solicitor regarding a Naming Rights Policy.
(Note: Referred by the Board of Mayor and Aldermen on 2/3/09. Tabled 03/16/09)
13. Communication from Barbara Potvin, New England Sampler, requesting the City hold a public forum to discuss the process of closing off city streets and the impact that these closings have on local small businesses as well as the benefits drawn by the City of Manchester and its local citizens.
(Note: Referred by the Board of Mayor and Aldermen on 10/21/08. Tabled 11/24/08 recommendation to be submitted by staff)
14. If there is no further business, a motion is in order to adjourn.

Jennie Angell
Director, Information Services



CITY OF MANCHESTER
Information Systems Department

May 26, 2009

Alderman Daniel O'Neil, Chairman
Committee on Administration and
Information Systems
% City Clerk
One City Hall Plaza
Manchester, NH 03101

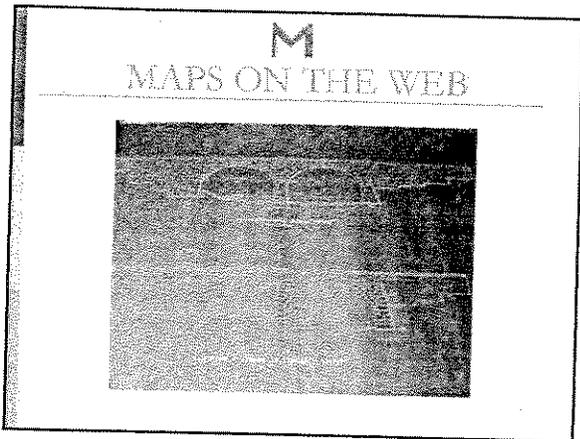
Dear Alderman O'Neil

The Information Systems Department and the Highway Department have been working on a project that will provide web access to the 11,000 paper maps and documents that the Highway Department has on file. We would like to do a short presentation on the project at the next Committee on Administration and Information Systems meeting. I am attaching the PowerPoint slides that we have prepared.

Please contact me if you have any questions.

Sincerely,

Jennie Angell
Director of Information Services



Highway Map Imaging Project

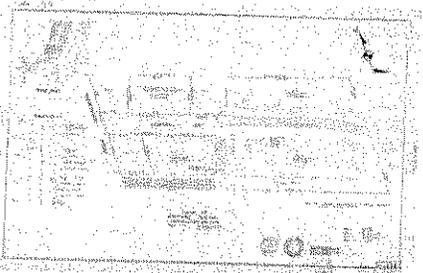
- In 2004, Highway began the map imaging project
- About 11,000 large scale documents are now on file
 - Most documents are maps or engineering documents
 - Many are over 100 years old

Types of Documents Include

- Street Maps
- Drainage and Sewer Pipe Locations
- Bridge and Culvert Designs
- Boring Data
- Written Documentation

Types of Documents

- Street Maps



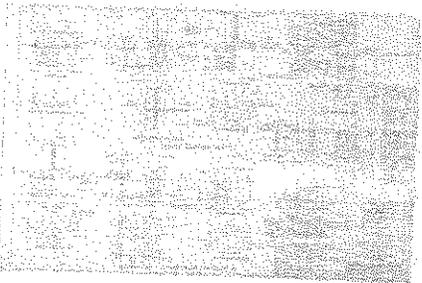
Types of Documents

- Drainage and Sewer Pipe Locations



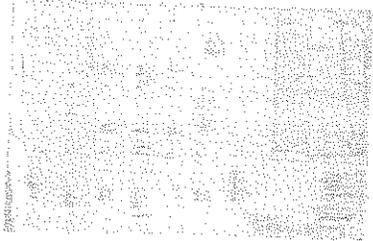
Types of documents

- Bridge and Culvert Designs



Types of documents

- Boring Data



Types of Documents

- Written Documentation



Current Situation

- Outside Consultants and Engineers go to Highway looking for information.
- They use the Highway Records Clerk's time to locate the needed map. There has been no access to these image files for the public.
- Once they find what they are looking for, they might have a map printed or just write down the information.

Maps on the Web

☐ Searchable Database

- We will be providing access to these maps through the City's website.
- The public will be able to find the needed information online without help.
 - ☐ This will allow the Records Clerk to better serve the public with on-site services.

Maps on the Web

- ☐ Basic images will be available to anyone for free
- ☐ High resolution images will be available online with an annual subscription fee.
 - The subscription will allow access to the high resolution images for viewing, downloading and printing.
 - We are proposing a fee of \$300 per year per organization.
 - If this is acceptable to the BMA, Information Systems will develop the system.
- ☐ Access to the high resolution images will not require a subscription fee.
 - The public can still go to Highway for assistance.
 - Highway will provide single copies for their current standard fee.

Why a Subscription Fee

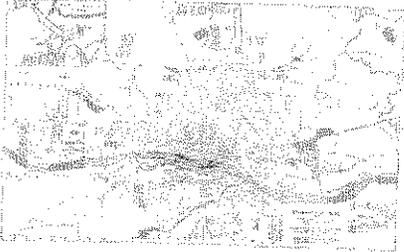
- ☐ This is a new service and should save the outside consultants and engineers time.
- ☐ Per statute we can charge for the use of this data if the revenue is used to maintain the GIS system.
- ☐ High resolution maps are large and use a lot of bandwidth to download. With the subscription, we could restrict the volume.

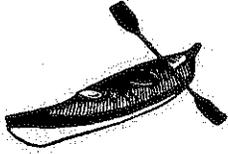
Special Revenue Fund

- We have requested the creation of a "Special Revenue Fund" to help support GIS.
- All fees generated by "Maps on the Web" will go into this fund.
- This money will be used to assist in funding the maintenance and enhancement of the GIS system.

Maps on the Web

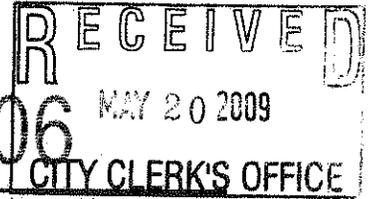
- Any Questions?



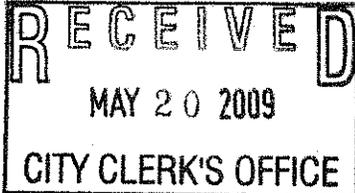


Boy Scout Troop 106

Boy Scouts of America, Blessed Sacrament Parish, Manchester New Hampshire



Scout Master
Matthew St. Cyr
603-626-4134



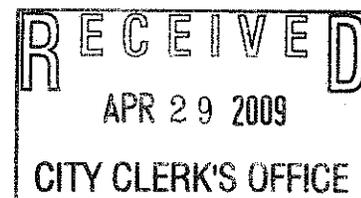
May 15, 2009.

Dear aldermen:

On June 13th of this year troop 106 is having its first classic car show from 8 AM to 2 PM. in the parking lot of Blessed Sacrament Church located at 14 S. Elm St. The proceeds of the show will be divided between troop 106 and Blessed Sacrament Church. To help defray the cost of putting on the show we are asking that the permit for the car show be waived. Thank you in advance for you consideration in this matter.

Sincerely: Ron St. Cyr Committee Chair

Carol Martin
Race Director, CIGNA/Elliott Corporate 5K Road Race
Thursday, August 13, 2009



Routing 454
Two College Park Drive
Hooksett, NH 03106
Telephone 603.268.7134

April 24, 2009

Board of Mayor and Alderman
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Dear Board of Mayor and Alderman:

Pursuant to City Ordinance 97.42, CIGNA HealthCare and Elliot Health System respectfully request permission from the Board of Mayor and Alderman to hang a 60-foot banner across Elm Street (at Elm and Amherst Streets) marking the official Start Line of the 17th Annual CIGNA/Elliott Corporate 5K Road Race.

The banner will be set-up at approximately 6:00 PM on Thursday, August 13th. The apparatus that erects the banner will remain in place to remove the banner at approximately 6:50 PM when the last runners and walkers cross the Start Line.

CIGNA HealthCare and Elliot Health System have already made the City Clerk's Office as well as the Parks, Recreation & Cemetery Department of this year's race date and have requested approval from those entities as well.

Thank you in advance for your consideration. I look forward to hearing from you.

Sincerely,

A handwritten signature in cursive script that reads "Carol Martin".

Carol Martin
CIGNA HealthCare
603.268.7134

cc: Susanna Whitcher, Elliot Hospital
Kevin M. Kinciad, Business Licensing & Enforcement Div., Office of the City Clerk

TO: CITY CLERKS OFFICE

RECEIVED
MANCHESTER CITY CLERK

FROM: Jonathan Hallet

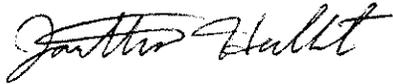
'09 APR 28 A10 28

REASON: Permission to operate 24/7

DATE: 04/28/2009

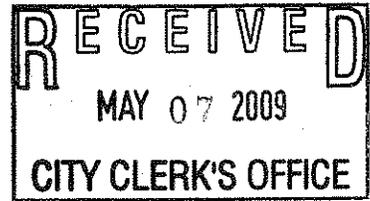
I am requesting permission to operate Jonathan's Quick Eats LLC twenty four hours a day seven day's a week.

Sincerely



Jonathan Hallet

Jennie Angell
Director, Information Services



CITY OF MANCHESTER
Information Systems Department

May 6, 2009

Alderman Dan O'Neil, Chairman
Committee on Administration and Information Systems
% City Clerk
One City Hall Plaza
Manchester, NH 03104

Dear Dan,

I am requesting a Special Revenue Account be set up for revenue generated by the GIS system. According to state statute, Title III chapter 47 Section 47:11-c, "The city may finance the completion and perpetuation of the [GIS] system through establishing a special revenue fund under RSA 47:1-b and 47:1-c or through nonprofit corporations. The city may charge fees for use of the system." I have attached a copy of the statute.

The Highway Department and Information Systems Department are preparing to add new online features that will provide public online access to the city's 11,000 images of historical maps. The city will be providing an enhanced service that we think contractors will be willing to pay for. We feel there is an opportunity to generate a limited amount of revenue that could be used to pay some of the costs of maintaining the GIS system.

Software maintenance for the GIS system which provides up-to-date programs costs \$25,000 per year. Servers that the software runs on should be replaced every 5 years and flyovers, which can cost over \$100,000, should be updated every few years. The city currently has no appropriation in the 2010 budget to pay for any of this. The fees generated by the GIS system would be used to help pay for the costs of maintaining the system.

I have been in contact with Bill Sanders and Tom Arnold and both agree that setting up this fund would be appropriate and in conformance with the statute.

I will be available at the next committee meeting for any questions you might have.

Sincerely,

Jennie Angell
Director of Information Services

TITLE III
TOWNS, CITIES, VILLAGE DISTRICTS,
AND UNINCORPORATED PLACES

CHAPTER 47
POWERS OF CITY COUNCILS

Section 47:11-c

47:11-c Geographic Information Systems. – Any city may establish computer-based geographic information systems and control the distribution of that information, subject to RSA 91-A. The city may finance the completion and perpetuation of the system through establishing a special revenue fund under RSA 47:1-b and 47:1-c or through nonprofit corporations. The city may charge fees for the use of the system.

Source. 1994, 76:3, eff. July 5, 1994.

Tabled 3/16/09



*Matthew Normand
Acting City Clerk*

CITY OF MANCHESTER
Office of the City Clerk

MEMORANDUM

TO: Committee on Administration/Information Systems
Aldermen O'Neil, Garrity, Osborne, Pinard, Murphy

FROM: Matthew Normand
Acting City Clerk

DATE: February 6, 2009

RE: Proposed Policy on Street Closures

On November 24, 2008, the Committee requested that the City Clerk's Office review the current procedures for street closure for special entertainment events and propose some suggestions to improve the process. After some prior discussions with the Parking Division, Police, and Mayor's Office as well as members of the Committee, we have attached some recommendations for the Committee's consideration.

Our intent is to continue permitting street closures for entertainment related events under current procedures and ordinances but to add some additional oversight by including the Parking Division approval, notification to abutting businesses, and Committee on Administration involvement under certain conditions.

Please call me should you have any questions or concerns. Thank you.

pc: Sgt. J. Flanagan, Police Department
T. Clark, Solicitor's Office
B. Stanley, Parking Division
S. Thomas, Mayor's Office

Proposed procedures for street closures for entertainment purposes

Policy

Temporary street closures for Entertainment Place of Assembly Permits may be granted by the City of Manchester based on the following standards:

1. Application for street closure must be submitted at least 30 days prior to event.
2. Any application received after deadline shall be denied by the Office of the City Clerk and submitted to Committee on Administration/Information Systems for approval.
3. The activity may not impair normal Fire and Police operations.
4. The City shall not incur additional costs related to street closure.
5. Businesses directly abutting the proposed street closure will be notified by Office of the City Clerk.
6. Multiple requests for street closures on same block in a close proximity of time may be referred to the Administration/Information Systems for consideration.

Procedure

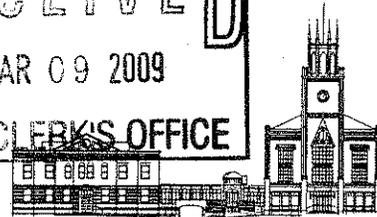
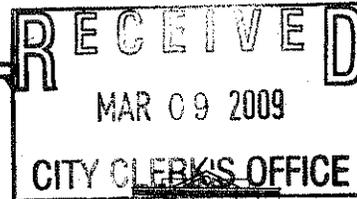
1. Application must be filed with the Office of the City Clerk with appropriate approvals from Police, Fire, Highway and the Parking Division.
2. Applicant must provide detailed plans for street closure with application. Details shall include times and date of closure, description of event and purpose for request.
3. Office of City Clerk will notify in writing all abutters affected by closure.
4. All clean-up is responsibility of applicant.
5. Any additional costs for City services shall remain the responsibility of applicant.
6. All decisions of the Committee on Administration/Information Systems are final.

labeled 3/16/



CITY OF MANCHESTER Board of Assessors

One City Hall Plaza, West Wing
Manchester, New Hampshire 03101
Tel: (603) 624-6520 – Fax: (603) 628-6288
Email: assessors@ci.manchester.nh.us
Web: www.ManchesterNH.Gov



David M. Cornell, Chairman
Michael W. Hurley

Christine Hanagan
Assistant to Assessors

To: Committee on Administration
From: Board of Assessors
Date: March 6, 2009
Re: RSA 72:37-b Changes in the Disability Exemption Law

Dear Chairman O'Neil and Honorable Committee Members:

As you know, the City of Manchester adopted the Disability Exemption in 2001. Currently the Disability Exemption reduces the assessed value of a property by \$171,000. To qualify for this exemption a person must be eligible under Social Security's Title II or Title XVI programs. Additionally, a person's annual salary must be under \$100,000, and must not have assets exceeding \$200,000. Currently, we have approximately 500 people receiving the disability exemption in Manchester. Last year the following legislation passed, but requires local adoption before taking affect:

I-b. Upon the adoption of this paragraph by a city or town as provided in RSA 72:27-a, any person who at any time previously was eligible under Title II or Title XVI of the federal Social Security Act for benefits to the disabled, but who is no longer eligible for such federal benefits due to reasons other than the status of that person's disability, shall be eligible for the exemption under paragraph I or I-a, or both as may be applicable, provided that the person submits an affidavit from a physician licensed in New Hampshire that attests to the fact that the person continues to meet the criteria for disability that are used under Title II or Title XVI of the federal Social Security Act.

In short, this new law allows individuals to receive the disability exemption that would otherwise be eligible for Social Security Title II or Title XVI, but are no longer eligible due to reasons other than their health. Although unknown, the number of people that would fall into this category appears to be very small. A rough estimate is that this legislation would enable perhaps an additional six to twelve people to qualify for the disability exemption. We remain available to answer any questions that you might have regarding this matter.

Sincerely,


David M. Cornell


Michael W. Hurley

Enclosure: RSA 72:37-b

TITLE V TAXATION

CHAPTER 72 PERSONS AND PROPERTY LIABLE TO TAXATION

Property Taxes

Section 72:37-b

72:37-b Exemption for the Disabled. –

I. Upon its adoption by a city or town as provided in RSA 72:27-a, any person who is eligible under Title II or Title XVI of the federal Social Security Act for benefits to the disabled shall receive a yearly exemption in an amount to be chosen by the town or city.

I-a. Upon the adoption of this paragraph by a city or town as provided in RSA 72:27-a, a person who is eligible under Title II or Title XVI of the federal Social Security Act on his or her sixty-fifth birthday shall remain eligible for a yearly exemption either in the amount of the exemption applicable under paragraph I or the amount of the elderly exemption granted to the person under RSA 72:39-b, whichever is greater.

I-b. Upon the adoption of this paragraph by a city or town as provided in RSA 72:27-a, any person who at any time previously was eligible under Title II or Title XVI of the federal Social Security Act for benefits to the disabled, but who is no longer eligible for such federal benefits due to reasons other than the status of that person's disability, shall be eligible for the exemption under paragraph I or I-a, or both as may be applicable, provided that the person submits an affidavit from a physician licensed in New Hampshire that attests to the fact that the person continues to meet the criteria for disability that are used under Title II or Title XVI of the federal Social Security Act.

II. The exemptions in paragraph I and I-a may be applied only to property which is occupied as the principal place of abode by the disabled person. The exemption may be applied to any land or buildings appurtenant to the residence or to manufactured housing if that is the principal place of abode. Nothing in this section shall preclude a qualified applicant from earning an income.

III. No exemption shall be allowed under paragraph I or I-a unless the person applying for an exemption:

(a) Had, in the calendar year preceding said April 1, a net income from all sources, or if married, a combined net income from all sources, of not more than the respective amount determined by the city or town for purposes of paragraph I or I-a. Under no circumstances shall the amount determined by the city or town be less than \$13,400 for a single person or \$20,400 for married persons. The net income shall be determined by deducting from all moneys received, from any source including social security or pension payments, the amount of any of the following or the sum thereof:

- (1) Life insurance paid on the death of an insured.
- (2) Expenses and costs incurred in the course of conducting a business enterprise.
- (3) Proceeds from the sale of assets.

(b) Owns net assets not in excess of the amount determined by the city or town for purposes of paragraph I, excluding the value of the person's actual residence and the land upon which it is located up to the greater of 2 acres or the minimum single family residential lot size specified in the local zoning ordinance. The amount determined by the city or town shall not be less than \$35,000 or, if married, combined net assets in such greater amount as may be determined by the town or city. "Net assets" means the value of all assets, tangible and intangible, minus the value of any good faith encumbrances.

""Residence" means the housing unit, and related structures such as an unattached garage or woodshed, which is the person's principal home, and which the person in good faith regards as home to the exclusion of any other places where the person may temporarily live. ""Residence" shall exclude attached dwelling units and unattached structures used or intended for commercial or other nonresidential purposes.

(c) Has been a New Hampshire resident for at least 5 years.

IV. Additional requirements for an exemption under paragraph I or I-a shall be that the property is:

(a) Owned by the resident;

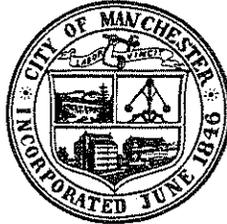
(b) Owned by a resident jointly or in common with the resident's spouse, either of whom meets the requirements for the exemption claimed;

(c) Owned by a resident jointly or in common with a person not the resident's spouse, if the resident meets the applicable requirements for the exemption claimed; or

(d) Owned by a resident, or the resident's spouse, either of whom meets the requirements for the exemption claimed, and when they have been married to each other for at least 5 consecutive years.

Source. 1993, 212:1, eff. April 1, 1993. 1997, 87:1, eff. Aug. 2, 1997. 2003, 299:11, eff. April 1, 2003. 2004, 238:2, eff. June 15, 2004. 2008, 307:1, eff. Apr. 1, 2008.

Carol A. Johnson
City Clerk



Matthew Normand
Deputy City Clerk

CITY OF MANCHESTER
Office of the City Clerk

MEMORANDUM

TO: Board of Mayor and Aldermen

FROM: Matthew Normand
Deputy City Clerk

DATE: October 16, 2008

RE: Reorganization of the Assessor's Office

Please be advised that the attached memorandum was submitted to the Clerk's Office after the Board agenda had been prepared. Chairman Lopez has asked indicated that he intends to bring the matter up during the meeting under *New Business*.

pc: David Cornell, Assessor
Thomas Clark, City Solicitor
Bill Sanders, Finance Director

In board of Mayor and Aldermen
Date: 11/12/2008 On Motion of Ald. Lopez
Second by Ald. Smith
Voted Refer to the Committee on Administration


City Clerk



CITY OF MANCHESTER

Board of Aldermen



MEMORANDUM

TO: Board of Mayor and Aldermen

FROM: Aldermen *Lopez*
Chairman of the Board

DATE: October 16, 2008

RE: Reorganization of the Assessor's Office

After a thorough screening of qualified applicants, the Selection Committee for the position of Commercial Assessor has selected a very good candidate. Once the Human Resources Director completes her portion of the process, we intend to bring the applicant forward for approval at the next Board meeting.

As we near the completion of the selection process for the Commercial Assessor position, however, we have received notice of yet another retirement from Assessor Tom Nichols who leaves us at the end of this month. Before we move forward and begin a new selection process, I feel strongly that the Board considers the reorganization of the Assessor's Office. I have had a lengthy discussion with the department head about a potential reorganization of the Board of Assessors and remain firm in my belief that a reorganization of this department is in order.

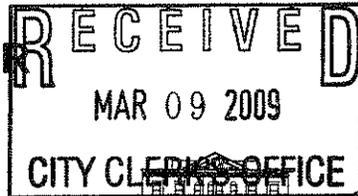
I understand that some of us may want to retain three full time Assessors, yet I have my ideas on how this department should be structured moving ahead. I think it would be prudent to also receive the input of the department head, David Cornell, as to his thoughts on how he may improve the efficiency of the department. At the present time, three full time assessors cost the City over \$350,000 in salary each year. Additionally, we remain the only city in New Hampshire to retain three officers. I believe the time has come to look at having one officer and a part time Board of Assessors. The City could realize a savings of \$70,000 to \$80,000 in salary heading into the 2010 Budget.

My recommendation is that the Committee on Administration/Information Systems has a special meeting with Mr. Cornell so that he can present his opinion on reorganization of the Assessor's Office before the next Board meeting in November. The Committee could then forward a recommendation to the Board of Mayor and Aldermen before we start advertising for replacement of another Assessor or appointing another Selection Committee.



CITY OF MANCHESTER
Board of Assessors

One City Hall Plaza, West Wing
Manchester, New Hampshire 03101
Tel: (603) 624-6520 – Fax: (603) 628-6288
Email: assessors@ci.manchester.nh.us
Web: www.ManchesterNH.Gov



David M. Cornell, Chairman
Michael W. Hurley

Christine Hanagan
Assistant to Assessors

To: Committee on Administration
From: Board of Assessors
Date: March 9, 2009
Re: Response to Alderman Lopez's Letter

Dear Chairman O'Neil and Honorable Committee Members:

This communication is in response to Alderman Lopez's letter requesting that we consider changing the structure of the Board of Assessors. We understand the current budget situation that the City is facing and fully appreciate the necessity in exploring ways to find efficiencies. In exploring such, it is imperative that our duties are performed in a manner that is fair, consistent, and complies with the complexity of all State laws.

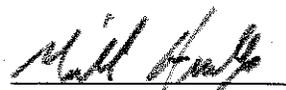
The following is a brief overview of the duties and responsibilities of the Board of Assessors:

- The Board is responsible for overseeing the tax base of approximately \$10 Billion.
- In 2008, Manchester generated roughly \$160 million through property taxes.
- At approximately 33,500 parcels, Manchester is the largest assessing district in New Hampshire.
- The Board of Assessors is responsible for approving or denying all abatements. This is an incredible responsibility that requires a tremendous amount of time, experience, and expertise.
- The Board administers all exemptions and credits.
- The State law was changed in 1999 requiring that all municipalities complete revaluations every five years. Before the law was changed, Manchester's last two revaluations were in 1991 and 1970. While the new law has greatly improved assessment equity across the State, it has created considerably more work.

We commend Alderman Lopez's willingness to explore the possibility of finding efficiency and we share in his desire in such. However, after weighing all of the pros and cons, we believe that the current full-time three member structure provides the most efficient and cost effective structure for the City. The fiduciary responsibility in overseeing a \$10 billion tax base, as well as the voluminous amount of work that needs to be performed, and the experience that is necessary to perform our duties is best served by having three full-time professional Board members.

Respectfully submitted,

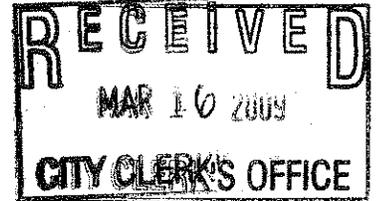

David M. Cornell


Michael W. Hurley



CITY OF MANCHESTER

Board of Aldermen



MEMORANDUM

TO: Committee on Administration
Aldermen O'Neil, Garrity, Osborne, Pinard, Murphy

FROM: Aldermen Lopez
[Signature]
Chairman of the Board

DATE: March 16, 2009

RE: Response to the Board of Assessors

This communication is in response to the Board of Assessors letter to the Committee dated March 9, 2009. It is my opinion that we must gain more accountability within the department while staffing more appraisers for the public in order to get the job done efficiently.

First, I would like to identify some facts:

- a. When the Assessor's grades were changed from grade 26 to one grade 25 and two grade 24 positions, everyone was grandfathered in at grade 26, until they retired.
- b. As I mention in my letter dated back in October 2008, we are still the only city in New Hampshire that has three (3) full time assessors
- c. The only reason there is a Board of Assessors is for granting or denying abatements or exemptions.
- d. Board of Assessors do not account to anyone when they give an abatement and in my opinion they should. I also want to point out to you that the past department head presented plans to have open meetings with minutes for all abatements but became ill and could not fulfill that change.

Secondly, I would like to respond to some of the Assessor's remarks within the letter submitted to the Committee dated March 9 2009.

- The same responsibility will still be there as a department with or without three (3) assessors. Manchester's tax base is currently \$9.718 billion. Nashua's tax base is \$9.353 billion. Nashua, however, has a part time board with more worker bees.
- I strongly disagree that doing performing an abatement is an incredible responsibility that requires experience and expertise. As long as you have residential and commercial appraisers in that office after presenting information to a part time board, the facts becomes common sense. At the present time what we have is a built-in conflict of interest because they do appraising and abatement.
- As far as the Board administering all exemptions and credit. They are required to follow the policies of the Board of Alderman as well as State law like any other department.

I agree with the statement that was made long time ago. We have one person to hold accountable for the management and effectiveness of each department. This is not the current structure of the Assessor Office. As you know we have three positions functioning as individual department heads.

In my opinion the Board of Assessors only grants or denies abatements or exemptions. Let me take this one step further. The City Solicitor has ruled that each assessor is equal and that all assessors were officers of the City with one assessor being the department head and evaluating. This presents a conflict with the other two assessors who operate under the belief that they work for the department head (which they do not). To me, this is not being accountable as an officer of the City.

Everywhere in the state of New Hampshire there is no other system like ours. Let's remember that all assessors are supposed to be appraisers and they are not there to just go to Concord and fight cases on behalf of the City. As a matter of fact, all assessors should be able to fight a case in Concord and put data in the computer. I think that having more appraisers working in the office keeping up with everything is more important than having three assessors. Remember appraisers are doing the work that assessors should also do.

Finally, let me say that I believe we have the potential to save \$80,000 to \$100,000 by hiring other appraisers while finding high quality volunteers for a Board of Assessors performing abatements only. **It is my hope that your committee remembers that the service we get today from the assessors would not change whatsoever but would ultimately provide greater accountability in this department. I would request approval with the effective date of July 1, 2009.**



CITY OF MANCHESTER

Board of Aldermen

Copy sent to BMA on 4/28/09



MEMORANDUM

TO: Committee on Administration
Aldermen O'Neil, Garrity, Osborne, Pinard, Murphy

FROM: Alderman Lopez
Chairman of the Board

DATE: April 28, 2009

RE: Additional Information Regarding Reorganization of the Assessor's Office

As the Committee considers the merits of reorganizing the Assessor's Office, I would like to submit the following information:

FY2009 Budget/FY2010 Mayor's Proposed Budget

- The FY2009 department budget totaled \$638,593 with a salary line of \$598,798.
- The FY2010 Mayor's proposed department budget is \$614,727 with furlough.
(9 employees/1 vacancy)
- The FY2010 Mayor's proposed department budget is \$630,668 without furlough.
(9 employees/1 vacancy)

FY2010 Proposed Budget – Reorganized

- Initial FY2010 proposed department budget is \$614,727 (with furlough)/ \$630,668 (without furlough).
- Eliminate \$85,000 from salary and \$25,000 from benefits totaling: \$110,000
- Eliminate \$5,230 from travel line item.
- Final FY2010 proposed department budget: \$524,497 (with furlough)/ \$540,438 (without furlough).

Total Savings by reorganization: \$115,230.

In the end, should the Committee want to maintain three assessors, I would recommend that the vacant assessor position remain vacant for 2010. This will still provide the City with a savings of \$115,230. It should also be noted that we currently have both a Residential and Commercial Assessor performing these duties.\

A current organizational chart with a vacant Customer Service Representative III positions (Grade 13) and a Residential Assessor (Grade 24) has been included. Finally, I want it to be understood by the Committee that under my proposal there would still be a Board of Assessors. It is my opinion, however, that three full time assessors does not represent the best interest of city taxpayers either financially or by providing true accountability.

pc: Board of Mayor and Aldermen

Copy sent to BMA on 4/28/10



CITY OF MANCHESTER Board of Assessors

One City Hall Plaza, West Wing
Manchester, New Hampshire 03101
Tel: (603) 624-6520 – Fax: (603) 628-6288
Email: assessors@ci.manchester.nh.us
Web: www.ManchesterNH.Gov



David M. Cornell, Chairman
Michael W. Hurley

Christine Hanagan
Assistant to Assessors

To: Committee on Administration
From: Board of Assessors
Date: April 28, 2009
Re: Proposed Reorganization of the Board of Assessors

Dear Honorable Mayor Guinta and Honorable Aldermen:

Enclosed, please find the communication to the Committee on Administration regarding the proposed reorganization of the Board of Assessors. Since this subject was discussed at the full BMA meeting, I thought it would be appropriate send to the entire BMA.

Please feel free to contact me if you have any questions regarding this matter.

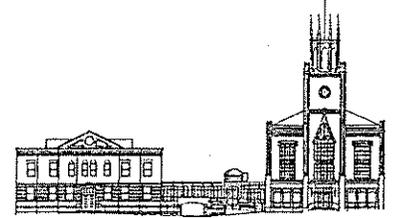
Sincerely,

David M. Cornell



CITY OF MANCHESTER Board of Assessors

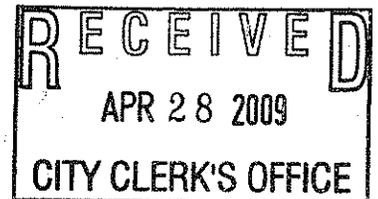
One City Hall Plaza, West Wing
Manchester, New Hampshire 03101
Tel: (603) 624-6520 – Fax: (603) 628-6288
Email: assessors@ci.manchester.nh.us
Web: www.ManchesterNH.Gov



David M. Cornell, Chairman
Michael W. Hurley

Christine Hanagan
Assistant to Assessors

To: Committee on Administration
From: Board of Assessors
Date: April 28, 2009
Re: Requested information from Alderman Lopez's Letter



Dear Chairman O'Neil and Honorable Committee Members:

This communication is in response to Alderman Lopez's letter concerning the reorganization of the Board of Assessors. As has been previously stated (see our memo "Response to Alderman Lopez's Letter," dated March 9, 2009) we do not support the proposed reorganization, and our research has confirmed that the proposed plan would not be in the best interest of the City, and would result in making our office less efficient and less professional for the following reasons:

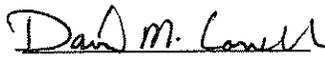
- The granting of abatements is a tremendous responsibility that has a direct and immediate impact on the City's tax base. Currently, there are hundreds of active abatement cases, totaling approximately \$800 million in assessed value. To place this responsibility to a part-time volunteer board, in our opinion, could be problematic.
- In order to adequately decide whether an abatement should be granted, an assessor needs to possess the experience and the technical ability to ensure that the decisions are fair to both the City and the taxpayer. Without the proper training and expertise one cannot ensure the decisions made by the volunteer part-time board would be correct. According to the DRA there are only nine individuals living in Manchester that possess the top DRA assessing certification. Clearly, it would be a challenge to find experienced and certified volunteers.
- The vast majority of abatement cases involve income producing property which requires income valuation experience. In valuing income property an individual needs to be knowledgeable in market rental rates, vacancy rates, expense ratios, debt service ratios, equity rates of return, reversion values, discount cash flow analysis, internal rates of return, present and future value concepts, capitalization rates, and terminal capitalization rates.
- In speaking with communities with part-time board of Assessors' they have indicated that, in many cases, they spend a considerable amount of time educating the part-time board why they should grant/deny abatements. This one fact alone would add considerably more work for our office, thus making us less efficient. Therefore, in our opinion, the proposed money savings in the reorganization would be offset by the additional work that this would cause.

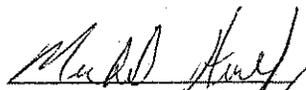
- The State law was changed in 1999 requiring all municipalities to complete revaluations every five years. Before the law was changed, Manchester's last two revaluations were in 1991 and 1970. While the new law has greatly improved assessment equity across the State, it has created considerably more work. Also, the State, through the state-wide property tax, now relies on the local assessor's assessments to determine the amount of state taxes due to them. This is one reason that during the past several years the State has increased the standards, and the continuing education requirements, for becoming a DRA certified assessor.
- The sheer volume of decisions that need to be made regarding abatements, exemptions, credits, and hardship requests, makes it impractical to have part-time volunteer board.
- Most communities in the State hire outside appraisers to testify on abatement cases before the BTLA or Superior court, especially on the more complex commercial cases. The typical cost for an appraisal of an average size commercial property plus court testimony ranges from \$5,000 to \$10,000, per case. We currently perform all of our appraisals in-house. This important function needs to be factored in when comparing our organizational chart with other communities.
- Under the proposal, every current member of the department would keep their job and their pay would remain the same. Also under the proposal, the third assessor position would be eliminated (a savings of \$75,000-\$85,000 in salary plus benefits), but proposes that we hire other appraiser(s) (a cost of \$55,000-\$65,000 in salary, plus benefits, each). Therefore, assuming that the proposal is passed and one appraiser is hired instead of the third assessor, the saving would be between \$10,000-\$30,000. The only way to achieve the proposed savings of \$75,000-\$85,000, plus benefits, is to not hire the third assessor and also not hire another appraiser(s).

Therefore, for the above-stated reasons, the most efficient and cost effective structure to oversee the fiduciary responsibility of a \$10 billion tax base, as well as the voluminous amount of work that needs to be performed, and the experience that is necessary to perform our duties, is best served by having three full-time professional Board members. We share in the desire to perform our duties in the most efficient and cost-effective manner possible, and we are constantly searching for ways to find efficiencies.

In closing, it should be noted that whatever structure that we operate under, we pledge that we will perform our jobs to the best of our abilities.

Sincerely,

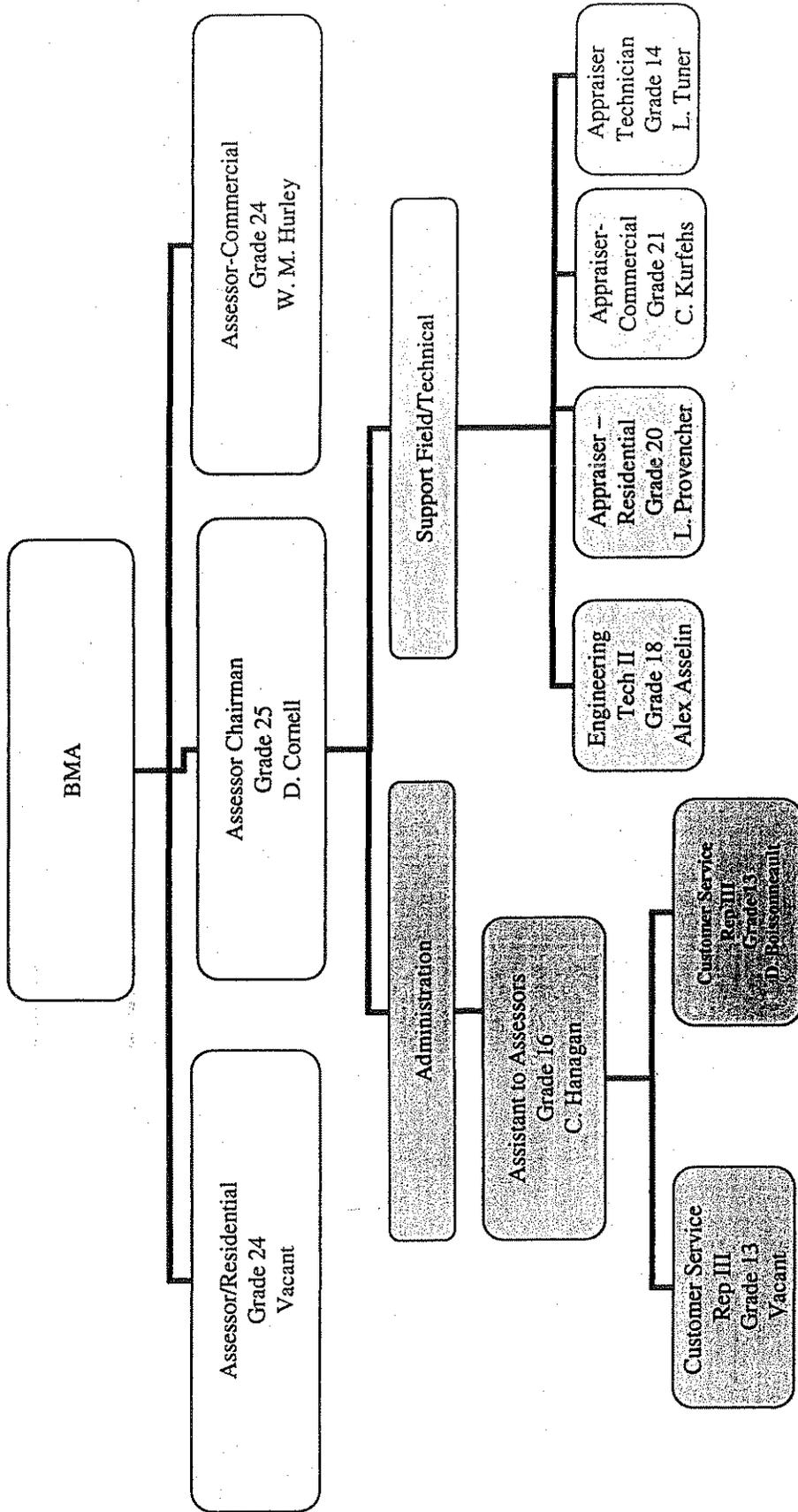

David M. Cornell


Michael W. Hurley

Enclosure: Current organization chart & Job Specifications

Board of Assessors

March 17, 2009





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	Assessors – Department Head
Class Code Number	1160-25

General Statement of Duties

Locates, identifies and appraises real estate for the purpose of taxation; performs directly related work as required. Plans, organizes and direct the operations and activities of the Assessor's Office/Department; performs related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to ensure professional standards are applied to property assessment procedures. 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 employees in the class of Assessor-Residential, Assessor-Commercial, Assistant to the Assessors, Appraisers, Appraiser Technician, Customer Service Representative and Engineering Technician. 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 organizations, State officials and the public. The principal duties of this class are performed in both a general office environment and at various field sites throughout the City.

Examples of Essential Work (illustrative only)

- Measures, lists and values new construction projects, plats and other field projects;
- Hears, evaluates and determines disposition of tax appeals;
- Revalues and sets values on existing properties in residential, commercial, industrial and exempt classes;
- Maintains and administers a tax roll of City income;

- Authorizes enrollment and coordinates periodic re-qualification of recipients of exemption programs;
- Updates the Board of Mayor and Alderman on the status of the tax base;
- Computes, prepares and submits all documentation to the State Department of Revenue Administration for use in determining the annual tax rate;
- Analyzes inspection data and makes appropriate changes to existing records and assessments;
- Performs extensive statistical analysis of assessments for the assigned purpose of recommending changes in assessments and revaluation projects;
- Reads and interprets blueprints, plats and condominium articles and amendments;
- Handles tax appeals as a quasi-judicial Board of Appeal, including on-site inspections, fee appraisal analysis, area and equity studies for market value and disposition of appeals;
- Administers the preparation and disposition of City owned/Tax Deeded properties through direct sale, auction and/or sealed bidding process;
- Represents the City in all matters of taxation through extensive knowledge of State laws governing Ad Valorem taxation, appraisal standards, fundamental ratio standards and assessment procedures;
- Projects and determines amount of overlay monies necessary for each tax year;
- Supervises and directs litigation cases at the State Board of Tax and Land Appeals and State Superior Court, and may act as an expert witness, contribute appraisals and/or additional supportive documentation;
- Oversees operations of the City's Computer Assisted Mass Appraisal System (CAMA) and related software programs;
- Performs special projects for the Board of Mayor and Alderman as requested;
- Plans, organizes, directs and evaluates the work of Departmental staff in implementing the expressed goals, policies and directives of the Assessor's Office;
- Develops policies and procedures designed to increase the efficiency and effectiveness of Departmental operations;
- Develops and administers the Departmental budget;
- 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, methods and techniques used in the appraisal of residential, commercial, industrial, agricultural and exempt land and property for Ad Valorem tax purposes;
- Thorough knowledge of building construction practices and building and land costs;
- Thorough knowledge of State Law for appraisals and the assessment process;
- Ability to communicate effectively and maintain working relationships with other City employees, home builders, and the general public;
- Ability to prepare accurate and reliable reports containing findings and recommendations and conclusions on property appraisals;
- Ability to provide administrative direction within a municipal department;
- Ability to supervise, train, evaluate and lead the work of others;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- 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 or related; and
- Considerable appraisal experience in mass appraisal or fee simple appraising in both residential and commercial properties;
- An additional four years of experience in appraising residential and commercial properties may be substituted for a bachelor's degree.

Required Special Qualifications

- Designation as a Certified New Hampshire Assessor;
- Successful completion of the International Association of Assessing Officials (IAAO) or equivalent organization's course in Advanced Income Approach to Valuation;
- Designation of NH Department of Revenue Administration Appraisal Supervisor;
- 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 performs on-site inspections;
- 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 5, 2003



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	Assessors – Commercial
Class Code Number	1162-24

General Statement of Duties

Locates, identifies and appraises real estate for the purpose of taxation; 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 applied to property assessment procedures. 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 may be exercised over the work of employees in the class of Assistant to the Assessors, Appraiser, Appraiser Technician, Customer Service Representative and Engineering Technician as assigned. 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 organizations, State officials and the public. The principal duties of this class are performed in both a general office environment and at various field sites throughout the City.

Examples of Essential Work (illustrative only)

- Measures, lists and values new construction projects, plats and other field projects;
- Hears, evaluates and determines disposition of tax appeals;
- Revalues and sets values on existing properties in residential, commercial, industrial and exempt classes;
- Maintains and administers a tax roll of City income;

- Authorizes enrollment and coordinates periodic re-qualification of recipients of exemption programs;
- Updates the Board of Mayor and Alderman on the status of the tax base;
- Computes, prepares and submits all documentation to the State Department of Revenue Administration for use in determining the annual tax rate;
- Analyzes inspection data and makes appropriate changes to existing records and assessments;
- Performs extensive statistical analysis of assessments for the assigned purpose of recommending changes in assessments and revaluation projects;
- Reads and interprets blueprints, plats and condominium articles and amendments;
- Handles tax appeals as a quasi-judicial Board of Appeal, including on-site inspections, fee appraisal analysis, area and equity studies for market value and disposition of appeals;
- Administers the preparation and disposition of City owned/Tax Deeded properties through direct sale, auction and/or sealed bidding process;
- Represents the City in all matters of taxation through extensive knowledge of State laws governing Ad Valorem taxation, appraisal standards, fundamental ratio standards and assessment procedures;
- Projects and determines amount of overlay monies necessary for each tax year;
- Supervises and directs litigation cases at the State Board of Tax and Land Appeals and State Superior Court, and may act as an expert witness, contribute appraisals and/or additional supportive documentation;
- Oversees operations of the City's Computer Assisted Mass Appraisal System (CAMA) and related software programs;
- 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 the procedures, methods and techniques used in the appraisal of residential, commercial, industrial, agricultural and exempt land and property for Ad Valorem tax purposes;
- Thorough knowledge of building construction practices and building and land costs;
- Thorough knowledge of State Law for appraisals and the assessment process;
- Ability to communicate effectively and maintain working relationships with other City employees, home builders, and the general public;
- Ability to prepare accurate and reliable reports containing findings and recommendations and conclusions on property appraisals;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- 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 or related; and
- Considerable appraisal experience in mass appraisal or fee simple appraising to include commercial and residential properties;
- An additional four years of experience in appraising residential and commercial properties may be substituted for a bachelor's degree.

Required Special Qualifications

- Designation as a DRA Certified New Hampshire Assessor Supervisor or an equivalent certification from another jurisdiction;
- Individuals certified from another jurisdiction must obtain a DRA Certified New Hampshire Assessor certification within one year of employment (Note: Failure to acquire NH certification will result in termination);
- Successful completion of the International Association of Assessing Official's (IAAO) or equivalent organization's course in Advanced Income Approach to Valuation;
- 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 performs on-site inspections;
- 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
Revised by: BMA

Date: March 5, 2003
Date: July 8, 2008



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	Assessors – Residential
Class Code Number	1161-24

General Statement of Duties

Locates, identifies and appraises real estate for the purpose of taxation; 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 applied to property assessment procedures. 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 may be exercised over the work of employees in the class of Assistant to the Assessors, Appraisers, Appraiser Technician, Customer Service Representative and Engineering Technician as assigned. 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 organizations, State officials and the public. The principal duties of this class are performed in both a general office environment and at various field sites throughout the City.

Examples of Essential Work (illustrative only)

- Measures, lists and values new construction projects, plats and other field projects;
- Hears, evaluates and determines disposition of tax appeals;
- Revalues and sets values on existing properties in residential, commercial, industrial and exempt classes;
- Maintains and administers a tax roll of City income;
- Authorizes enrollment and coordinates periodic re-qualification of recipients of exemption programs;

- Updates the Board of Mayor and Alderman on the status of the tax base;
- Computes, prepares and submits all documentation to the State Department of Revenue Administration for use in determining the annual tax rate;
- Analyzes inspection data and makes appropriate changes to existing records and assessments;
- Performs extensive statistical analysis of assessments for the assigned purpose of recommending changes in assessments and revaluation projects;
- Reads and interprets blueprints, plats and condominium articles and amendments;
- Handles tax appeals as a quasi-judicial Board of Appeal, including on-site inspections, fee appraisal analysis, area and equity studies for market value and disposition of appeals;
- Administers the preparation and disposition of City owned/Tax Deeded properties through direct sale, auction and/or sealed bidding process;
- Represents the City in all matters of taxation through extensive knowledge of State laws governing Ad Valorem taxation, appraisal standards, fundamental ratio standards and assessment procedures;
- Projects and determines amount of overlay monies necessary for each tax year;
- Supervises and directs litigation cases at the State Board of Tax and Land Appeals and State Superior Court, and may act as an expert witness, contribute appraisals and/or additional supportive documentation;
- Oversees operations of the City's Computer Assisted Mass Appraisal System (CAMA) and related software programs;
- 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 the procedures, methods and techniques used in the appraisal of residential, commercial, industrial, agricultural and exempt land and property for Ad Valorem tax purposes;

- Thorough knowledge of building construction practices and building and land costs;
- Thorough knowledge of State Law for appraisals and the assessment process;
- Ability to communicate effectively and maintain working relationships with other City employees, home builders, and the general public;
- Ability to prepare accurate and reliable reports containing findings and recommendations and conclusions on property appraisals;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- 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 or related; and
- Considerable appraisal experience in mass appraisal or fee simple appraising;
- An additional four years of experience in appraising properties may be substituted for the bachelor's degree.

Required Special Qualifications

- Designation as a DRA Certified New Hampshire Assessor Supervisor or an equivalent certification from another jurisdiction;
- Individuals certified from another jurisdiction must obtain a DRA Certified New Hampshire Assessor Certification within one year of employment (note: failure to acquire NH certification within one year will result in termination);
- Successful completion of the International Association of Assessing Official's (IAAO) or equivalent organization's course in Advanced Income Approach to Valuation;
- 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 perform on-site inspections;

- 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 5, 2003

Revised by: BMA

Date: July 8, 2008



City of Manchester, New Hampshire

Class Specification

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Class Title	Appraiser - Commercial
Class Code Number	1164 - 21 (Exempt)

General Statement of Duties

Locates, identifies, performs data collection, values and reviews non residential real property as assigned by the Chief Assessor for the purpose of taxation; field qualifies sales; analyzes income & expense data; performs directly related work as requires. Maintains review work according to International Association of Assessing Officials and State Department of Revenue Administration Standards. Performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to assist the Chief Assessor in ensuring professional standards are applied to property assessment procedures, consistent with International Association of Assessing Officials (IAAO) and NH Department of Revenue (DRA) standards. The work is performed under the direction and supervision of the Chief Assessor but extensive 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 requires good interpersonal skills in dealing with taxpayers and the public. The principal duties of this class are performed in both in a general office environment with a majority of time spent in the field performing assigned tasks.

Examples of Essential Work (illustrative only)

- Performs field measurements, inspections, values and review primarily non residential properties, ie; commercial and industrial buildings, including but not limited to updating records with the aid of computer assisted mass appraisal system (CAMA) into City Valuation

system and submits work to Chief Assessor for final review and valuation. Appraisals performed may be utilized for tax appeals;

- Maintains and updates various assessment records in accordance with state statutes, regulations, International Association of Assessing Officials & NH Department of Revenue Administration standards and generally accepted practices and policies of the Board of Assessors;
- Reviews and maintains City digital database using electronic camera and computer;
- Investigates complaints/problems and furnishes information of a technical nature to Chief Assessor and/or Board of Assessors for resolution;
- Analyzes current citywide and site specific Income & Expense data, mortgage and capitalization rates in conjunction with revaluation data;
- Assists in sales qualification, utilized in revaluation updates and sales ratio analysis for City and State Equalization process;
- Arranges the creation and maintenance of manual and electronic reports and property tax records in assisting the Chief Assessor for warrants and other statutory requirements;
- Promotes an appropriate level of confidentiality regarding pertinent City records;
- Provides needed information, instruction and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials and software 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, methods and building techniques used in the construction of residential, and in particular, commercial and industrial buildings;
- Working knowledge of Computer Assisted Mass Appraisal systems (CAMA);
- Ability to draw/record in hard copy form and computer detailed sketches to scale;
- Ability to calculate areas using algebraic methods and a calculator;
- Ability to perform interior/exterior inspections and record list of pertinent structural characteristics, including ability to evaluate quality and condition of subject properties, determine models, style, story heights, record visit history;
- Ability to perform site inspections and evaluation of new lots and subdivisions;
- Ability to prepare accurate and reliable reports containing findings and recommendations and conclusions on property issues to Chief Assessor or Board of Assessors;
- Ability to communicate effectively and maintain working relationships with other City employees, professional and technical entities, contractors, taxpayers and the general public;
- Ability to understand and follow oral and/or written policies, procedures and instructions;

- 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 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; and
- Considerable experience in commercial assessment/appraisal operations; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.
- Experience must be subsequent to licensure or certification.
- Designation as Certified New Hampshire Assessor (CNHA) and/or State Licensed Appraiser -NHCG
- Approval as appraiser – NH Department of Revenue Administration; or
- Equivalent certification/licensure from another jurisdiction

Required Special Qualifications

- IAAO Course 1 or Appraisal Institute's Course 101;
- IAAO Course 2 – Capitalization of Income Approach to Value;
- Completion of post secondary education courses in Property Appraisal, Construction, Architectural Design, Engineering, Economics or other related field;
- 20 hours of continuing education credits each year for re-certification;
- Working knowledge of word processing and spreadsheet software applications;
- 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 perform on-site inspections;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a personal computer, related equipment and a registered motor 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;
- Sufficient strength to lift and carry twenty-five lbs. with or without reasonable accommodations which permits the employee to perform normal requirements.

Approved by: BMA

Date: May 6, 2003



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	Appraiser - Residential
Class Code Number	1165 - 20 (Exempt)

General Statement of Duties

Locates, identifies, performs data collection, values and reviews residential real property as assigned by the Chief Assessor for the purpose of taxation; field qualifies sales; analyzes income & expense data; performs directly related work as requires. Maintains review work according to International Association of Assessing Officials and State Department of Revenue Administration Standards. Performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to assist the Chief Assessor in ensuring professional standards are applied to property assessment procedures, consistent with International Association of Assessing Officials (IAAO) and NH Department of Revenue (DRA) standards. The work is performed under the direction and supervision of the Chief Assessor but extensive 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 requires good interpersonal skills in dealing with taxpayers and the public. The principal duties of this class are performed in both in a general office environment with a majority of time spent in the field performing assigned tasks.

Examples of Essential Work (illustrative only)

- Performs field measurements, inspections, values and review primarily residential properties, ie; single family homes, condos, 1 to 4 unit apartment buildings including but not limited to updating records with the aid of computer assisted mass appraisal system (CAMA) into City

Valuation system and submits work to Chief Assessor for final review and valuation. Appraisals performed may be utilized for tax appeals;

- Maintains and updates various assessment records in accordance with state statutes, regulations, International Association of Assessing Officials & NH Department of Revenue Administration standards and generally accepted practices and policies of the Board of Assessors;
- Reviews and maintains City digital database using electronic camera and computer;
- Investigates complaints/problems and furnishes information of a technical nature to Chief Assessor and/or Board of Assessors for resolution;
- Analyzes current citywide and site specific Income & Expense data, mortgage and capitalization rates in conjunction with revaluation data;
- Assists in sales qualification, utilized in revaluation updates and sales ratio analysis for City and State Equalization process;
- Arranges the creation and maintenance of manual and electronic reports and property tax records in assisting the Chief Assessor for warrants and other statutory requirements;
- Promotes an appropriate level of confidentiality regarding pertinent City records;
- Provides needed information, instruction and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials and software 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, methods and building techniques used in the construction of residential, and fundamental knowledge of commercial and industrial buildings;
- Working knowledge of Computer Assisted Mass Appraisal systems (CAMA);
- Ability to draw/record in hard copy form and computer detailed sketches to scale;
- Ability to calculate areas using algebraic methods and a calculator;
- Ability to perform interior/exterior inspections and record list of pertinent structural characteristics, including ability to evaluate quality and condition of subject properties, determine models, style, story heights, record visit history;
- Ability to perform site inspections and evaluation of new lots and subdivisions;
- Ability to prepare accurate and reliable reports containing findings and recommendations and conclusions on property issues to Chief Assessor or the Board of Assessors;
- Ability to communicate effectively and maintain working relationships with other City employees, professional and technical entities, contractors, taxpayers and the general public;
- Ability to understand and follow oral and/or written policies, procedures and instructions;

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- 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 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; and
- Considerable experience in residential assessment/appraisal operations; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.
- Experience must be subsequent to licensure or certification.
- Designation as Certified New Hampshire Assessor (CNHA) and/or State Licensed Appraiser-NHCR
- Approval as appraiser – NH Department of Revenue Administration; or
- Equivalent certification/licensure from another jurisdiction

Required Special Qualifications

- IAAO Course 1 or Appraisal Institute's Course 101;
- IAAO Course 2 – Capitalization of Income Approach to Value;
- Completion of post secondary education courses in Property Appraisal, Construction, Architectural Design, Engineering, Economics or other related field;
- 20 hours of continuing education credits each year for re-certification;
- Working knowledge of word processing and spreadsheet software applications;
- 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 perform on-site inspections;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a personal computer, related equipment and a registered motor 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;
- Sufficient strength to lift and carry twenty-five lbs. with or without reasonable accommodations which permits the employee to perform normal requirements.

Approved by: BMA

Date: May 6, 2003



City of Manchester, New Hampshire

Class Specification

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Class Title	Engineering Technician II
Class Code Number	5770-18

General Statement of Duties

Coordinates and conducts para-professional design, drafting, and administrative activities for City improvement projects, assessment purposes or related; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to perform a variety of engineering, drafting and administrative tasks essential to City construction and improvement projects. The work is performed under the direct supervision of a Civil Engineer or other assigned supervisor. This class is distinguished from the class of Engineering Technician I by the completion of more complex designs, the use of computer drafting systems and inspection responsibilities. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, contract engineers and the public. The principal duties of this class are performed in a general office environment with occasional field trips. An employee in this class may be assigned to either the Highway Department, Water Department or Board of Assessor's office.

Examples of Essential Work (illustrative only)

- Drafts preliminary, base, construction and presentation drawings to produce storm sewer, sanitary sewer, water system, paving, grading, and development plans and preliminary designs;

- Performs design tasks in support of the City Engineering Department using a Computer Aided Drafting (CAD) system;
- Performs inspections of civic construction projects in the areas of streets and sewers or water systems;
- Develops presentation drawings and initial site designs;
- Performs engineering design and project administration for minor projects under the supervision of a professional engineer;
- Researches City, County and private utility files for development of baseline information for project designs;
- Provides data and information to engineering and construction firms to develop contracted projects;
- Calculates volumes and quantities for engineering and construction projects;
- Performs field review to check base drawings for completeness;
- Researches and responds to questions on a variety of issues from contractors, citizens and City employees relating to the activities of the highway and/or Water Department;
- 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 operations and procedures in CAD systems;
- Thorough knowledge of surveying principals;
- Substantial knowledge of civil engineering and construction drafting;
- Substantial knowledge of construction materials and specifications and industry standards;
- Substantial knowledge of construction principles and practices;
- Substantial knowledge of mathematical calculations used in engineering design and construction project design and cost estimations;
- Substantial knowledge of engineering and construction design principles and practices;
- Ability to develop displays and/or exhibits for various City projects;
- Ability to operate complex CAD software and hardware;
- Ability to operate complex computer mass appraisal software;
- Ability to complete inspections of construction projects in assigned area;

- Ability to read and interpret engineering plans, specifications and blueprints;
- 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 an accredited college or university with an Associate's Degree in Engineering Technology or a related field; and
- Considerable experience in surveying, drafting and engineering 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 New Hampshire Driver's License
- Level II Water Operator's License, (Water Department only).

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to inspect right-of-ways, public properties, and other facilities or sites;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a computer keyboard and other office equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to visit public properties and other facilities or sites.

Approved by: _____ Date: _____



City of Manchester, New Hampshire

Class Specification

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Class Title	Assistant to the Assessors
Class Code Number	1150-16

General Statement of Duties

Supervises office staff in support functions to the City's Assessors; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to ensure the timely and accurate processing of all official paperwork involved in assessment activities. The work is performed under the supervision and direction of the Board of Assessors 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 Customer Service Representative and Engineering Technician. 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 organizations, State officials and the public. The principal duties of this class are performed in both a general office environment and at various field sites throughout the City.

Examples of Essential Work (illustrative only)

- Identifies and transfers proper ownership on all deed transfers;
- Processes abatements, including auditing, calculating interest, retrieving vendor information, inputting and transferring funds;

- Oversees fiscal operations within the Department, including accounts payable, purchase orders, invoices, payments etc.
- Tracks, maintains and processes all local, State, Board of Tax and Land Appeals and Superior Court abatement cases;
- Performs file management on all taxable and non-taxable properties;
- Performs special projects for the Board of Assessors 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 general real estate principles;
- Thorough knowledge of the City's Computer Assisted Mass Appraisal system (CAMA);
- Thorough knowledge of the City's Global Land Management Information system (HTE);
- Substantial knowledge of State Law for appraisals and the assessment process;
- Ability to communicate effectively and maintain working relationships with other City employees, home builders, and the general public;
- Ability to prepare accurate and reliable reports containing findings and recommendations and conclusions on property appraisals;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- 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 Public Administration, Business Administration or related, supplemented by courses in appraisal and assessment operations; and some experience in real estate 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 performs on-site inspections;
- 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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Class Title	Appraisal Technician
Class Code Number	1163-14 (non-exempt)

General Statement of Duties

Assists the Appraisers and Board of Assessors in locating, identifying and performing data collection and review of all real property as assigned by a superior Appraiser for tax assessment purposes; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to assist the Assessors office in ensuring professional standards are applied to property assessment procedures, consistent with International Association of Assessing Officials (IAAO) and NH Department of Revenue (DRA) standards and regulations. The work is performed under the supervision and direction of an Appraiser(s) or other superior but 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, professional and technical entities, contractors, taxpayers and the public. The principal duties of this class are performed in a general office environment and at various field sites throughout the City.

Examples of Essential Work (illustrative only)

- Performs field measurements, inspections and reviews of residential, commercial and industrial buildings;
- Updates records in the City's Computer Assisted Mass Appraisal System (CAMA), for final review and valuation by the Board of Assessors;
- Maintains and updates various assessment records in accordance with State, Federal, and National rules and regulations;

- Reviews and maintains City digital database using electronic camera and computer;
- Investigates complaints and furnishes information of a technical nature to Board of Assessors for resolution;
- Assists in sales qualification that is utilized in sales ratio analysis for the City and State Equalization process;
- Creates and maintains manual and electronic reports and property tax records to assist the Board of Assessors necessary for warrants and other statutory requirements;
- 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 procedures, methods and building techniques used in the construction of residential, commercial and industrial buildings;
- Substantial knowledge of State statutes and regulations, IAAO and NH Department of Revenue Administration standards;
- Substantial knowledge of Computer Assisted Mass Appraisal Systems (CAMA) and related software;
- Ability to comprehend and apply generally accepted practices and policies of the Board of Assessors;
- Ability to draw/record in hard copy form and computer detailed sketches to scale;
- Ability to calculate areas using algebraic methods and a calculator;
- Ability to perform interior/exterior inspections and record list of pertinent structural characteristics, including ability to evaluate quality and condition of subject properties, determine models, style, story heights, record visit history;
- Ability to perform site inspections and evaluation of new lots and subdivisions;
- Ability to prepare accurate and reliable reports containing findings and recommendations and conclusions on property issues to Board of Assessors;
- 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;

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- 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 Real Estate Appraisal or related; and
- Considerable experience in assessment/appraisal operations; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Successful completion of the International Association of Assessing Official's (IAAO) or equivalent organization's course in #101 Market Approach to Value;
- 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 perform on-site inspections;
- 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: May 6, 2003



City of Manchester, New Hampshire

Class Specification

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Class Title	Customer Service Representative III
Class Code Number	1040-13

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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labeled 3/16/09

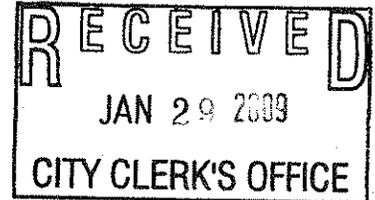


Thomas R. Clark
City Solicitor

Thomas I. Arnold, III
Deputy City Solicitor

Peter R. Chiesa
Gregory T. Muller
John G. Blanchard
Jeremy A. Harmon

CITY OF MANCHESTER
Office of the City Solicitor



January 29, 2009

Matthew Normand, Acting City Clerk
City of Manchester
One City Hall Plaza
Manchester, NH 03101

RE: **Naming Rights Policy**

Dear Matt:

Enclosed is the draft naming rights policy requested by the Board at its meeting on December 16, 2008.

Very truly yours,

Thomas R. Clark
City Solicitor

TRC/hr
Enclosure

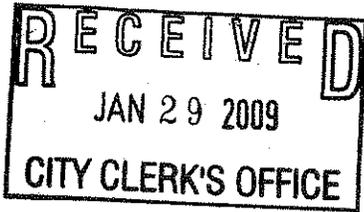
In board of Mayor and Aldermen

Date: 2/3/09 On Motion of Ald. Lopez

Second by Ald. Sullivan

Voted to refer to Committee on Administration

City Clerk



DRAFT

**POLICY ON NAMING
CITY PROPERTY**

All requests to name city owned or controlled real property, buildings or structures shall be submitted, in writing, to the Board of Mayor and Aldermen for referral to the department or entity having jurisdiction over the real property, building or structure. The written request shall contain the following information:

- Background information detailing the appropriateness of the intended name.
- Background information on the real property, building or structure in question.
- How any costs associated with the naming shall be funded.

The department or other entity shall review the written request and forward a recommendation to the Board of Mayor and Aldermen for referral to the Committee on Lands and Buildings.

The Committee on Land and Buildings shall take such action as it deems appropriate and report its recommendation to the Board of Mayor and Aldermen.

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

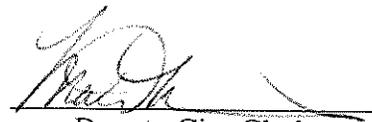
The Committee on Public Safety, Health and Traffic respectfully recommends, after due and careful consideration, that the request from Barbara Potvin, New England Sampler, for the City to hold a public forum to discuss the closing off of city streets be referred to the Committee on Administration/Information Systems.

(Unanimous vote)

Respectfully submitted,


Clerk of Committee

At a meeting of the Board of Mayor and Aldermen held October 21, 2008, on a motion of Alderman Sullivan duly seconded by Alderman O'Neil the report of the Committee was accepted and the recommendations adopted.

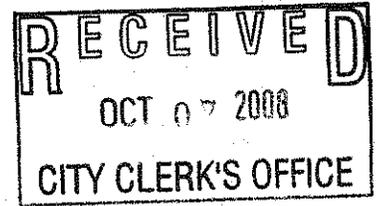

Deputy City Clerk



The
New England
Sampler

Specializing in
New England Products
&
Specialty Foods

42 Hanover St.
Manchester, NH 03101
603.626.4477



September 26, 2008

Dear Mayor Guinta, Aldermen Mark Roy, Mike Lopez, Dan O'Neil, Peter Sullivan & Brandy Stanley,

As you may already know, the Palace Theatre held a fundraising event last Thursday, September 18th. Attached is a petition signed by a number of business owners and managers located on the one-way section of Hanover St., between Chestnut and Elm Street. Peter Ramsey, the Executive Director of the Palace Theatre has been provided a copy of this petition and discussions have been held with Peter. Stephanie Lewry, from Intown was present at a discussion between Peter Ramsey, and myself, Barbara Potvin regarding this petition, the blocking off of the street and the implications of blocking the streets off for any such event.

During this discussion, Peter Ramsey had suggested that the City of Manchester might consider holding a Public Forum to discuss the process of closing off city streets and the impact that these closings have on local small businesses as well as the benefits drawn by the City of Manchester and its local citizens. After great consideration and input from other businesses on Elm St., that have faced this situation and dilemma, I agree with Peter that a public discussion would be helpful and could provide us all, including the City Hall with a policy that addresses and considers the welfare of all business owners/managers, local community members as well as Manchester City Hall.

Feel free to contact me at 603-626-4477 with any questions you might have regarding this request and this petition.

Sincerely,


Barbara J. Potvin

Owner

The New England Sampler

cc: Peter Ramsey, Stephanie Lewry

September 19, 2008

We the signed business managers and owners would like the City of Manchester to know of our discontent and concern regarding the blocking off of Hanover St., between Chestnut and Elm on Thursday, September 18, 2008 for the Palace Theatre's Wine Tasting and Fundraising event. It is our understanding that they did not have permission to block off the parking spaces, but did have permission to block the street after 2PM. However, it should be noted, that most business owners and managers were not included in this decision nor were the majority notified that this would occur prior to this week. Many were never informed and only realized on Thursday when they saw the cones along the parking space.

Further, our concerns include:

- Most businesses were not informed that the streets and parking spaces along this stretch of Hanover St. would be inaccessible throughout most of the day.
- As business owners and managers we are concerned with the significant loss of revenue for each business located on this section of Hanover St. Many businesses had to either reschedule or cancel appointments. Others noted a drop in their sales because of the inaccessibility of the street and on-street parking. Some even ended up closing early due to the loss of revenue and lack of access for customers.
- Our concerns also include loss of revenue for the City of Manchester. Many parking spaces on both sides of the road were blocked off as early as 8AM.
- Finally, there is a concern for public safety and property, whenever such events occur, since ambulances and fire trucks can not safely access Hanover St. between Chestnut and Elm during the aforementioned events.

The following business owners/managers would like register their concerns regarding the lack of opportunity to give input and recommendations, as well as the lack of appropriate notification as to when these types of events will be occurring.

Name:	Business Name:	Address:
Sunit Savade	Siddhant Sweets Gourmet Del.	87 Hanover St
Gemma J. J. J.	A Barak Limfune	81 Hanover St
Bill Miller	OK Pickers	89 Hanover St
Jim Kozlowski	RICKANT PHOTOGRAPHERS	72 HANOVER ST
Thomas A. Lee	EMBASSY	54 HANOVER ST
Anchor Lessard	Shed Estella	92 HANOVER ST
Terrence S. S.	Runners Alley	300 Hanover St
Susan Maria	SAVON RESTAURANT	32 HANOVER ST
Sam Chung	Korean Place Restaurant	110 Hanover St
Zoe Huel	Cottages Downs Furniture	73 Hanover St
Barbara Patton	The New England Sampler	42 Hanover St
John Patton	John on Hanover	26 Hanover St
John Patton	Sally Lucci Jewelry	83 Hanover St