



TOWN OF BOONSBORO BOONSBORO, MARYLAND

PERSONNEL MANUAL

April 2015

Adopted: May 4, 2015

*Included Water-Sewer Clerk & Yard Debris Lot Attendant Position July 2015

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TABLE OF CONTENTS

SECTION I

Employees Acknowledgement of Receipt of Handbook	1
Welcome Letter from the Mayor	2
Affirmative Action/Equal Opportunity Policy	3
Elected and Appointed Officials Summary	4

SECTION II - POLICIES AND PRACTICES

Chain of Command	5
Employee Code of Conduct	6
Classification of Employees	7
Hours of Work	7
Probationary Period	7
Personal Use of Town Equipment	8
Rotational On-Call Program	8
Use of Park Facilities	9
Gratuities to Employees or Officials	9
Outside Employment	9
Harassment Free Workplace	9
Dress Code	10
Personal Hygiene	11
Tobacco Use	11
Drugs and Alcohol	11
Safety	12
Disciplinary Action	12
Discipline Documentation Form	14

SECTION III – BENEFITS AND COMPENSATION

Paid Holidays	15
Personal Leave	15
Other Leaves of Absence	16
Insurance Benefits	18
Retirement	18
Resignation	19
Compensation and Evaluation	19
Performance Appraisal Form	21
Employee Self-Evaluation Form	23
Employee Cell Phone Stipend	23
Cell Phone Stipend Request Form	27
Job Description & Pay Grades	28

APPENDIX – JOB DESCRIPTIONS

Town Manager	A
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*Office Manager	B
Town Clerk	C
*Administrative Assistant	D
Town Planner	E
Public Works Superintendent	G
Public Works Employees	H-N
Water and Sewer Superintendent	O
Water/Sewer Employees	Q-S
Chief of Police	T
Police Employees	U-CC
*Safety & Risk Manager	DD
Yard Debris Lot Attendant	EE
Zoning Administrator/Code Enforcement Officer	FF
Town Engineer	GG
Water-Sewer Clerk	II

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EMPLOYEES' ACKNOWLEDGEMENT OF RECEIPT OF PERSONNEL MANUAL

I have received my copy of the Town of Boonsboro, Personnel Manual which outlines the policies, practices, compensation, and benefit guidelines of the Town and I have read and understand the information contained in this manual.

Since the information contained in this handbook is subject to change as situations warrant, it is understood that changes in this manual may supersede, revise, or eliminate one or more of the policies or practices in this handbook. These changes will be communicated to me by my supervisor or through official notices. I accept responsibility for keeping informed of these changes.

I further acknowledge my understanding that my employment with the Town is for no fixed term and may be terminated by the Town at any time with or without cause. I further understand that this manual is not intended to be an expressed or implied contract of employment.

The Town reserves the right to change or discontinue policies and practices contained in this handbook at any time. All policies and practices, once in force, are not irrevocable and can be modified or deleted at any time.

Therefore, in order to preserve the ability of the Town to meet town needs under changing conditions, the Town may modify, augment, delete or revoke any and all policies, practices, procedures, and statements contained in this handbook at any time.

The Town will make every attempt to give reasonable and prompt notice of any such changes; however, the effective date of any changes will be governed by the Mayor and Council.

Employee Name (please print)

Date

Employee Signature

Town Manager Name (please print)

Date

Town Manager Signature

WELCOME TO THE TOWN OF BOONSBORO

I want to take this opportunity to welcome you as an employee of the Town of Boonsboro. As fellow Town employees, we share the responsibility for delivering quality services to the people of Boonsboro. We are partners in the success of local government and in continuing to make the town a better place in which to live, work, and play.

The achievement of these goals depends not only upon your attention to the duties assigned to you, but also upon your attendance at work as scheduled. It is only through your day-to-day attention to these essentials that we can provide the best services to the citizens of Boonsboro, our employers.

Working for the Town of Boonsboro is a partnership. As in any good partnership, gains are achieved by both sides. In return for your best efforts in the performance of your duties, the Town offers many advantages and substantial benefits. You will read about many of these benefits in the following pages.

This handbook was developed to prepare you with information in a convenient form. Your talents, skills, and commitment contribute to the success of the Town of Boonsboro.

I welcome you to town government and look forward to your participation in keeping the Town of Boonsboro an excellent Town in every way.

Sincerely,

Howard W. Long
Mayor

AFFIRMATIVE ACTION/EQUAL OPPORTUNITY POLICY

The Town shall not fail or refuse to hire or discharge any individual, or otherwise discriminate against any individual with respect to the individual's compensation, terms, conditions or privileges of employment, because of such individual's race, color, religion, sex, age, national origin, marital status, sexual orientation, genetic information or disability unrelated in nature and extent so as to reasonably preclude the performance of the employment, or because of the individual's refusal to submit to a genetic test or make available the results of a genetic test. Nor will the Town limit, segregate or classify its employees or applicants for employment in any way which would deprive or tend to deprive any individual of employment opportunities or otherwise adversely affect the individual's status as an employee, based on any of the foregoing criteria. Nor will the Town request or require genetic tests for genetic information as a condition of hiring or determining benefits.

Nothing contained in these policies shall be interpreted to require the Town to grant preferential treatment to any individual, based on, the foregoing criteria, except as may be required under applicable law.

ELECTED AND APPOINTED OFFICIALS SUMMARY

A. Organizational Information

1. Mayor and Council - Elected
2. Town Manager – Appointed
3. Chief of Police - Appointed
4. Office Manager
4. Administrative Assistant
5. Town Planner
6. Town Clerk
7. Utilities Superintendent
8. Public Works Supervisor
9. Zoning Administrator/ Code Enforcement Officer
10. Public Works Employees
11. Water/Sewer Employees
12. Police Employees

4. Planning Commission- Governing Body
 - a. Appointed
 - b. Seven (7) Members
 - (1) Chairperson
 - (2) Vice-Chairperson
 - (3) Secretary
 - (4) Five (5) Members
 - (5) Council Liaison

5. Park Board- Recommending Body
 - a. Appointed
 - b. Seven (7) Members
 - (1) Chairman
 - (2) Secretary
 - (3) Five (5) Members
 - (4) Council Liaison

B. Elected Mayor and Council

1. Mayor and Council- Governing Body
 - a. Elected
 - b. Seven (7) Members
 - (1) Mayor
 - (2) Assistant Mayor
 - (3) Treasurer (Appointed)
 - (4) Assistant Treasurer (Appointed)
 - (5) Three (3) Council Members

6. Public Safety Commission- Recommending Body
 - a. Appointed
 - b. Five (5) Members
 - (1) Chairman
 - (2) Secretary
 - (3) Three (3) Members
 - (4) Council Liaison

C. Commissions and Boards

2. Boonsboro Municipal Utilities Commission- Recommending Body
 - a. Appointed
 - b. Seven (7) Members
 - (1) Chairman
 - (2) Vice Chairman
 - (3) Treasurer
 - (4) Secretary
 - (5) Three (3) Members
 - (6) Council Liaison

7. Board of Zoning Appeals- Independent Governing Body established by Zoning Ordinance
 - a. Appointed
 - b. Five (5) Members and Two (2) Alternates
 - (1) Chairman
 - (2) Vice-Chairman
 - (3) Secretary
 - (4) Four (4) Members

3. Economic Development Commission- Recommending Body
 - a. Appointed
 - b. Four (4) to Ten (10) Members
 - (1) Chairperson
 - (2) Vice Chairperson
 - (3) Council Liaison
 - (4) Up to Seven (7) Business Representatives

8. Environmental Commission- Recommending Body
 - a. Appointed
 - b. Seven (7) to Ten (10) Members
 - (1) Chairman
 - (2) Vice-Chairman
 - (3) Secretary
 - (4) Four (4) to Seven (7) Members
 - (5) Council Liaison

CHAIN OF COMMAND



Employee Code of Conduct

Objective: The Town's objective in establishing the Code of Conduct is to promote ethics, honesty and professionalism within the Town and its employees. The Mayor and Council of Boonsboro believe in being an integrated organization and that the action of every employee affects its entire organization and reputation. Any employee is obligated to strive for the extension of the Town's interests within legal limits, and responsible of preventing damages or loss of the Town's interests. The Town expects all employees to abide by this policy in carrying out their duties and functions so as to preserve public trust and to ensure the Town's sustainable growth and development.

Scope: The Code of Conduct applies to all employees, agents, and contractors of the Town of Boonsboro

Requirements: All employees of the Town of Boonsboro are expected to observe the highest standards of ethics, integrity and behavior during the course of their employment with the Town of Boonsboro. As representatives of the Town, employees are expected to conduct themselves in a professional and courteous manner and observe the following standards of behavior:

- (a) **Morality and Integrity** – Employees shall conduct all business ethically and avoid any activity that would lead to a conflict of interest. All business is to be conducted with integrity and all applicable laws, policies, procedures, rules, regulations, and contracts are to be followed.
- (b) **Respect for Individuals and Customers** – The Town respects the privacy and integrity of every employee. Employees shall be respectful, honest, and fair in dealings with customers, clients, suppliers, co-workers, management and the general public. The use of foul, threatening and/or abusive language is prohibited.
- (c) **Accurate Reporting** – Employees are obligated to make full, fair, accurate, and timely disclosure of a variety of information. Information that is prepared or submitted in the course of day to day operations needs to be complete and accurate at all times.
- (d) **Display Professionalism** – Employees shall wear the required uniform, safety equipment or work clothes in a neat and tidy manner.
- (e) **Equipment Use** – Any and all equipment owned by the Town of Boonsboro shall not be used in an inappropriate manner, shall not be willfully damaged or destroyed, and shall be properly maintained.
- (f) **Responsibility** – Each employee is part of a larger organization and the actions or lack of action can have a profound impact on the Town as a whole. Each employee is to adhere to the common goals and violations of any rules or laws or this code are to be reported to the employee's supervisor.
- (g) **Common Sense and Judgment** – Employees shall avoid actions and circumstances that may appear to compromise good business judgment or create a conflict between personal and Town interests.

CLASSIFICATION OF EMPLOYEES

Employees of the Town of Boonsboro are assigned to one of the following classifications:

Full-time employees work a 40-hour week as specified in job description and eligible for all benefits described in personnel policies.

Part-time employees work less than 40 hours per week but does not necessarily work during every available work week and is ineligible for benefits other than workman's compensation and unemployment insurance.

Seasonal employees are hired for a specific time period or until the completion of a specific assignment. Seasonal employees are ineligible for benefits other than workers compensation and unemployment insurance but compensated at one and one-half (1-1/2) times hourly rate for overtime when such hours are required by the Town.

HOURS OF WORK

The work week consists of 40 hours, Monday through Friday, unless otherwise specified by the Town Manager. Employees must obtain permission from their Supervisor to modify their work schedule. (i.e. coming in 1 hour late and working 1 hour longer, or working through lunch break to leave a half hour early)

Over Time - Hourly employees who are required to work more than eight hours in one twenty-four-hour period, beginning at 12:01 a.m., or more than forty (40) hours in one week, shall be paid overtime at one and one-half (1½) times their hourly rate.

Official Town Holidays and Sundays - An employee will receive two (2) times the hourly rate

Emergency Time - An employee will be paid for a minimum of 2 hours for any emergency call made after regular business hours and a minimum of 3 hours pay for emergency calls made between the hours of 11 p.m. and 5 a.m.

Compensatory (Comp) Time — Salaried employees who are required to work beyond the normal workday may receive comp time at the discretion of the Town Manager. Comp time may be accumulated up to twenty-four (24) hours. Salaried employees will not be reimbursed for unused comp time.

Breaks: Breaks, including lunch, are taken in accordance with US Labor Department standards.

PROBATIONARY PERIOD

All new employees will serve a 90-day probationary period beginning on the first day of employment. A formal written evaluation will be performed at the end of the 90-day probationary period by the employee's supervisor at which time, the supervisor will recommend that the employee either be placed on regular status or terminated, or probation may be extended. A wage increase may be recommended by the Town Manager to the Mayor and Council upon successful completion of the probationary period.

No benefits are given during the probationary period except for Worker's Compensation and Unemployment Insurance. Full-time employees on probation will be paid for holidays that fall within the probationary period. Personal leave accumulation begins on the first day of employment; however, may not be used until after the successful completion of probation.

PERSONAL USE OF TOWN EQUIPMENT

Town owned property and vehicles are provided to various departments to assist in conducting Town business. The use of such property and vehicles outside of normal work hours is be allowed only in situations where such use constitutes a benefit to the Town.

Use of Town vehicles for driving to and from work or work-related meetings or training on off-duty hours is permitted. Employees with take-home vehicle privileges must have the required equipment to respond to on-call services.

All accidents must be reported immediately to the employee's supervisor. The employee is responsible for providing any necessary reports to their immediate supervisory.

Employees must immediately report to the employee's supervisor all damage to equipment, including dents or scrapes to vehicles, damage to Town property or damage to other Town vehicles.

Any use of Town equipment and vehicles for personal use without the permission of the Mayor and Council or their designated representative will result in disciplinary action up to and including termination.

All employees assigned take-home vehicles will live within 20-miles driving-distance from Town Hall, unless granted a specific exemption in writing by the Town Manager. All exemptions shall be reviewed for approval by the Mayor & Council. If an employee moves their residency beyond the 20-mile radius, the employee must immediately notify their supervisor of the change and submit a request for exemption to the Town Manager.

Employees on light-duty, suspension, or extended leave due to injury/disability are not authorized a take-home vehicle. Employees on Personal Leave exceeding 10-days will not keep possession of a take-home vehicle, during such extended leave. The vehicle shall be parked in a secure location on Town property, as advised by their supervisor.

ROTATIONAL ON-CALL PROGRAM POLICY (M&C Approved 03/04/2019)

The Town of Boonsboro is responsible for ensuring the continuous and uninterrupted operation of the Town's water and wastewater collection and distribution systems, as well as maintaining the Town's streets, parks, and buildings, in a reliable and timely manner. The Rotational On-Call Program ensures these responsibilities can be addressed by the Town after normal working hours. The Water/Sewer and Public Works Departments are required to participate in the Rotational On-Call Program.

Examples of after-hours emergencies, requiring a response from an on-call Town employee, can include but are not limited to: water leaks, sewer clogs, pump station failure, mechanical equipment failure, electrical systems failure, street maintenance, distribution/collection infrastructure failure, public safety concerns, snow removal, and emergency buildings and parks maintenance.

After normal work hours, and on weekends, the Town of Boonsboro will maintain a weekly rotating on-call program to respond to after-hours emergencies. Weekly on-call staff will consist of one (1) water/sewer employee and one (1) public works employee. They will respond to any after-hours emergencies for one week, beginning Friday at 2:00 PM, and continuing until the following Friday at 6:00 AM. After receiving an emergency notification, on-call employees will address and rectify the emergency.

The Superintendent of Water/Sewer, and the Superintendent of Public Works, will each create and oversee an on-call schedule for their respective department, at the beginning of every month. The superintendents will ensure complete and dependable on-call coverage throughout each weekly shift, and can adjust their department's on-call schedule, as needed. With approval from their Superintendent, on-call employees can exchange scheduled coverage dates with other department employees. Superintendents will submit their on-call schedule to the Office Manager prior to the first Friday of every month.

If deemed necessary by a Superintendent, or to address a safety concern, additional Town staff, beyond scheduled on-call personnel, can be assigned to help mitigate an after-hours emergency. Unless approved by the Town Manager, or a Superintendent, on-call employees are permitted to work for a maximum of eight (8) hours before being relieved and given a minimum eight (8) hours of off-duty rest. If an extended period of after-hours work is anticipated that requires a workload beyond the capacity of scheduled on-call personnel, Superintendents will create a supplemental on-call schedule to address the emergency safely and efficiently. Upon request by the Town Manager, Superintendents may be required to provide justification for assignment of extra personnel beyond the scope of the On-Call Program Policy.

On-call employees must be at the emergency location promptly within an hour from notification. They must be prepared to safely drive/operate town vehicles and equipment and perform public relations as needed for each emergency. On-call employees are sober for the duration of their assigned weekly on-call shift. All employees should remain sober if an after-hours emergency (e.g., Snow Event) can be anticipated. If an employee reports to an after-hours emergency inebriated, or under the influence of prescription or recreational drugs, disciplinary action up to and including termination will follow.

USE OF SHAFER PARK FACILITIES

Town employees are permitted to reserve the facilities of Shafer Park at no charge as long as the use is strictly family related and not for profit making and the use of pavilions or the Community Center will be scheduled in the town office and all rules will be adhered to.

GRATUITIES TO EMPLOYEES OR OFFICIALS

All employees and Town officials employed or appointed by the Town of Boonsboro shall comply with the Ethics Ordinance, as amended.

OUTSIDE EMPLOYMENT

An employee of the Town may engage in other employment as long as it does not conflict with work performed for the Town. Any employee engaging in outside work must have the approval of his or her supervisor to ensure that there is not a conflict of interest.

HARASSMENT FREE WORKPLACE

The Town believes that all employees have the right to work in a mature, professional, and productive environment that is free from harassment. The success of the organization is contingent upon an atmosphere of mutual respect and cooperation regardless of individual beliefs or attitudes. Harassment is unwelcome or inappropriate behavior that interferes with or has the potential to interfere with job performance or the maintenance of a positive work environment. It is behavior that undermines the integrity of the entire organization and it is often directed toward individuals based upon their race, color, religion, gender, sexual orientation, national origin, age or disability.

Harassment may be visible in many forms, including, but not limited to the following:

Sexual Harassment - Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when (a) submission to or rejection of such conduct is used as the basis for employment decisions, or (b) such conduct interferes with an individual's work performance or creates an intimidating, hostile or offensive working environment.

Examples of conduct which may constitute sexual harassment include the following:

1. Promises or threats regarding any term or condition of employment which is conditioned on providing, or falling to provide, sexual favors;
2. Repeated offensive sexual flirtations, advances or propositions;
3. Unwelcome physical contact that is sexually suggestive. Occasional compliments of a socially acceptable nature do not constitute sexual harassment.

Verbal Harassment - Language or comments that are offensive, including vulgarities. This may include mocking, hostility, lewd comments and jokes, or intimidation which alters an individual's job efficiency.

Nonverbal Harassment - Leering or gestures that create an intimidating, hostile or offensive work environment.

Physical Harassment - Threats that create an intimidating, hostile or offensive work environment. Unwanted physical contact which includes touching, patting, pinching or brushing the body.

Written/Pictorial Harassment - Ideas, pictures, objects, or expressions that are demonstrated which are not respectful of others and/or conflict with the Town's goal of maintaining an environment that is free from harassment.

This policy applies to all Town employees and elected officials, as well as customers, vendors and other visitors authorized to be on Town property. If you believe that you or someone else is being harassed, or you have observed harassing behavior, report the alleged act to management for further investigation.

The Town of Boonsboro will make every effort to preserve confidentiality and privacy, but the conduct of the investigation or legal proceeding may have to address otherwise private matters and may make complete confidentiality impossible.

DRESS CODE

To present a safe and professional working environment, it is important for all employees to wear clothing that is appropriate for the work being performed.

Police, Utilities, and Public Works Employees are required to wear uniforms furnished and maintained by the Town. Safety equipment must be worn when applicable.

PERSONAL HYGIENE

All employees are expected and required to maintain good personal hygiene at all times. If an employee reports to work with less than a satisfactory degree of personal cleanliness, the supervisor may relieve the member of duty with the requirement that the individual correct the problem before returning to work. In such cases, the time away from work will be deducted from the hourly pay as either personal vacation, convenience time or without pay.

TOBACCO USE

Tobacco Use is prohibited in any building, vehicle, or other property owned or leased by the Town of Boonsboro. The purpose of this policy is to protect the public health and welfare by regulating tobacco use in the workplace.

DRUG & ALCOHOL-FREE WORKPLACE POLICY

To help ensure a safe, healthy and productive work environment for our employees and others, to protect Town property, and to ensure efficient operations, the Town has adopted a policy of maintaining a workplace free of drugs and alcohol. This policy applies to all employees and other individuals who perform work for the Town. In accordance with the Drug-Free Workplace Act of 1988 (as amended), the Town, as a federal grant recipient, has established and promotes anti-drug policies for the workplace.

The use of any legally obtained drug, including alcohol, where such use adversely affects job performance, is prohibited. This prohibition covers arriving to work under the effects of any drug that adversely affects job performance, including the use of prescribed drugs under medical direction. If the use of prescription or nonprescription drugs might impair their ability to perform job duties safely and effectively, it is the responsibility of employees to report such usage to their immediate supervisor and the Safety & Risk Manager. Depending on the circumstances, employees may be reassigned, prohibited from performing certain tasks, or prohibited from working while medicated. Any employee engaging in the use of alcohol during working hours, or when reasonably expected to report for duty, is subject to disciplinary action, up to and including discharge.

Illegal drugs for the purpose of this policy include (a) drugs that are not legally obtainable and (b) drugs that are legally obtainable but have been obtained illegally. The sale, possession, purchase, transfer, or use of illegal drugs by employees is prohibited, both on and off duty. Any employee engaging in the above actions is subject to disciplinary action, up to and including discharge.

The Town does not condone drug use. It is the expectation of the Town that maintaining satisfactory performance is the responsibility of the employee, and that the decision to acknowledge substance abuse related problems and seek assistance is also the responsibility of employee.

As a drug-free workplace, all Town employees may be required to submit to drug and alcohol testing, under the following conditions. Employees who violate the Town's Drug and Alcohol Policy, by testing positive or refusing to submit to a test, shall be subject to discipline up to and including termination.

- 1) **Supervisor Request:** When a supervisor has reasonable suspicion to believe that an employee has violated the Town's drug-free workplace policy, and the Town Manager approves testing, employees are required to submit to a drug test. For the purposes of this policy, reasonable suspicion means the existence of facts, and the rational inferences which may be drawn from such facts, including articulable observations concerning behavior, speech or body odors, such as to create an objective base of knowledge sufficient to induce an ordinary, prudent and cautious person under the same circumstances, to believe that an employee has violated the policy.
- 2) **Post-Accident/Incident:** Employees involved in an accident or incident, while on duty, are required to submit to a drug test, immediately following the accident/incident.
- 3) **Random Drug Testing:** The Town randomly drug-tests employees for compliance with its drug-free workplace policy, on a quarterly basis. Random testing means employees will be selected for testing, at random, by the Town Manager. Each quarter, the Town Manager will pull a random selection of employee names and immediately notify the employees selected for testing. Testing must be completed the same workday, immediately after notification. The Town Manager has no discretion to waive the selection of an employee selected at random.
- 4) **New Hires:** As a condition of employment, individuals must submit to a drug test, prior to their first scheduled day of work. Any individual who refuses to submit to a drug test shall not be considered for employment with the Town.

SAFETY POLICY

It is the policy of the Town to provide for safe working conditions for its employees and to provide a safe environment for the citizens of the town. All levels of the workforce are urged to make safety a priority concern, equal in importance to all other job duties and operational responsibilities.

As a condition of continued employment with the Town, all employees are required to incorporate safety knowledge and good safety procedures into their everyday work performance, and to be aware of and follow all applicable safety rules, regulations and policies, including county, state and federal regulations.

DISCIPLINARY ACTION POLICY

The Town is committed to providing a safe working environment for all employees. In order to achieve an accident and injury free workplace, employees must follow reasonable policies, rules and practices. When employee misconduct occurs, corrective measures must be taken to curtail further occurrences. Discipline can take one of the following forms, but not necessarily in any specific order:

1. Verbal counseling
2. Written warning or reprimand
3. Probation
4. Demotion
5. Suspension from work without pay up to three days.
6. Suspension, subject to termination
7. Termination of employment

Appeal - At any time during the disciplinary process, an employee may appeal to the Town Manager, and ultimately to the Mayor and Council. The decision of the Mayor and Council shall be final. No employee will be terminated without the consent of the Town Manager and Mayor.

Discipline Documentation Form

Employee Information

Name: _____

Job Title: _____

Incident Information

Date/Time of Incident: _____

Location of Incident: _____

Description of Incident:

Witness(es) to Incident: _____

Was this incident in violation of Town policy? **Yes** **No**

If yes, specify which policy and how the incident violated it.

Emergency Response (if any): _____

Action Taken

What action will be taken?

Signature of Employee indicating he/she understands charge(s):

Person preparing report: _____

Signature

Printed Name

Date: _____

Request to Appeal: **YES*** **NO**

*If answered yes, a letter addressed to the Mayor and Council must be submitted to the Town Manager within 5 business days of receipt of the discipline documentation form. The Town Manager will forward immediately to the Mayor and Council. The Employee will be notified within 10 business days of an appeal hearing.

PAID HOLIDAYS

Paid Holidays will be observed by the closing of Town offices. When the holiday occurs on a weekend, Town offices will be closed on the Friday before or the Monday after the holiday. Any hourly employee required to work on a holiday will be paid at twice the hourly rate for all hours worked.

The following eleven holidays are observed by the Town of Boonsboro:

New Year's Day
Martin Luther King Day
Good Friday
Memorial Day
Independence Day
Labor Day
Veteran's Day
Thanksgiving Day
Day after Thanksgiving
Christmas Eve
Christmas Day

PERSONAL LEAVE

Full-time employees accumulate personal leave time at the following rate:

- 1) During first year of service: 80 hours annually or 3.08 hours per pay period
- 2) After 1 year of service: 40 hours plus 80 hours or 4.62 hours per pay period
- 3) 2 to 5 years of service: 80 hours plus 80 hours or 6.15 hours per pay period
- 4) 6 to 10 years of service: 120 hours plus 80 hours or 7.70 hours per pay period
- 5) 10 + years of service: 160 hours plus 80 hours or 9.23 hours per pay period

Maximum Accumulation:

In order to encourage employees to take time off on a regular basis, maximum levels of accumulation are established. On the last pay day of each fiscal year, the maximum accumulated benefit allowed is 360 hours or 45 days.

Personal Leave Scheduling:

Personal leave must be scheduled and approved by the employee's immediate supervisor prior to taking leave. An employee may use unscheduled personal leave and be excused for up to two (2) days due to minor illness. A doctor's verification is required for any absence of three (3) consecutive unscheduled days or more, or at the discretion of the Town Manager.

Buy-Back Provisions:

Employees may sell up to one-week unused personal leave back to the Town per fiscal year. The pay rate will be the employee's regular base wage. Requests must be made in writing to the Town Manager by 4:30pm on Monday of payroll week.

OTHER LEAVES OF ABSENCE

Family Medical Leave Act (FMLA): Health Care Benefits - When an employee taking FMLA leave is on unpaid status, the Town will continue to pay its portion of the employee's medical and dental insurance, in conformity with the employee's most recent benefit election.

The employee must continue to pay the amount normally deducted from his/her paycheck that is necessary to keep the coverage in effect or the employee may elect not to continue his/her medical and/or dental insurance coverages during the period of his/her unpaid leave.

The Town will assist the employee to work out payment arrangements for the employee's share of his/her health care coverages cost. If employee contributions to coverage are not timely paid by the employee, after a 30-day grace period, the insurance coverage(s) will be canceled.

Upon the employee's return to paid status, his/her insurance benefits will be reinstated to the same level and terms as were provided when the FMLA leave commenced. If the benefit plan provided to employees changes while the employee on FMLA leave is on unpaid status, the changes to the coverages will be applied to the employee in the same manner as employees in paid status.

Reinstatement Rights - An employee who is granted unpaid leave, and who returns to work within 4 consecutive months or less of absence, will be reinstated with all rights and privileges.

Except under limited circumstances specified by the FMLA, if an employee fails to return from unpaid FMLA leave, the Town's expenses in providing health care coverage to the employee while in unpaid status must be reimbursed by the employee to the Town.

Employee Requirements - The following requirements or limitations apply to all FMLA leave:

1. An employee must provide 30 days advance notice when requesting FMLA leave for "foreseeable" events; as much notice as possible must be given for "unforeseeable" events.
2. An employee must provide a letter from the employee's physician to support requests for FMLA leave because of serious health conditions. The Town may require, at its expense, a second opinion as to the serious health condition to confirm the validity of the medical certification provided.
3. While on FMLA leave, an employee may be required to provide periodic reports concerning his/her status and intent to return to work.
4. Paid leave will not be accrued while an employee is on unpaid leave.
5. An employee must exhaust all accrued leaves (annual, disability and/or personal, as defined in this manual) applicable to the reason for which FMLA leave is requested before unpaid FMLA leave is granted.
6. If an employee is absent for one work week or more for any of the reasons listed above as qualifying the employee for FMLA leave, even if accrued paid leave is used to cover that absence, the leave will be treated as FMLA leave for purposes of calculating the total amount of such leave an employee may be granted in one year. The employee will be notified pursuant to the Act when paid leave is to be treated as FMLA leave.
7. Employees who are absent due to a FMLA qualifying event are understood to be unable or unavailable to work in any capacity for any employer, including a secondary employer. If an employee's work ability and/or availability improve in a manner that permits the employee to resume any level of work activity, the employee is required to contact the Town to determine if work that is

consistent with his or her work capacity is available. If the employee fails to notify the Town of the improved ability and/or availability and is found to be working in any capacity for another employer, the employee will be subject to disciplinary action, up to and including termination. Overtime is prohibited while on FMLA.

Unpaid Leave of Absence: If an employee needs leave for a valid reason such as training and education, extended military service, and certain family responsibilities not covered by FMLA, or if he/she needs leave for a reason enumerated as FMLA leave but beyond his/her 12 weeks of eligibility, the employee may apply for unpaid leave.

The Town Manager, with the consent of the Mayor and Council, may grant such leave when it is in the best interest of the Town. An employee's eligibility for unpaid leave ends when the total amount of leave, paid and unpaid, including any FMLA leave, amounts to 12 consecutive months of absence. If an employee does not return to work after 12 consecutive months of absence, eligibility for an additional FMLA leave is not granted.

Reinstatement Rights - An employee who is granted unpaid leave, and who returns to work within 4 consecutive months or less of absence, will be reinstated with all rights and privileges.

An employee who is granted a leave of absence that will result in his/her absence from work, on paid and unpaid leave, for more than 4 consecutive months but 12 consecutive months or less will be reinstated to an equivalent position, if such position is available and if the employee's reinstatement is in the best interest of the Town.

Requirements - The following requirements or limitations apply to unpaid leave:

1. An employee's request for a non-FMLA leave of absence without pay for valid purposes must be approved by the Town Manager, with consent from the Mayor and Council.
2. Unpaid leave will not be granted unless the employee has exhausted his/her accrued annual and personal leave and any compensatory time.

During any unpaid leave that does not qualify as FMLA leave, the employee must pay the full cost of any insurance coverages he/she may wish to keep in effect during the unpaid leave.

Bereavement: A leave of absence of three business days with pay will be granted for the death of a member of the immediate family of a full-time employee. Immediate family is defined as parent, spouse, child, sibling, grandparent or in-law and also includes any person living in the household of the employee.

Military Leave: A leave will be granted to employees who are members of the reserve components of the U.S. Armed Services and National Guard. If military pay is less than the employee's regular wages, the Town will make up the difference

Jury Duty: Is an excused leave of absence. An employee on jury duty is expected to report to work on any day that the jury is not in session, or when the jury is dismissed in time for the employee to work at least one-half day. If jury pay is less than the employee's regular wages, the Town will make up the difference.

INSURANCE BENEFITS

Only permanent full-time employees are eligible for insurance benefits.

- a. **Life Insurance** - The Town provides a life insurance policy of \$25,000 for each full-time employee. Upon termination, this insurance may be converted to an individual policy at the employee's expense.
- b. **Accidental Death and Dismemberment Insurance** - The Town provides a policy of \$25,000 for each full-time employee.
- c. **Health Insurance** - The Town provides coverage for each full-time employee. The employee may elect dependent health coverage at a shared expenditure of 75% by the Town and 25% by the employee. Upon retirement, hospitalization and health insurance may be converted to an individual Cobra policy at the employee's expense.
 1. Any employee choosing to opt out of the town's health insurance plan will receive a one-time salary increase of \$1,000 as an incentive in lieu of receiving this benefit.
- d. **Short Term/Long Term Disability Insurance** - The Town provides short-term disability insurance coverage for each full-time employee after exhausting all of his/her sick leave. An employee may elect to purchase long-term disability insurance coverage at his/her expense.

RETIREMENT

The Town provides a full-funded "money purchase" pension plan for the employees of the Town of Boonsboro. At the end of each fiscal year, an annual contribution is made to the pension plan equal to 7% of each eligible permanent full-time employee's earnings, not to exceed **\$30,000** for any one participant in any plan year.

Employees are eligible for the plan if they are on the payroll and have worked 1,000 hours on the last day of the Town's Fiscal Year (June 30).

Employees are vested according to the following schedule:

6	Years	100%
5	Years	80%
4	Years	60%
3	Years	40%
2	Years	20%
0-1	Year	0%

RESIGNATION

Employees are required to give two (2) week notice of their intent to resign or retire. An employee who does not give the required notice may lose reimbursement of vacation and sick leave, at the discretion of the Mayor and Council.

Final compensation will not be paid to an employee until all Town property, including keys, tools and uniforms, is returned.

COMPENSATION AND EVALUATION (M&C Approved 02/04/2019, Effective 07/01/2019)

Town employees are paid bi-weekly based on hours listed on timesheets.

Timekeeping - Hourly employees may be required to punch a time clock. Handwritten entries on the timecard will only be accepted when indicating personal leave and compensatory time. Employees may also be required to allocate on their timecard time spent working for the Town, Water or Sewer departments. All timecards must be signed by the employee and his/her Supervisor. Any falsification of documents are grounds for dismissal.

Probationary Review - All new hires will receive a performance evaluation at the end of their ninety (90) day probationary period. A standard "Performance Appraisal" form (next page) will be used for all probationary reviews. An employee's performance during the probation period, as assessed and documented by the Town Manager and immediate supervisor, will determine if probation can be lifted or the employment is terminated.

Merit Increases & Annual Performance Evaluation - To promote a high-performance culture and provide excellent customer service to the residents of the Town, full-time employees may be eligible for an annual merit increase in pay on the anniversary of their service to the Town. Depending on current economic conditions, and the parameters of the Town's current approved budget, merit increases will generally be paid on a sliding scale with high performers receiving a higher percent merit increase, and average performers receiving a lower percent increase. Merit increases are tied to an employee's annual performance appraisal rating and a pay increase is not guaranteed. A schedule of percentage increases is provided to employees immediately following the approval of a new budget, and effective the new fiscal year. Pending approval by the Mayor and Council, merit increases are awarded using the following metric:

- Employees who meet, or exceed, performance standards will receive merit increases proportionate to their appraisal rating.
- Employees demonstrating inconsistent, and occasionally sub-par, work performance will receive a base merit increase and a performance improvement plan.
- Employees whose performance is unsatisfactory, and routinely sub-par, will not receive a merit increase. They will be immediately placed on a ninety (90) day probationary period and assigned a performance improvement plan. After ninety days, failure to comply with the improvement plan, and adjust work performance to par with Town standards, will result in further disciplinary action up to and including termination.

A standard evaluation form will be used for all performance evaluations. Employees have the right to appeal their evaluation to the Personnel Committee, who will then discuss the appeal with the Mayor and Council. The decision of the Mayor and Council shall be final.

Promotions & Pay Increases - When an employee is promoted to a position in a higher grade within the Town's Position/Pay Grade, an appropriate salary will be determined based on the employee's skill, knowledge, experience, and performance. With the approval of the Town Manager, employees may receive a pay increase of up to 3% above a new grade's minimum salary or 3% above an employee's existing salary. Pay increases greater than 3% must be approved by the Mayor and Council.

Town of Boonsboro Employee Appraisal Standards

Employee Name _____ Date _____

The definitions of rating categories are listed below. Supervisor comments, including specific examples, must support the evaluation categories of exceeds standards; meets standards; needs improvement or unsatisfactory. Comments for all categories are required.

Exceeds Standards: performance consistently meet, but regularly exceeds, work expectations, requirements or standards; shows initiative in additional achievements.

Meets Standards: performance consistently meets work expectations, requirements or standards. Employee's accomplishments are consistent with quality work expectations, employee makes a solid contribution to the department.

Needs Improvement: performance does not fully meet work expectations, requirements or standards and/or performance is inconsistent; the employee must improve efforts to meet work standards. Employee does not perform their established duties as assigned. (requires a ninety (90) day improvement plan)

Unsatisfactory: performance is consistently below work expectations, requirements or standards. Immediate action by the employee to improve performance is required. (requires a sixty (60) day improvement plan.

I have reviewed my job description, appraisal standards and appraisal format and understand these documents will be the basis for my performance evaluation.

Employee Signature _____

Supervisor Signature _____

Town of Boonsboro Employee Appraisal Form

Exceeds Meets Needs Improvement Unsatisfactory	Job Knowledge:
Exceeds Meets Needs Improvement Unsatisfactory	Job Performance:
Exceeds Meets Needs Improvement Unsatisfactory	Judgement:
Exceeds Meets Needs Improvement Unsatisfactory	Dependability:

<p>Exceeds</p> <p>Meets</p> <p>Needs Improvement</p> <p>Unsatisfactory</p>	<p>Communication:</p>
<p>Exceeds</p> <p>Meets</p> <p>Needs Improvement</p> <p>Unsatisfactory</p>	<p>Attitude:</p>
<p>Exceeds</p> <p>Meets</p> <p>Needs Improvement</p> <p>Unsatisfactory</p>	<p>Punctuality and Record Keeping:</p>
<p>Exceeds</p> <p>Meets</p> <p>Needs Improvement</p> <p>Unsatisfactory</p>	<p>Overall Evaluation:</p>

Town of Boonsboro Employee Self-Evaluation

Employee Name _____ Title _____
Appraisal Period _____ to _____ Supervisor _____

At the beginning of your performance period, you and your supervisor reviewed your job description and the performance evaluation form. Based on your job description, please complete this self-evaluation form and return it to supervisor.

How do you feel you are performing your duties and responsibilities?

What elements of your job do you enjoy the most?

What elements of your job do you enjoy the least?

What could be changed to improve the efficiency of your job?

What do you consider your most important achievement(s) of the past year?

What are your job related goals for the next year?

What training or tools would help you achieve those goals?

What type of work or position would you like to be doing with the Town in the next 2-5 years?

Employee Signature

Supervisor Signature

Date

EMPLOYEE CELL PHONE STIPEND

Beginning July 15, 2019, eligible employees may receive a cell phone stipend from the Town for work-related costs incurred when using their personal cell phones. Except for a limited number of “essential personnel,” the Town no longer owns cell phones for use by employees.

Eligibility: An employee may be eligible for a stipend if at least one of the following criteria is met, as determined by the Town Manager, and alternative means of communication are unavailable.

1. The job function of the employee requires significant time outside of his/her assigned office, work area, or at irregular hours and the employee must be accessible during those times.
2. It is essential to the employee’s job function that he/she have wireless data and internet access, at all times.
3. The employee is designated as a “first responder” to emergencies.

To apply for a cell phone stipend, employees must complete a “Cell Phone Stipend Request” form and submit for consideration to the Town Manager. If approved, eligible employees may receive a stipend of \$25/month, after submitting the cover page of their monthly cell phone bill to the Office Manager and/or responding to a text message from Town Administrative Staff.

The Town Manager will determine the work-related cell phone needs of employees and assessing each employee’s continued eligibility for a cell phone stipend. This includes a formal review to determine continued eligibility at each employee’s annual performance evaluation.

Eligible employees are responsible for purchasing a cell phone and establishing/maintaining service with the cell phone provider of his/her choice. The employee is solely responsible for all payments to the service provider. Eligible employees can use their phone for both work and personal purposes, as needed. The stipend provided is not considered taxable income.

Cancellation: Any stipend will immediately cease, as a result of any of the following circumstances:

1. An employee’s employment with the Town terminates.
2. The Town Manager determines an employee is no longer eligible for the stipend.
3. The eligible employee no longer has a cell phone or cell phone service plan.
4. The Town decides to eliminate the cell phone stipend policy.
5. The eligible employee uses the cell phone in any manner contrary to local, state, or federal laws or Town policy.



**Town of Boonsboro
Cell Phone Stipend Request**

Employee Name/Title:

Signature:

Phone Number:

Job functions that require this position to maintain a cellular device:

From the ranges below, please estimate the average work-use on your cellular device:

- 0%
- <40%
- 41-70%
- 71-100%

Date Received _____

STATUS UPDATE

Date _____ Explanation _____

Date _____ Response sent to Employee

JOB DESCRIPTIONS & PAY GRADES (M&C Approved 02/04/2019)

Job descriptions are used to determine employee selection, job requirements, performance evaluations, organizational structure, and the relative worth of jobs in relation to each other.

Each employee shall have a job description, which shall define that employee's function, tasks, and responsibilities. An employee may request a review and change of his or her job description from the Town Manager. The Mayor and Council shall approve all job descriptions.

A complete listing of all job descriptions developed by the Town are listed in Appendix A of this manual.

Employees requiring a Maryland certification/license, shall comply with all Maryland standards and requirements for maintaining the license/certification.

The Town uses the following Position/Pay Grade Schedule:

Grade 1 - \$24,086 - \$30,134

\$11.54 - \$14.44

Position	Department
Parks Groundskeeper	Public Works
Clerical Worker	Administration

Grade 2 - \$27,081 - \$34,087

\$13.87 - \$18.03

Position	Department
Municipal Service Worker I	Public Works
Operator Trainee	Water/Sewer

Grade 3 - \$33,172 - \$43,119

\$15.89 - \$20.66

Position	Department
Administrative Assistant	Administration
Administrative Specialist	Police
Water/Sewer Clerk	Water/Sewer
Operator I	Water/Sewer
Municipal Service Worker II	Public Works

Grade 4 - \$37,113 - \$48,249

\$17.78 - \$23.12

Position	Department
Town Clerk	Administration
Operator II	Water/Sewer
Crew Leader	Public Works

Grade 5 - \$41,369 - \$53,774

\$19.82 - \$25.77

Position	Department
Office Manager	Administration
Police Officer	Police

Grade 6 - \$50,912 - \$66,191

\$24.39 - \$31.72

Position	Department
Town Planner	Administration
Chief of Police	Police
Superintendent of Utilities	Water/Sewer
Superintendent of Public Works	Public Works

Grade 7 - \$56,233 - \$73,105

\$26.94 - \$35.05

Position	Department
Town Manager	Administration

TOWN MANAGER

Department: Administration

Job Description:

This position is a professional, administrative and supervisory position involving management and administration of the municipal government. This position reports directly to the Mayor and Council.

Duties and Responsibilities:

- Lead and engage the Town's employees.
- Prepare a comprehensive annual budget and Capital Improvement Plan.
- Plan for short-term and long-term financing for Capital Projects.
- Ensure fiscal responsibility and modern accounting and financial reporting practices.
- Serve as the Chief Procurement Officer.
- Prepare and present to the Mayor and Council a comprehensive annual report, including a financial statement, accomplishments, challenges and future projects.
- Make applications and administer Federal, State and private grant funds.
- Oversee and manage property and assets.
- Prepare Mayor and Council and the Boonsboro Municipal Utilities Commission monthly meeting agenda materials.
- Attend regular meetings of the Town's boards and commissions.
- Act as the liaison with County, State and Federal Government, local civic and business entities, and interested members of the public.
- Maintain a visible presence in the community.
- Recruits, recommends candidates for hire, and supervise employees.
- Provide oversight of personnel functions, compensation plans and benefits.
- Oversee development and execution of special projects.
- Develop, promote, and encourage sustainable practices within the government and community.
- Monitor and regularly review insurance policies, covering employees, liability and property.
- Engage in strategic planning methods to guide Town decision-making to meet stated goals.
- Facilitate the flow and understanding of ideas and information between and among elected officials, employees and citizens.
- Provides professional administration, management and supervision of Municipal employees.
- Assures compliance with relevant federal laws and regulations, Maryland laws and Municipal bylaws, ordinances and regulations.
- Develops long-range plans with guidance from the Mayor and Council and assists in the achievement of common goals and objectives.
- Perform other duties as may be required.

Knowledge, Skills and Abilities:

- Must demonstrate initiative and have a solid understanding of Municipal finance, procurement and personnel principals; and possess strong organizational, communication and community leadership skills.
- Ability to establish and maintain effective working relationships.

Education and Experience:

Applicants must possess a Bachelor's Degree (Master's Degree is preferred) in Public -Administration, Business Administration or relevant field. Five years previous experience in Municipal Government and Finance is preferred; experience as a Town Manager is a plus. Discretion and good judgment in working with sensitive information and confidential employee matters a must.

Pay Range: Grade 7 - \$56,233 to \$73,105 (Salary employee \$26.94 - \$35.05 per hour)

OFFICE MANAGER

Department: Office Administration

Job Description:

This position is a professional, administrative and supervisory position involving management of the Town office. The position reports directly to the Town Manager and Mayor and Council.

Duties and Responsibilities:

Responsible for ensuring that the office operates smoothly and efficiently, procedures are organized, filing systems maintained, that clerical functions are properly assigned and monitored, and includes but is not limited to the following job duties;

- Provides customer service to citizens inquiries about the Town
- Assists Town Manager with Human Resources to maintain office policies as necessary
- Provides clerical support to the Town Manager, Mayor and Council and various Commissions as needed
- Attends meetings of the Mayor and Council, recording and providing the monthly meeting minutes
- Maintains the Town insurance policies for property, liability, employee health, life, disability and worker's compensation, serves as point-of-contact for the bi-annual worker's compensation audit
- Coordinate with IT services for maintenance of office equipment and software
- Monitors daily responsibilities and tasks of staff, ensure that office records and filing systems are maintained and current
- Monitor and maintain office supplies and equipment inventory
- Maintains and monitors Town website, social media accounts, and yearly meeting and event calendars
- Point of contact for all Town sponsored annual events, assists in coordinating of events and obtaining permits and agreements
- Notarize documents for the public
- Assists in maintaining a safe and secure working environment
- Perform other related duties as assigned by the Town Manager

Knowledge, Skills and Abilities:

- Ability to utilize effective communication and analytical skills
- Must be proficient in Microsoft Word and Excel
- Ability to prepare and maintain accurate records
- Ability to maintain confidentiality
- Ability to use independent judgment in interpreting and enforcing policies and procedures
- Ability to use discretion and judgment in carrying out administrative details
- Ability to work independently
- Ability to establish and maintain effective working relationships

Education and Experience:

High school graduate. Must have excellent analytical and computer skills, the ability to dictate and transcribe meeting minutes effectively, ability to organize work, establish priorities and complete assigned duties with minimal supervision, ability develop and maintain effective working relationships with co-workers and the general public. Discretion and good judgment in working with sensitive information and confidential employee matters a must.

Pay Range: Grade 5 – \$41,369 – \$53, 774 (Hourly employee \$19.82 - \$25.77 per hour)

TOWN CLERK

Department: Office Administration

Job Description:

The Town Clerk is appointed by the Mayor, with approval from the Council, and serves at the pleasure of the Council. Day-to-day, the Town Clerk reports directly to the Town Manager and Office Manager. This position requires a firm understanding of GAAP and excellent financial, computer, analytical, teamwork and writing skills. The Town Clerk must have the ability to work effectively in a fast-paced public environment.

Duties and Responsibilities:

- Process real estate and personal property tax accounts.
- Receive all funds, monies, and revenues for the Town, and disperse them promptly on order of the Town Manager and Treasurer by means of preparing checks to be co-signed by the Mayor and Treasurer.
- Ensure that all taxable property in the Town is assessed and collects all taxes, special assessments, license fees, liens and other revenues of the Towns.
- Process payroll and associated payroll tax and other governmental reports as required.
- Process and reconcile all receivables, financial statements and ledgers on a monthly basis for all funds.
- Monthly bank account reconciliations for Treasurer's Reports.
- Assist Treasurer in preparing/monitoring investments and reports.
- Facilitate year-end financial audits and assist auditors, as needed.
- Coordinate Town Elections.
- Maintain an orderly record and filing system of all official Town documents.
- Perform other related duties as assigned by the Town Manager.

Knowledge, Skills and Abilities:

- Knowledge of accounting or bookkeeping required to handle the Town's financial records.
- Knowledge of computer hardware and software, including word processing, data processing Software and the Internet.
- Must be proficient in Word, Excel, and conventional accounting software programs.
- Ability to prepare and maintain accurate records
- Knowledge of telephone etiquette.
- Ability to maintain confidentiality.
- Ability to use independent judgment in interpreting and enforcing policies and procedures.
- Ability to use discretion and judgment in carrying out administrative details.
- Ability to work independently.
- Ability to establish and maintain effective working relationships.

Education and Experience:

Firm understanding of GAAP. Experience in bookkeeping/accounting and personal computers, including but not limited to a working knowledge of Microsoft Word and Excel. Proficiency in PeachTree (SAGE) Accounting software a plus. Office and secretarial practices, and at least 4 years of directly related work experience.

Pay Range: Grade 4 – \$37,113 – \$48,249 (Hourly employee \$17.78 - \$23.12 per hour)

ADMINISTRATIVE ASSISTANT

Department: Office Administration

Job Description:

The Administrative Assistant reports under the general direction of the Town Manager and Office Manager. This position requires someone with excellent customer service, computer, analytical, oral and writing skills and the ability to work in a fast-paced public environment.

Duties and Responsibilities:

Maintains Water and Sewer utility accounts; provides customer service to citizens inquiries about the Town, operates telephone and directs calls and visitors to appropriate departments and provides clerical support for the Administrative staff, and other departments as necessary, and includes but is not limited to the following job duties;

Duties and Responsibilities:

- Maintains the records and filing system for all correspondence and matters related to the Town and Water and Sewer utility operations
- Responsible for Water and Sewer utility billing, including calculation of bills, preparation of prebilling estimates, mailing of utility bills and running and distributing post-billing reports
- Posts penalties in utility billing system, calculates, prints and prepares shut off notices
- Creates new utility accounts and sets up billing records in billing software and in filing system, handles complaints and answers customer questions on utility billing.
- Updates meter reads, prepares work orders for Public Works staff and dispatches staff to utility calls
- Refers unusual readings to meter reader for rereading; maintains records of malfunctioning or broken meters and repairs made; contact customers to explain errors and to notify of repair work to be done
- Receives payments, balances cash drawers and customer payments, and writes receipts for various departments
- Prepare quarterly usage and collection reports for Boonsboro-Keedysville Regional Water Board, attends quarterly meetings and is responsible for the Meeting minutes
- Perform other related duties as assigned by the Town Manager

Knowledge, Skills and Abilities:

- Ability to deal tactfully and courteously with the public and communicate effectively with customers and the general public both in person and by telephone and the ability to maintain confidentiality
- Must be proficient in Microsoft Word and Excel
- Ability to prepare and maintain accurate records
- Ability to use independent judgment in enforcing policies and procedures
- Ability to use discretion and judgment in carrying out administrative details and work independently.
- Ability to establish and maintain effective working relationships and utilize teamwork

Education and Experience:

High school graduate. Must have excellent clerical, math and computer skills, the ability to organize work, establish priorities and complete assigned duties with minimal supervision, ability develop and maintain effective working relationships with co-workers and the general public. Discretion and good judgment in working with sensitive information and confidential employee matters a must.

Pay Range: Grade 3 – \$33,172 – \$43,119 (Hourly employee \$15.89 - \$20.66 per hour)

TOWN PLANNER

Department: Office Administration

Job Description:

This position is a professional, administrative and supervisory position involving management and administration for the Planning and Zoning Department. The position reports directly to the Town Manager and Mayor and Council.

Duties and Responsibilities:

- Planning, coordinating and evaluating the land use planning of the Town and overseeing the implementation and enforcement of the Subdivision, Zoning, Comprehensive Plan and other applicable regulations of the Town
- Assist in the development and implementation of short- and long-term community initiatives and in the development of local initiatives to facilitate expansion of the economic growth of the Town.
- Performs highly responsible and complex duties requiring considerable knowledge and independent judgment in the application and interpretation of relevant state and local laws and land use practices.
- Facilitates, in a collaborative manner, all long range-planning, including the development, updating and implementation of the Comprehensive Plan; assists the town in creating a vision for its future and recommends strategies for realizing that vision.
- Responsible for the preparation and justification of annual departmental budget.
- Submits an annual report to the Planning Commission and Town Council outlining the activities of the department. Supervise the maintenance of all records and accounts. Submits all reports required by State County and Federal entities.
- Prepare and manage compiling of Planning Commission agendas, staff reports, minutes and direct recommendations for approvals and provides planning and administrative services to other Town boards and commissions.
- Coordinates the work of consultants in the study of major planning projects. Evaluates studies and reports for the Planning Commission and Town Council.
- Prepares revisions to zoning, subdivision, and other land use regulations for consideration by the various Commissions
- Process and review of development applications, including minor, major, and commercial development, from application to recordation for compliance with all applicable regulations
- Confers with developers, Town and State agencies, regional planning bodies, other municipalities and the general public to provide information, to resolve problems and complaints, to coordinate activities and to represent the Planning Commission in joint planning studies.
- Assists other Town Departments in the planning and administration of municipal projects.
- Prepares grant applications for municipal projects and initiatives.
- Pursues economic development and grant opportunities and assists organizations, businesses and individuals who are interested in development projects in the Town.
- Acts as liaison between prospective business developers and the Town
- Serves as lead staff to the Planning Commission and Board of Zoning Appeals
- Assist the public with processes, procedures, and interpreting the regulations

Knowledge, Skills and Abilities:

- Thorough knowledge of the laws and the principles and practices of municipal land use and planning and zoning, the regulation of the subdivision of land, and related State laws and regulations.
- Knowledge of municipal economic development practices.
- Grant writing and grant application preparation skills.
- Ability to interpret architectural, engineering and landscape drawings.
- Ability to communicate in oral and written form in a professional manner with both technical and non-technical audiences and to prepare clear and concise written reports and correspondence.
- Organizing and executing multi-function cross organizational tasks.
- Ability to establish and maintain effective working relationships with residents and property owners, land use professionals, contractors, other Town staff and Town commission and board members.
- Possess supervisory skills.

- Basic computer skills including the use of standard office software including word processing and spreadsheets.

Qualifications and Requirements:

- A minimum of three years' experience in Municipal land use, planning and zoning, land use law and policy or other related experience of which at least one year was in Municipal planning.
- A Bachelor's Degree in Planning, Environmental Planning, Public Administration or a related field
- Experience with the use of Geographic Information System (GIS) software is preferred.

Pay Range: Grade 6 – \$50,912 – \$66,191 (Salary employee \$24.39 - \$31.72 per hour)

PUBLIC WORKS SUPERINTENDENT

Department: Public Works

Job Description:

Supervises, plans, organizes and coordinates all aspects of the Town's Public Works Department, which may include property and buildings, vehicles, streets, water and sewer. The position reports directly to the Town Manager and Mayor and Council.

Duties and Responsibilities:

Responsible for managing the Public Works Department staff and the operation, maintenance and repair of Town owned buildings, vehicles, grounds and parks and infrastructure; including streets and the water and sewer distribution system.

- Full management responsibility for all Public Works Department services and activities including street maintenance and construction, central maintenance, building maintenance, recommend and administer policies and procedures.
- Organization, supervision and training of the Public Works staff.
- Supervision of construction projects, inspecting work for accuracy and effectiveness, coordinating with staff, contractors, engineers, etc.
- Responds to Town emergencies and breakdowns.
- Plans, organizes, coordinates and directs maintenance and construction projects, i.e., water wells, storage tanks, pump houses, storm drain systems, distribution and collection lines and lift stations.
- Assess and monitor the Town's infrastructure to provide adequate levels of public service both for existing systems/networks and extensions/developments
- Monitors work progress and employee performance
- Prepares and manages operations budget for the Public Works Department
- Makes recommendations to the Town Manager for the purchasing of all major equipment.
- Prepares annual proposal for Street Repairs and Overlays.
- Coordinates and implements required protocol to address emergency weather related conditions; snow, heavy rains, etc. in conjunction with the Town Manager.

Knowledge, Skills and Abilities:

- Construction techniques involving streets and roads, drainage systems, flood control and sanitary sewers.
- Principles and procedures of facility maintenance.
- Knowledge of occupational hazards involved in the Public Works Department and appropriate safety precautions, standards and regulations.
- Coordinate design, construction, inspection, and maintenance activities for a variety of projects.
- Identify and respond to community issues, concerns and needs.
- Management skills and team building, as well as strong oral, written and organizational skills and computer data management skills.
- Knowledge of operating and repair characteristics of a wide variety of Public Works vehicles, equipment, and heavy equipment, as well as a thorough knowledge of the methods, tools, materials and equipment employed in the repair of light and heavy vehicles and equipment.
- Knowledge of methods, tools and materials used in structure maintenance and repair.
- Ability to work effectively with other employees and the public.

Education and Experience:

Minimum Qualifications includes a Bachelor's Degree in Engineering or a related field and/or eight years of experience in in Public Works Department and construction and maintenance work, at least three years in a lead or supervisory capacity or an equivalent combination of education and experience.

Pay Range: Grade 6 – \$50,912 – \$66,191 (Hourly employee \$24.39 - \$31.72 per hour)

CREW LEADER

Department: Public Works

Job Description:

Works under the direct supervision of the Public Works Superintendent and performs a variety of skilled duties related to construction, installation, and repairs. Direction may be received from the Town Manager.

Duties and Responsibilities:

Acts as a lead worker performing a variety of master level skilled duties related to the construction, installation, maintenance and repair of the Towns infrastructure including streets, water transmission and distribution and wastewater collection.

- Operates specialized heavy equipment such as single and tandem axle dump trucks, front-end loaders, backhoe, bucket trucks, snowplow.
- Operates backhoe and trenching equipment; performs installation or repair of water service connections, water lines and meters, repairs or replaces water and sewer mains.
- Performs routine and regular maintenance on equipment to assure efficiency and safety.
- Respond to Town emergencies and breakdowns.
- Assists in the routine operations and maintenance of Town owned buildings, grounds and parks and infrastructure; including streets and the water and sewer distribution system.
- Assists Public Works Superintendent in day to day operations of Department

Knowledge, Skills and Abilities:

- Knowledge of occupational hazards involved in the Public Works Department and appropriate safety precautions, standards and regulations.
- Knowledge of operating and repair characteristics of a wide variety of Public Works vehicles, equipment, and heavy equipment.
- Thorough knowledge of the methods, tools, materials and equipment employed in the repair of light and heavy vehicles and equipment.
- Knowledge of methods, tools and materials used in structure maintenance and repair.
- Ability to work effectively with other employees and the public.

Education and Experience:

Minimum Qualifications may include graduation from high school; plus one year of specialized training provided through professionally sponsored workshops, technical school or vocational studies; and four years of progressively responsible experience in the construction and maintenance of various Public Works operations.

Qualifications and Requirements:

- Six years or more experience in Public Works Department operating and maintaining equipment
- Temporary Collections License
- High School Graduate
- Must possess a valid Maryland driver's license
- Required availability for snow removal and/or other on-call emergency situations
- Available for Special Event work that is scheduled in advance
- Must be able to lift 50-75 pounds, work in all weather conditions, climb ladders and be willing to work in confined space areas when necessary
- This position is subject to random drug testing

Pay Range: Grade 4 – \$37,113 – \$48,249 (Hourly employee \$17.78 - \$23.12 per hour)

MUNICIPAL SERVICE WORKER III

Department: Public Works

Job Description:

Works under the direct supervision of the Public Works Superintendent and Crew Leader. Performs a variety of skilled duties related to the construction, installation, maintenance and repair of utility service systems including streets, water transmission and distribution and wastewater collection. Direction may be received from the Town Manager.

Duties and Responsibilities:

Primary duties and responsibilities involve the routine maintenance and repair of Town owned buildings, grounds and parks and infrastructure; including streets and the water and sewer distribution system.

- Receives project assignments and completion schedules; takes assigned equipment, materials and manpower to the appropriate site and completes the project as directed by the Public Works Superintendent.
- Operates specialized heavy equipment such as single & tandem axle dump trucks, road graders, front-end loaders, backhoe, bucket trucks, snowplow.
- Operates trucks, snowplows, and sanders in hauling, plowing, and cleaning streets; performs cement work on flat surfaces, curbs, and gutter; grouts surfaces and joints; performs in a variety of street maintenance projects and road work; patches chuck holes, transports road materials, maintains roadways.
- Participates in work site safety procedures; sets up barricades, safety signs and signal equipment; may perform flagging assignments to assure work zone safety.
- Operates backhoe and trenching equipment; performs installation or repair of water service connections, water lines and meters, repairs or replaces fire hydrants and plugged water meters; repairs water mains;
- Reads residential and commercial water meters. Installs new water lines; builds meter boxes; builds extensions to raise or lower existing boxes as needed.
- Operates a variety of hand tools and small power equipment such as jack hammers, roller, compressors, packing machine, threading machine, tapping machine and tampers; cleans tools and equipment to assure proper working order.
- Participates in work zone safety procedures. Searches out shut off valves; water line leaks; assists in placement of pipe, operates six- or ten-wheel transport trucks.
- Performs sewer collection system installation, maintenance, and repairs. Installs new sewer mains; taps mains to make service connections; repairs leaks in sewer system(s). Maintains and cleans sewer collection system main lines; inspects manholes and sewer lines; opens clogged sewer lines using various pipe cleaning equipment.
- Mow grass and trim weeds using ride-on, stand-on, push mowers and weed trimmers.
- Drives truck and loads fallen tree limbs and yard debris along the roadside onto truck and delivers refuse to Town debris site or landfill.
- Maintains and repairs municipal buildings' plumbing and electrical systems, including replacing worn or defective parts, such as switches and fuses.
- Repairs or replaces building brick, stone, and concrete. Maintains and repairs wood parts of buildings, using carpenter tools. Paints interior and exterior walls and trim, using paint and painting tools.
- Replaces worn or damaged parts, such as hoses, wiring, and belts, in machines and equipment, such as trucks, lawn tractors, etc.
- Perform other related duties as required.

Knowledge, Skills and Abilities:

- Knowledge of operating and repair characteristics of a wide variety of Public Works vehicles, equipment, and heavy equipment.
- Knowledge of the methods, tools, materials and equipment employed in the repair of light and heavy vehicles and equipment.
- Knowledge of methods, tools and materials used in structure maintenance and repair.

Qualifications and Requirements:

- Five or more experience in Public Works Department operating and maintaining equipment
- Temporary Collections License
- High School Graduate
- Must possess a valid Maryland driver's license
- Required availability for snow removal and/or other on-call emergency situations
- Available for Special Event work that is scheduled in advance
- Must be able to lift 50-75 pounds, work in all weather conditions, climb ladders and be willing to work in confined space areas when necessary
- This position is subject to random drug testing

Pay Range: Grade _____ - \$13.07/hr to \$17.05/hr.

MUNICIPAL SERVICE WORKER II

Department: Public Works

Job Description:

Works under the direct supervision of the Public Works Superintendent and Crew Leader. Performs a variety of duties related to the maintenance and repair of municipal owned buildings and infrastructure using variety of machines, tools, and equipment. Direction may be received from the Town Manager.

Duties and Responsibilities:

Primary duties and responsibilities involve the routine maintenance and repair of town owned buildings, grounds and parks and infrastructure; including streets and the water and sewer distribution system.

- Receives project assignments and completion schedules; takes assigned equipment, materials and manpower to the appropriate site and completes the project as directed by the Public Works Superintendent.
- Operates specialized heavy equipment such as single & tandem axle dump trucks, road graders, front-end loaders, backhoe, bucket trucks, snowplow.
- Operates trucks, snowplows, and sanders in hauling, plowing, and cleaning streets; performs cement work on flat surfaces, curbs, and gutter; grouts surfaces and joints; performs in a variety of street maintenance projects and road work; patches chuck holes, transports road materials, maintains roadways.
- Participates in work site safety procedures; sets up barricades, safety signs and signal equipment; may perform flagging assignments to assure work zone safety.
- Operates backhoe and trenching equipment; performs installation or repair of water service connections, water lines and meters, repairs or replaces fire hydrants and plugged water meters; repairs water mains;
- Reads residential and commercial water meters. Installs new water lines; builds meter boxes; builds extensions to raise or lower existing boxes as needed.
- Operates a variety of hand tools and small power equipment such as jack hammers, roller, compressors, packing machine, threading machine, tapping machine and tampers; cleans tools and equipment to assure proper working order.
- Participates in work zone safety procedures Searches out shut off valves; water line leaks; assists in placement of pipe, operates six- or ten-wheel transport trucks.
- Performs sewer collection system installation, maintenance, and repairs. Installs new sewer mains; taps mains to make service connections; repairs leaks in sewer system(s). Maintains and cleans sewer collection system main lines; inspects manholes and sewer lines; opens clogged sewer lines using various pipe cleaning equipment.
- Mow grass and trim weeds using Ride-on, Stand-on, push mowers and weed trimmers.
- Drives truck and loads fallen tree limbs and yard debris along the roadside onto truck and delivers refuse to Town debris site or landfill.
- Maintains and repairs municipal buildings' plumbing and electrical systems, including replacing worn or defective parts, such as switches and fuses.
- Repairs or replaces building brick, stone, and concrete. Maintains and repairs wood parts of buildings, using carpenter tools. Paints interior and exterior walls and trim, using paint and painting tools.
- Replaces worn or damaged parts, such as hoses, wiring, and belts, in machines and equipment, such as trucks, lawn tractors, etc.
- Perform other related duties as required.

Knowledge, Skills and Abilities:

- Knowledge of operating and repair characteristics of a wide variety of Public Works vehicles, equipment, and heavy equipment.
- Knowledge of the methods, tools, materials and equipment employed in the repair of light and heavy vehicles and equipment.
- Knowledge of methods, tools and materials used in structure maintenance and repair.

Qualifications and Requirements:

- Three years or more experience in Public Works Department operating and maintaining equipment
- Temporary Collections License
- High School Graduate
- Must possess a valid Maryland driver's license
- Required availability for snow removal and/or other on-call emergency situations
- Available for Special Event work that is scheduled in advance
- Must be able to lift 50-75 pounds, work in all weather conditions, climb ladders and be willing to work in confined space areas when necessary
- This position is subject to random drug testing

Pay Range: Grade 3 – \$33,172 – \$43,119 (Hourly employee \$15.89 - \$20.66 per hour)

MUNICIPAL SERVICE WORKER I

Department: Public Works

Job Description:

Works under the direct supervision of the Public Works Superintendent and Crew Leader. Performs a variety of entry level skilled duties related to the maintenance and repair of municipal owned buildings and infrastructure as directed by the Public Works Crew Leader using variety of machines, tools, and equipment. Direction may be received from the Town Manager.

Duties and Responsibilities:

Primary duties and responsibilities involve the routine maintenance and repair of town owned buildings, grounds and parks and infrastructure; including streets and the water and sewer distribution system.

- Mow grass and trim weeds using ride-on, stand-on, push mowers and weed trimmers.
- Drives truck and loads fallen tree limbs and yard debris along the roadside onto truck and delivers refuse to Town debris site or landfill.
- Repairs streets and sidewalks with asphalt, cold patching materials, and concrete, using shovel, hand roller, trowel, level, and long-handled tamp.
- Removes and replaces damaged traffic signs.
- Operates snow removal equipment to maintain streets, sidewalks, and driveways.
- Reads water meters.
- Maintains and repairs municipal buildings' plumbing and electrical systems, including replacing worn or defective parts, such as switches and fuses.
- Repairs or replaces building brick, stone, and concrete. Maintains and repairs wood parts of buildings, using carpenter tools. Paints interior and exterior walls and trim, using paint and painting tools.
- Replaces worn or damaged parts, such as hoses, wiring, and belts, in machines and equipment, such as trucks, lawn tractors, etc.
- Assists in the maintenance and repairs of the town's water and sewer distribution system.
- Perform other related duties as required.

Knowledge, Skills and Abilities:

- Knowledge of operating and repair characteristics of a wide variety of Public Works vehicles, equipment, and heavy equipment.
- Knowledge of the methods, tools, materials and equipment employed in the repair of light and heavy vehicles and equipment.
- Knowledge of methods, tools and materials used in structure maintenance and repair.

Qualifications and Requirements:

- High School Graduate
- Must possess a valid Maryland driver's license
- Required availability for snow removal and/or other on-call emergency situations
- Available for Special Event work that is scheduled in advance
- Must be able to lift 50-75 pounds, work in all weather conditions, climb ladders and be willing to work in confined space areas when necessary
- This position is subject to random drug testing

Pay Range: Grade 2 – \$27,081 – \$34,087 (Hourly employee \$13.87 - \$18.03 per hour)

PARK GROUNDSKEEPER

Department: Public Works

Job Description: Works under the direct supervision of the Public Works Superintendent and Crew Leader. Performs a variety of entry level skilled duties related to the maintenance and repair of Shafer Park using a variety of machines, tools and equipment. Direction may be received from the Town Manager.

Duties and Responsibilities:

- Cuts grass and trims weeds within park, using lawn mower and weed trimmer.
- Cleans park facilities, washes windows, and empties trash cans, using brooms, cleaning supplies, and floor buffer.
- Paints interior and exterior walls and trim of park facilities, using paint and painting tools.
- Repairs or replaces building brick, stone, and concrete. Maintains and repairs wood parts of buildings, using carpenter tools.

Knowledge, Skills and Abilities:

- Knowledge of methods, tools and materials used in facility ground maintenance and repair.

Qualifications and Requirements:

- High School Graduate
- Must possess a valid Maryland driver's license
- Required availability for snow removal and/or other on-call emergency situations
- Available for Special Event work that is scheduled in advance
- Must be able to lift 50-75 pounds, work in all weather conditions, and climb ladders
- This position is subject to random drug testing

Pay Range: Grade 1 - \$24,086 – \$30,134 (Hourly employee \$11.54 - \$14.44 per hour)

WATER & WASTEWATER SUPERINTENDENT

Department: Water and Sewer Department

Job Description:

Plans, organizes, directs and coordinates the daily operation and maintenance of the Water and Wastewater facilities. Provides direct supervision to the Water and Wastewater Department. The position reports directly to the Town Manager and Mayor and Council.

Duties and Responsibilities:

- Serves as the technical and administrative supervisor over the Water and Wastewater System, exercising full supervisory responsibility over work operations.
- Oversees the operation and maintenance of the Wastewater System including collection, treatment and disposal.
- Oversees the operation and maintenance of the Water system including storage, transmission and distribution.
- Plans and monitors daily Water and Wastewater operations to ensure compliance with all regulatory requirements and standards.
- Applies and ensures compliance with modern safety practices and OSHA regulations.
- Develops, conducts, and coordinates necessary training of division personnel to obtain and maintain required operators' certifications.
- Performs and coordinates daily checks on functioning of pumps, controls, motors and related equipment in all water and wastewater facilities.
- Identify maintenance needs and assist in performing corrective maintenance as necessary to avoid service interruptions.
- Perform and coordinates routine testing of samples from water and sewer.
- Work on occasion longer hours as needed to meet emergency needs.
- Assists in preparation and administration of the annual water and sewer budgets.
- Annually project equipment needs and provide supporting data to justify major items in budget.
- Plans, organizes, assigns, and schedules a varied operational and maintenance program.
- Interacts with Public Works Superintendent to coordinate utility projects and operations.
- Attends the meetings of the Boonsboro Municipal Utilities Commission and the Boonsboro Keedysville Water Advisory Board.
- Perform other related duties as assigned by the Town Manager.

Knowledge, Skills and Abilities:

- Comprehensive knowledge of the principles and practices of the design, operation and maintenance of Water and Wastewater Systems.
- Thorough knowledge of materials, equipment, processes, and techniques used in the operation and maintenance of Water and Wastewater Plants.
- Knowledge of the operation, maintenance, and repair of the machinery and equipment, including electrical and electronic controls used in treating Water and Wastewater.
- Knowledge of laboratory analysis and tests required for Water and Wastewater Systems.
- Ability to effectively supervise the work of treatment plant operators and to train new operators.
- Ability to keep records and to prepare clear, concise reports of Water and Wastewater operations.
- Knowledge in the operations of personal computers.
- Ability to prepare budget requests and to control purchases and expenditures.
- Knowledge and skill in taking samples of water and sewage.
- Knowledge to keep accurate records for water and wastewater departments
- Ability to establish and maintain effective working relationships with public and private officials, employees and the general public;
- Ability to communicate effectively, both verbally and in writing.

Qualifications and Requirements:

- High School Graduate
- Must possess a valid Maryland driver's license
- Required availability for snow removal and/or other on-call emergency situations
- Must be able to lift 50-75 pounds, work in all weather conditions, climb ladders and be willing to work in confined space areas when necessary
- This position is subject to random drug testing

Special Requirements:

- Minimum of five years of verifiable supervisory or management experience in Water or Wastewater operations and maintenance.
- Possession of a valid Class 5 Wastewater Operator Certificate and a Class 2 Water Treatment Certification with Class 5 Water Endorsement for Filtration issued by the Maryland State Board of Waterworks and Waste System Operators prior to appointment.
- Continued employment is contingent upon successful passage of the oral examination for Superintendent at the first opportunity offered by the State; and maintenance of certification during tenure of employment.
- Applicants with appropriate experience and equivalent licensing from another state may be considered with the requirement to obtain a Statement of Reciprocity from the Maryland State Board.

Pay Range: Grade 6 – \$50,912 – \$66,191 (Hourly employee \$24.39 - \$31.72 per hour)

WATER & WASTEWATER OPERATOR II

Department: Water and Sewer Department

Job Description:

This is a skilled technical position that is responsible for the operation and maintenance of the Water and Wastewater treatment plants, process equipment related to the treatment, including distribution and collection. Daily supervision is received from the Water and Wastewater Superintendent and direction may be received from the Town Manager.

Duties and Responsibilities:

- Perform operations related to Water and Wastewater treatment and process equipment
- Operate various equipment including pumps, blowers, engines, valves, gates, etc.
- Accurately read and maintain log of operations including process gauge and meter readings
- Observe variations in operating conditions and interpret meter and gauge readings and test results
- Monitor and control chlorination, fluoridation and pH control
- Conduct routine laboratory tests
- Assist in the maintenance of equipment, building, and grounds
- Perform other related duties as required

Qualifications and Requirements:

- Possession of a Class 2, 5 Water License and Class 5 Wastewater License and five years' experience
- High School Graduate
- Must possess a valid Maryland driver's license
- Must have a good knowledge of mathematics and chemistry
- Required availability for snow removal and other on-call emergency situations
- Must be able to lift 50-75 pounds and be willing to work in confined space areas when necessary
- This position is subject to random drug testing

Special Requirements:

- Operators work a rotation schedule that includes weekends as part of the routine workweek

Pay Range: Grade 4 – \$37,113 – \$48,249 (Hourly employee \$17.78 - \$23.12 per hour)

WATER & WASTEWATER OPERATOR I

Department: Water and Sewer Department

Job Description:

This is a skilled technical position that is responsible for the operation and maintenance of the Water and Wastewater treatment plants, process equipment related to the treatment, including distribution and collection. Daily supervision is received from the Water and Wastewater Superintendent and direction may be received from the Town Manager.

Duties and Responsibilities:

- Perform operations related to Water and Wastewater treatment and process equipment
- Operate various equipment including pumps, blowers, engines, valves, gates, etc.
- Accurately read and maintain log of operations including process gauge and meter readings
- Observe variations in operating conditions and interpret meter and gauge readings and test results
- Monitor and control chlorination, fluoridation and pH control
- Conduct routine laboratory tests
- Assist in the maintenance of equipment, building, and grounds
- Perform other related duties as required

Qualifications and Requirements:

- Possession of a Class 2 or higher Water License and/or Class 5 or higher Wastewater License
- High School Graduate
- Must possess a valid Maryland driver's license
- Must have a good knowledge of mathematics and chemistry
- Required availability for snow removal and other on-call emergency situations
- Must be able to lift 50-75 pounds and be willing to work in confined space areas when necessary
- This position is subject to random drug testing

Special Requirements:

- Operators work a rotation schedule that includes weekends as part of the routine workweek
- Operators are required to have a Class 2 Water Certification with Class 5 Water Endorsement for Filtration and a Class 5 Wastewater Certificate to operate the Town's system. If different certifications are held, Maryland Temporary Certification is required to be obtained at time of hire and appropriate certifications are required within one year of employment

Pay Range: Grade 3 – \$33,172 – \$43,119 (Hourly employee \$15.89 - \$20.66 per hour)

WATER/WASTEWATER OPERATOR TRAINEE

Department: Water and Sewer Department

Job Description:

This is a technical position that is responsible for the operation and maintenance of the Water and Wastewater treatment plants, process equipment related to the treatment, including distribution and collection. Daily supervision is received from the Water and Wastewater Superintendent and direction may be received from the Town Manager.

Duties and Responsibilities:

- Perform operations related to Water and Wastewater treatment and process equipment
- Operate various equipment including pumps, blowers, engines, valves, gates, etc.
- Accurately read and maintain log of operations including process gauge and meter readings
- Observe variations in operating conditions and interpret meter and gauge readings and test results
- Monitor and control chlorination, fluoridation and pH control
- Conduct routine laboratory tests
- Assist in the maintenance of equipment, building, and grounds
- Perform other related duties as required

Qualifications and Requirements:

- High School Graduate
- Must possess a valid Maryland driver's license
- Must have a good knowledge of mathematics and chemistry
- Required availability for snow removal and other on-call emergency situations
- Must be able to lift 50-75 pounds and be willing to work in confined space areas when necessary
- This position is subject to random drug testing

Special Requirements:

- Operators work a rotation schedule that includes weekends as part of the routine workweek
- Operator Trainees have three years from the date of employment to obtain a Class 2 Water License and a Class 5 Wastewater License

Pay Range: Grade 2 – \$27,081 – \$34,087 (Hourly employee \$13.87 - \$18.03 per hour)

CHIEF OF POLICE

Department: Boonsboro Police Department

Job Description:

The Chief of Police oversees and directs all activities of the Boonsboro Police Department. He is appointed by the Mayor and affirmed by the Town Council. He takes part in the design, management, and evaluation of all law enforcement activities. The Police Chief works directly with the Mayor, Assistant Mayor and Town Manager.

Duties and Responsibilities:

- Directs all activities of the Police Department
- Ensure the implementation of goals, objectives, policies, procedures, and standards for the Police Department
- Strategically plans the use of resources, coordinating activities, and ensuring high quality service plans, organizes, and reviews all the Police Department staff
- Contributes to the development and implementation of projects and programs to maximize Police services in coordination with the Mayor, Town Council, Town Manager, other Town departments, and public and private organizations
- Other tasks include directing investigation of major crimes in coordination with other agencies as well as providing assistance to the Town Attorney and District Attorney in case preparation.
- Preparation of the Fiscal Year Police Department budget
- Oversees the maintenance of Departmental files
- Investigate and resolve personnel problems within Department and charges of misconduct against staff
- Performs other related duties as assigned by the Mayor

Qualifications and Requirements:

- MPCTC 1st Line Administrator certification.
- High School Graduate
- Must possess a valid Maryland driver's license
- Must be of the highest integrity, committed to public service, good leadership skills, ability to supervise
- Required availability to be call out for emergency situations
- Knowledge of personnel management practices
- Knowledge of Maryland State criminal, civil and traffic laws
- Knowledge of agency policies, rules and regulations concerning police duties
- Knowledge of law enforcement practices and methodologies
- Knowledge of investigative techniques
- Ability to plan, organize and direct the work of others
- Ability to care for and use firearms, department vehicles, and other equipment assigned
- Ability to prepare concise and accurate reports
- Ability to communicate effectively and tactfully with employees, volunteers, supervisors, volunteer and civic organizations and the general public
- This position is at the discretion of the of the Mayor, and 2/3 majority of the Council
- This position is subject to random drug testing

Special Requirements:

- Chief of Police is required to work on an on-call basis
- Chief of Police is required to obtain a MPCTC 1st Line Administrator certification within one year of appointment
- Chief of police is a working chief, handling calls for service, and could be subjected to life-threatening situations on a routine basis

Pay Range: Grade 6 – \$50,912 – \$66,191 (Salary employee \$24.39 - \$31.72 per hour)

POLICE ADMINISTRATIVE SPECIALIST/ASSISTANT

Department: Boonsboro Police Department

Job Description:

A Police Administrative Specialist/Assistant is the intermediate level of administrative work requiring regular use of independent judgment and analysis in applying and interpreting rules and regulations in accordance with agency laws and policies. Employees in this classification receive supervision from the Chief of Police.

Police Administrative Specialist is differentiated from Police Administrative Assistants on the basis of the degree of experience and knowledge of duties performed in the Law Enforcement field. The Police Administrative Specialist performs duties under general supervision at times and little or no supervision at other times depending on the complexity of the specific duty being performed.

A Police Administrative Specialist is work providing secretarial support and/or law enforcement software functions that has required additional police function training to the department. Employees in this classification will have contact with the general public, by either telephone, and or from walk-ins to the department. They will type on typewriters or on keyboards of personal computers, computer terminals or word processors using word processing software.

Duties and Responsibilities:

- Provides secretarial support to the Police Department;
- Types manuscripts, correspondence, reports and other documents for the Police Department
- Interprets administrative decisions and policies to staff and transmits instructions with the authority of the Chief of Police;
- Obtains, analyzes and interprets data in order to apply rules, regulations and standards in accordance with laws;
- Assists in the administration of an assigned program, the supervision of an operational unit within the Department, and in the preparation of final reports and suggested recommendations for the improvement of the Department or its programs;
- Consults with the Chief of Police regarding policies, trends, and interpretation of data and program needs;
- Researches and compiles data, as directed;
- Prepares statistical tables, charts and reports, work-flow charts, staffing patterns, and organizational charts;
- Assists in planning and implementing new or revised programs, procedures, practices, and organizations;
- May provide assistance in the formulation and preparation of the budget
- May supervise assigned technical and clerical personnel;
- May provide specialized assistance such as Computer Aided Dispatch (CAD), National Crime Information Center (NCIC), Maryland Electronic Telecommunications Enforcement Resource System (METERS), Delta Plus, Capital Wireless Information Net (CapWIN), and Regional Automated Property Information Database (RAPID) to department personnel;
- Performs other related duties as request by the Chief of Police.

Qualifications and Requirements:

- Certifications in Police software and programs such as Computer Aided Dispatch (CAD), National Crime Information Center (NCIC), Maryland Electronic Telecommunications Enforcement Resource System (METERS), Delta Plus, Capital Wireless Information Net (CapWIN), Regional Automated Property Information Database (RAPID)
- Ability to pass a thorough background investigation
- High School Graduate/GED
- Must possess a valid driver's license
- Must be of the highest integrity, committed to public service
- Knowledge of office practices, procedures and equipment;
- Knowledge of business English, spelling, punctuation and grammar;
- Ability to compose routine and complex business correspondence;

- Ability to establish, revise and implement office procedures;
- Ability to maintain records and prepare reports;
- Ability to perform basic mathematical computations;
- Ability to maintain confidentiality of records, reports and other material;
- Ability to deal with officials and co-workers in a courteous and tactful manner;
- Ability to deal tactfully and courteously with the public and communicate effectively with customers and the general public both in person and by telephone and the ability to maintain confidentiality
- Must be proficient in Microsoft Word and Excel

Special Requirements:

- Five years of performing secretarial or clerical work with a Police Department.

Pay Range: Grade 3 – \$33,172 – \$43,119 (Hourly employee \$15.89 - \$20.66 per hour)

POLICE LIEUTENANT

Department: Boonsboro Police Department

Job Description:

This position is one of two managerial levels of law enforcement work at this department. Employees in this classification directly supervise Sergeants and through them indirectly supervise lower-level Police Officers and other personnel.

Employees receive general supervision from the Chief of Police. Employees may be assigned to day, evening, night or rotating shifts which may include holidays and weekends. They may be subject to call-in and overtime based on staffing needs.

The Lieutenant is responsible for managing all security operations on an assigned shift and supervising Sergeants and through them a staff of police officers and other personnel. The Sergeants function as a first-line supervisor of police officers.

Duties and Responsibilities:

- Supervises all security operations on an assigned shift through intermediate supervisors;
- Enforces laws, rules and regulations governing the protection of personnel, citizens, and Town property;
- Reviews all reports of malfunctions of building mechanical equipment, safety hazards and condition of outdoor lighting;
- Makes periodic rounds to ensure all posts are staffed personnel are properly uniformed, equipped and alert;
- Conducts detailed investigations of criminal incidents;
- Submits reports of accidents and unusual incidents;
- Maintains records and reviews reports;
- Trains and instructs police officers and other personnel regarding policies, procedures and practices;
- Analyzes, recommends the implementation of new or revised procedures;
- Evaluates leave requests based on staffing requirements and notifies employees to report to work during emergencies or staffing shortages;
- Testifies in court in connection with arrests made during the shift;
- Investigate and resolve personnel problems within department and charges of misconduct against staff;
- Performs other related duties as assigned by the Police Chief.

Qualifications and Requirements:

- MPCTC 1st Line Administrator certification.
- High School Graduate
- Must possess a valid Maryland driver's license
- Must be of the highest integrity, committed to public service, good leadership skills, and ability to supervise
- Required availability to be call out for emergency situations
- Knowledge of personnel management practices
- Knowledge of Maryland State criminal, civil and traffic laws
- Knowledge of agency policies, rules and regulations concerning police duties
- Knowledge of law enforcement practices and methodologies
- Knowledge of investigative techniques
- Ability to plan, organize and direct the work of others
- Ability to care for and use firearms
- Ability to prepare concise and accurate reports
- Ability to communicate effectively and tactfully with employees, volunteers, supervisors, volunteer and civic organizations and the general public

- This position is at the discretion of the Chief of Police
- This position is subject to random drug testing

Special Requirements:

- Lieutenants are required to work a rotation schedule that includes weekends and holidays as part of the routine work week
- Lieutenants are required to obtain a MPCTC 1st Line Administrator certification within one year of promotion.
- Lieutenants could be subjected to life-threatening situations on a routine basis.

Pay Range: Hourly employee \$19.81 - \$25.85 per hour

POLICE SERGEANT

Department: Boonsboro Police Department

Job Description:

A Sergeant is the supervisory level of law enforcement work at this department. Employees in this classification supervise lower-level Police Officers and other agency personnel.

Employees may be assigned to day, evening, night or rotating shifts which may include holidays and weekends. Employees may be subject to call-in and overtime based on staffing needs. Employees may be required to work outdoors in all types of weather conditions.

The Sergeant is differentiated from the Lieutenant in that the Lieutenant has managerial responsibility for a staff of Police Officers supervised by subordinate Sergeants.

This position is responsible for the first line supervision of the operation and performance of the police department. To supervise and coordinate activities of the subordinates sworn members of the police department. Daily supervision and direction is received from the Lieutenant, under the direction of the Chief of Police.

Duties and Responsibilities:

- Supervises police officers on an assigned shift;
- Explain police operations to subordinates to assist them in performing their job duties;
- Ensures all posts are staffed by making periodic rounds throughout the shift;
- Trains and instructs police officers concerning assignments, traffic control, special events, and community policing;
- Investigate and resolve personnel problems within the department;
- Monitor and evaluate the job performance of subordinates;
Train staff in proper police work procedures;
- Testifies in court in connection with arrests made during the shift;
- Coordinates staff efforts in the enforcement of criminal & traffic laws, and agency rules and regulations;
- Directs and participates in rendering aid at the scene of emergencies;
- Authorizes use of Criminal Information Justice System by subordinate staff;
- Testifies in court in connection with arrests made during the shift;
- Performs other related duties as assigned by the Lieutenant and /or Police Chief.

Qualifications and Requirements: MPCTC 1st line Supervisor certification.

- High School Graduate/GED
- Must possess a valid Maryland driver's license
- Must be of the highest integrity, committed to public service, good leadership skills, and ability to supervise
- Required availability to be call out for emergency situations
- This position is subject to random drug testing Knowledge of personnel management practices
- Knowledge of Maryland State criminal, civil and traffic laws
- Knowledge of agency policies, rules and regulations concerning police duties
- Knowledge of law enforcement practices and methodologies
- Knowledge of investigative techniques
- Ability to plan, organize and direct the work of others
- Ability to care for and use firearms, department vehicles, and other equipment assigned
- Ability to prepare concise and accurate reports
- Ability to communicate effectively and tactfully with employees, volunteers, supervisors, volunteer and civic organizations and the general public

- This position is at the discretion of the Chief of Police

Special Requirements:

- Sergeants are required to work a rotation schedule that includes weekends and holidays as part of the routine workweek
- Sergeants are required to obtain a MPCTC 1st Line Supervisor certification within one year of promotion.
- Sergeants could be subjected to life-threatening situations on a routine basis.

Pay Range: Hourly employee \$19.09 - \$24.90 per hour

POLICE OFFICER FIRST CLASS

Department: Boonsboro Police Department

Job Description:

This position is the intermediate level of law enforcement work enforcing laws, rules and regulations governing the safety and protection of personnel, citizens, and Town property. Employees in this classification do not supervise, may give guidance to junior officers.

Employees depending on their years of experience will receive moderate to little supervision from a Sergeant, Lieutenant, or the Chief of Police. Employees may be assigned to day, evening, night or rotating shifts which may include holidays and weekends. They may be subject to call-in and overtime based on staffing needs. Employees may be required to work outdoors in all types of weather conditions.

The Officer First Class may be differentiated on the basis of degree of supervisory control needed to be exercised by a supervisor over these employees. The Officer First Class may perform duties under little supervision at times and under general supervision at other times depending on the complexity of the specific duty being performed.

Duties and Responsibilities:

- Enforces laws, rules and regulations governing the protection of personnel, citizens, and town property;
- Performs safety, patrol duties in motor vehicles or on foot;
- Confronts prowlers and suspicious persons;
- Directs vehicular traffic and enforces parking regulations;
- Issues warnings or summonses and makes arrests;
- Investigates accidents and criminal acts;
- Prepares clear and accurate reports of accidents and unusual incidents in accordance with agency guidelines;
- Responds to disturbances and emergencies;
- Renders emergency first aid;
- Transports suspects in department vehicles;
- May testify in court in connection with arrests made while on duty;
- Provide guidance at times to junior officers.
- Performs other related duties as assigned by the Sergeant, Lieutenant, and /or Police Chief.

Qualifications and Requirements:

- MPCTC Police Academy certification
- High School Graduate/GED
- Must possess a valid Maryland driver's license
- Must be of the highest integrity, committed to public service
- Required availability to be call out for emergency situations
- Must have served as an Officer within this department for at least three (3) years, or have been a police officer with at least ten (10) years of Law Enforcement experience
- Knowledge of Maryland State criminal, civil and traffic laws
- Knowledge of agency policies, rules and regulations concerning police duties
- Knowledge of law enforcement practices and methodologies
- Knowledge of investigative techniques
- Ability to care for and use firearms, department vehicles, and other equipment assigned
- Ability to prepare concise and accurate reports
- Ability to communicate effectively and tactfully with employees, volunteers, supervisors, volunteer and civic organizations and the general public
- This position is at the discretion of the Chief of Police
- This position is subject to random drug testing

Special Requirements:

- Officers are required to work a rotation schedule that includes weekends and holidays as part of the routine work week
- Officers could be subjected to life-threatening situations on a routine basis.

Pay Range: Hourly employee \$18.73 - \$24.43 per hour

POLICE OFFICER

Department: Boonsboro Police Department

Job Description:

This position is the entrance level of law enforcement work enforcing laws, rules and regulations governing the safety and protection of personnel, citizens, and Town property. Employees in this classification do not supervise.

Employees depending on their years of experience will receive moderate to close guidance/supervision from an Officer First Class (non-supervisor), Sergeant, Lieutenant, or the Chief of Police. Employees may be assigned to day, evening, night or rotating shifts which may include holidays and weekends. They may be subject to call-in and overtime based on staffing needs. Employees may be required to work outdoors in all types of weather conditions.

The Officer may be differentiated on the basis of degree of supervisory control needed to be exercised by a supervisor over these employees. The Officer may learn to perform duties under close supervision, the Officer performs duties under close supervision at times and under general supervision at other times depending on the complexity of the specific duty being performed.

Duties and Responsibilities:

- Enforces laws, rules and regulations governing the protection of personnel, citizens, and town property;
- Performs safety, patrol duties in motor vehicles or on foot;
- Confronts prowlers and suspicious persons;
- Directs vehicular traffic and enforces parking regulations;
- Issues warnings or summonses and makes arrests;
- Investigates accidents and criminal acts;
- Prepares clear and accurate reports of accidents and unusual incidents in accordance with agency guidelines;
- Responds to disturbances and emergencies;
- Renders emergency first aid;
- Transports suspects in department vehicles;
- May testify in court in connection with arrests made while on duty;
- Performs other related duties as assigned by the Sergeant, Lieutenant, and /or Police Chief.

Qualifications and Requirements:

- MPCTC Police Academy certification.
- High School Graduate/GED
- Must possess a valid Maryland driver's license
- Must be of the highest integrity, committed to public service.
- Required availability to be call out for emergency situations
- Knowledge of Maryland State criminal, civil and traffic laws
- Knowledge of agency policies, rules and regulations concerning police duties
- Ability to care for and use firearms, department vehicles, and other equipment assigned
- Ability to prepare concise and accurate reports
- Ability to communicate effectively and tactfully with employees, volunteers, supervisors, volunteer and civic organizations and the general public
- This position is subject to random drug testing

Special Requirements:

- Officers are required to work a rotation schedule that includes weekends and holidays as part of the routine work week
- Officers could be subjected to life-threatening situations on a routine basis.

Pay Range: Grade 5 – \$41,369 – \$53,774 (Hourly employee \$19.82 - \$25.77 per hour)

SAFETY AND RISK MANAGER

Department: Administration/Public Works/Water & Sewer

Job Description:

The Safety and Risk Manager performs a variety of safety and risk management functions including, but not limited to loss prevention, risk control, safety training, OSHA-mandated programs, and perform other duties as assigned.

Duties and Responsibilities:

- Coordinates across all departments to revise/update the Town's *Employee Health & Safety Handbook* to reflect current industry standards.
- Coordinates safety programs and training for all Town employees.
- Recommends loss/risk prevention measures and assists all departments with fire prevention and emergency action plans.
- Serves as Chairperson of the Safety Committee. The S/R Manager organizes/facilitates quarterly Safety Committee Meetings with department supervisors, committee members, and outside contractors.
- Conducts routine worksite occupational safety/health inspections to identify/eliminate potential hazards.
- Coordinates/develops self-inspection procedures/policies for all departments.
- Investigates/reports all accidents resulting in injury or property damage.
- Maintains accurate records of all Town properties, vehicles, and equipment for insurance coverage purposes.
- Keeps the Town Manager apprised of all updates for required safety and risk management.
- Coordinates the annual respirator and hearing testing and maintains records as mandated by OSHA.
- Keeps informed on current OSHA standards and safety/risk management practices by attending workshops/trainings.
- Follows the guidelines provided by the Local Government Insurance Trust's Risk Management Manual.
- Develop a "Return to Work" policy for injured employees.
- Develop accountability and disciplinary practices for accident/incident reports.
- Facilitate a Safety/Risk Survey of all Town facilities/equipment, every three years.
- Perform other related duties as assigned by the Town Manager.

Knowledge, Skills and Abilities:

- Thorough knowledge of the Town's Employee Health & Safety Handbook.
- Effectively/efficiently organize/maintain records.
- Establish priorities and organize workload effectively between primary job duties and role as S/R Manager.
- Ability to work independently with minimal supervision.
- Ability to establish/maintain effective working relationships with other staff.
- Respond properly in emergency situations and complete assignment under pressure.
- Ability to operate computer systems like Microsoft Office Suite and other office equipment.

Education and Certifications:

- High school graduate.
- Possess a valid driver's license.
- OSHA 30-Hour General Industry Training Certification (within 6 months of promotion).
- National Safety Council's Advanced Safety Certificate (within 6 months of promotion).
- Annually, obtain two new safety/risk training certifications relevant to the Town's needs and best practices.

Pay Increase – Internal Promotion:

- Hourly rate increase of \$1.50 per hour to current pay rate.

LOT ATTENDANT- SEASONAL POSITION

Department: Public Works

Job Description:

Performs duties to ensure Yard Debris Site is monitored and maintained. Works under the direct supervision of the Town Manager and Public Works Superintendent.

Duties and Responsibilities:

Primary duties and responsibilities involve monitoring and maintaining the Yard Debris Site:

- Monitors and authorizes individuals entering the Yard Debris Site
- Verifies permits to enter site
- Monitors debris being brought into site
- Ensures pile is kept neatly
- Opens and closes park restrooms
- Perform other related duties as required.

Knowledge, Skills and Abilities:

- Knowledge of rules and regulations pertaining to the Yard Debris Site

Qualifications and Requirements: MINIMUM QUALIFICATIONS include

- High School Graduate
- Must possess a valid Maryland driver's license
- Required availability for weekend work
- This position is subject to random drug testing
- Preferential treatment given to veterans of the United States Armed Forces

Pay Range: \$8.00/hour

Hours: 25-30 hours weekly, Tuesday through Saturday 7am – 12 noon

ZONING ADMINISTRATOR/CODE ENFORCEMENT OFFICER

Department: Office Administration

Job Description:

This position is a professional, administrative position administration for the Planning and Zoning Department. The position reports directly to the Town Manager, Town Planner and Mayor and Council.

Duties and Responsibilities:

- Overseeing the implementation and enforcement of the Zoning, Comprehensive Plan and other applicable regulations of the Town
- Performs highly responsible and complex duties requiring considerable knowledge and independent judgment in the application and interpretation of relevant state and local laws and land use practices.
- Prepare and manage compiling of Board of Zoning Appeals agendas, staff reports, minutes and direct recommendations for approvals
- Prepares revisions to zoning, subdivision, and other land use regulations for consideration by the various Commissions
- Examine, approve, and issue applications for zoning and building permits; use and occupancy permits; variances; special exceptions; and interpretations pertaining to Zoning
- Administer and enforce the Property Maintenance Code, including issue notices and citations
- Assist the public with processes, procedures, and interpreting the regulations

Knowledge, Skills and Abilities:

- Thorough knowledge of the laws and the principles and practices of municipal land use and planning and zoning, the regulation of the subdivision of land, and related State laws and regulations.
- Ability to interpret architectural, engineering and landscape drawings.
- Ability to communicate in oral and written form in a professional manner with both technical and non-technical audiences and to prepare clear and concise written reports and correspondence.
- Organizing and executing multi-function cross organizational tasks.
- Ability to establish and maintain effective working relationships with residents and property owners, land use professionals, contractors, other Town staff and Town commission and board members.
- Basic computer skills including the use of standard office software including word processing and spreadsheets.

Qualifications and Requirements:

- Experience in Zoning Code Enforcement, Building Code enforcement or similar, related experience.
- A Bachelor's Degree in Planning, Public Administration or related field

Pay Range: \$16.97 to \$22.14 per hour

TOWN ENGINEER

Department: Office Administration/Water & Sewer

Job Description:

This position is a professional and administrative position that will manage engineering and development related projects, performing tasks for the Water and Sewer department and general fund as well as assisting the Planning and Zoning Department in its daily functions. The Town Engineer is under the general direction of the Town Manager and Mayor and Council.

Duties and Responsibilities:

- Performs highly responsible and complex duties requiring considerable knowledge and independent judgment in the application and interpretation of relevant state and local laws and land use practices.
- Design and manage town projects
- Review Development plans and perform applicable inspections
- Monitor I&I design repairs, evaluate and monitors system capacities
- Interface with MDE on water quality issues / water quality grant funding
- Wastewater system technical specialist in issues related to compliance with the Clean Water Act
- Develop, manage, and, maintain Sanitary Sewer Evaluation Studies (SESS) and a Capacity Management and Operations Manual (CMOM)
- Monitor water loss, design repairs, and study and evaluate hydraulics to include fire flows, etc.
- Manage and enforce other technical engineering specifications and permitting to include soil erosion and sediment control, grading, streets, SWM, etc.
- Prepare bids, RFQs, RFPs, contact specifications
- Assist the Town Manager in critical decision-making processes, organization, and management of the Town including grant writing; bid processing; administration of budget; regulation enforcement; and overseeing staff
- Work on occasion longer hours as needed to meet emergency needs.
- Assists in preparation and administration of the annual water and sewer budgets.
- Plans, organizes, assigns, and schedules a varied operational and maintenance program.
- Interacts with Public Works Superintendent and Water and Wastewater Superintendent to coordinate utility projects and operations.
- Attends the meetings of the Boonsboro Municipal Utilities Commission and the Boonsboro/Keedysville Regional Water Advisory Board.
- Perform other related duties as assigned by the Town Manager.

Knowledge, Skills and Abilities:

- Excellent knowledge of chemistry and biological processes.
- Understanding of water/sewer distribution/collection and laboratory services
- Ability to analyze, evaluate, and monitor water and wastewater processes
- A high degree of skill in the following areas: problem solving and decision-making; ability to store and analyze data; high degree of skill in reading, writing and/or speaking, and a high degree of knowledge in areas such as mathematics
- Expert skills in computer software (spreadsheets, data bases, word processing, cad, GIS, etc.) for increasing engineering, administrative, and operational efficiency.
- Ability to establish and maintain effective working relationships with public and private officials, employees and the general public;
- Ability to communicate effectively, both verbally and in writing.

Qualifications and Requirements:

- Bachelor's degree in Civil or Environmental Engineering or related field, Advanced degree strongly preferred

- Licensed Professional Engineer in the State of Maryland
- Five or more years of Municipal experience
- 2 or more years of specific experience in sanitary sewer evaluation studies and capacity management and operations planning and implementation.
- Experience in the review and assessment of sewer pipeline videos and manhole inspections for structural, and infiltration/infiltration defects.
- Specific experience in the design, review, and construction of pressurized potable water systems.
- Must possess a valid Maryland driver's license
- Must be able to lift 50-75 pounds, work in all weather conditions, climb ladders and be willing to work in confined space areas when necessary
- This position is subject to random drug testing

Pay Range: \$65,433 - \$85,353 Salary

WATER AND SEWER CLERK

Department: Office Administration

Job Description:

The Water and Sewer Clerk reports under the general direction of the Town Manager and Office Manager. This position requires someone with excellent customer service, computer, analytical, oral, and writing skills.

Duties and Responsibilities:

- Maintains water/sewer utility accounts; operates telephone and directs calls and visitors to appropriate departments and provides clerical support for the Town Manager, and other departments as necessary.
- Responsible for water/sewer utility billing, including calculation of bills, preparation of prebilling estimates, printing and mailing all utility bills and running and distributing post-billing reports.
- Posts penalties on utility billing system, calculates, prints and prepares shut off notices.
- Creates new utility accounts and sets up billing records in computer and in files, handles complaints and answers customer questions on utility billing.
- Updates meter reads, prepares daily list for meter reader, prepares work orders for Public Works staff and dispatches staff to utility calls.
- Refers unusual readings to meter reader for rereading; maintains records of malfunctioning or broken meters and repairs made; contact customers to explain errors and to notify of repair work to be done.
- Receives payments, balances cash drawers and customer payments, writes receipts for various departments, and prepares daily bank deposits.
- Answers telephone and directs calls.
- Receives and directs visitors.
- Prepare quarterly usage and collection reports for Boonsboro-Keedysville Water Advisory Board and serve as the recording secretary at the Board's quarterly meetings.
- Provide customer service to ratepayers and Town residents.
- Perform other related duties as assigned by the Town Manager.

Knowledge, Skills and Abilities:

- Ability to deal tactfully and courteously with the public and communicate effectively with customers, other employees, supervisors and the general public both in person and by telephone.
- Knowledge of computer hardware and software, including word processing, data processing Software and the Internet.
- Must be proficient in Microsoft Word and Excel.
- Ability to prepare and maintain accurate records.
- Ability to maintain confidentiality.
- Ability to use independent judgment in interpreting and enforcing policies and procedures.
- Ability to use discretion and judgment in carrying out administrative details. Ability to work independently.
- Ability to establish and maintain effective working relationships.

Education and Experience:

High school graduate with excellent clerical, math and computer skills, the ability to transcribe meeting minutes effectively, ability to organize work, establish priorities and complete assigned duties with minimal supervision, ability develop and maintain effective working relationships with co-workers and the general public. Discretion and good judgment in working with sensitive information and confidential employee matters a must. Experience in utility billing preferred, bookkeeping/accounting and personal computers, including but not limited to a working knowledge of Microsoft Word and Excel.

Pay Range: \$15.89 - \$20.66 per hour