

**Town of Plainfield, Massachusetts
Draft Job Description**

Position Title:	Assistant Manager	Grade Level:	
Department	Light and Telecommunications	Date:	
Reports to:	Manager	FLSA Status	

Statement of Duties: The Assistant Manager is responsible for assisting the Light Manager in the management of a major department of the Town that includes the provision of administrative and supervisory work planning and directing the activities of a municipal utility system including the provision of broadband internet services to residents of the Town of Plainfield. Serves as department head in the event of the temporary absence of the Light Department Manager. The employee is required to perform all similar or related duties as required.

Supervision Required: Under the general direction of the Light Department Manager, The employee plans, prioritizes, and carries out the regular work in accordance with standard practices and previous training. The employee interprets instructions and/or adapts methods to resolve particular problems. Instructions for new assignments usually consist of statements of desired objectives, deadlines, and priorities. Technical and policy problems or changes in procedures are discussed with supervisor. Work is generally reviewed only for technical adequacy, appropriateness of actions or decisions, and conformance with policy, or other requirements.

Supervisory Responsibility: The employee is not responsible for the regular supervision of department employees. Direction and guidance is provided to volunteers on various projects including the construction of the broadband network.

Judgment: Work requires the employee to examine, analyze, and evaluate facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices, and precedents which may be conflicting, at times. Independent judgment is used to analyze or evaluate specific situations to determine appropriate actions.

Complexity: Work consists of the practical application of a variety of concepts, practices, and specialized techniques relating to a professional or technical field. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using specialized fact finding techniques; or determining the methods to accomplish the work.

Confidentiality: In accordance with the State Public Records Law, the employee has regular access on a department-wide basis to all confidential information such as official employee files, law suits, and department records.

Work Environment: The work environment involves everyday discomforts typical of public

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offices, with exposure to outside elements including traffic and weather conditions when conducting work in the field. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant.

Nature and Purpose of Relationship: Duties involve constant contact with local, state and federal government officials, community leaders and any other individuals to protect and promote the municipality's overall interest. Employees must possess a high degree of diplomacy and judgment and must be able to work effectively with and influence all types of persons. Duties require a well-developed sense of strategy and timing in representing the municipality effectively in critical and important situations that may influence the well being of the Light Department.

Accountability: Duties involve primary responsibility for assisting the Light Department Manager with the operation of the and could result in monetary loss, legal repercussions, labor/material costs, jeopardize programs and danger to public safety. Consequences of errors, missed deadlines or poor judgment could have far reaching effects on the department's ability to deliver services and the public's confidence in the town government.

Occupational Risk: Duties of the job present little potential for injury. Risk exposure is similar to that found in a public office setting subject to frequent interruptions. The employee is required to work beyond normal business hours in response to natural or man-made emergency situations or to attend evening meetings.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Supports the short and long term effort to bring broadband services to residents of the Town of Plainfield; provides technical services to ensure the effective oversight of the Town's hired "owners project representative" (Westfield Gas and Electric).

Assists the Light Department Manager with the preparation and oversight/administration of the Light Department's annual operating and capital budget as well as grants awarded to the department.

Designs and develops project cost tracking tools.

Serves as the alternate delegate representing the Town of Plainfield to the Wired West Cooperative.

Provides direction and oversight of construction contractors and vendors doing business with the light department.

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Responds to oral and written inquires, requests for assistance, and complaints; refers citizens to appropriate departments and staff member. Investigates complaints from a variety of sources; develops responses and, when appropriate, directs corrective action.

Assists in the preparation of applications for grants, administers grants received, works with appropriate state, federal, and private officials on various town projects as required.

Maintains professional competence through participation in workshops, seminars and training programs provide by professional organizations.

Conducts independent research and prepares and submits reports to the Light Plant Board as directed by the Light Department Manager.

Recommended Minimum Qualifications:

Education and Experience: Graduation from an accredited college or university with a Bachelor's Degree or master craftsman level of trade knowledge in Business Administration or a related field; a minimum of one to three (1-3) years of progressively responsible experience in utilities operations, at least one of which must have been in a supervisory capacity, or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

Special Requirements: Valid Class D Motor Vehicle Operator's License. As a condition of employment, the employee must be CORI certified.

Knowledge, Abilities and Skill

Knowledge: Knowledge of Massachusetts General laws and regulations pertaining to the operation of a municipal utility as well as broadband Internet services. Working knowledge of emerging and current software and hardware technologies (i.e. office and SCADA software and the Internet) in support of department operations as well as provisions of the State's Procurement Law.

Abilities: Ability to direct and evaluate the work of department heads as well as professionals and other subordinates including office staff. Ability to plan, organize, and direct the development of projects, the preparation of reports, analyzes problems and formulates recommendations. Ability to bring people together around complex goals and develop consensus among community groups and individuals that may not share common priorities. Ability to establish and maintain harmonious and effective working relationships and deal appropriately with employees, local, state and federal officials, members of the media and the public. Ability to prioritize and manage multiple tasks, and delegate authority in a prompt and effective manner. Ability to negotiate contracts, agreements and appropriate working arrangements and achieve timely results. Ability to deal tactfully with disgruntled members of the public and

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representatives of regulatory agencies. Ability to develop plans, work schedules, programs, and designs for utilities construction and repair; Ability to analyze complex administrative problems and recommend solutions; Ability to prepare detailed reports in a clear and comprehensive manner; Ability to direct and coordinate the activities of the utilities services; Ability to make effective written and oral presentations; Ability to establish working relationships with the public and others.

Skill: Proficient oral and written communication skills and the ability to represent the Light Department before an array of organizations including providing statements to the media. Excellent writing skills required to prepare various reports and position papers. Strong organizational skills and the ability to manage a large number of projects and tasks. Skill in the utilization of technology as a means of improving the effectiveness of the organization and its services. Professional customer service skills. Skill in remaining non-political, yet understanding local and state government politics. Physical condition commensurate with the demands of the position.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills: Minimal physical effort generally required in performing duties under typical office conditions. The employee is frequently required to sit, talk and hear for extended periods of time and is required to lift, push or pull department office equipment.

Motor Skills: Duties are largely mental rather than physical. The employee must have the ability to use hands to finger, handle, or feel objects and to reach with hands and arms in order to operate a motor vehicle, personal computer or department equipment.

Visual/Auditory Skills: The employee is required to constantly read documents, personal computer screens and written reports for general understanding and routinely for analytical purposes. The employee must have the auditory ability to listen and comprehend. The employee is not regularly required to determine color differences.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.

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