

Town of Plainfield, Massachusetts
Job Description

Position Title:	Manager	Grade Level:	
Department	Light and Telecommunications	Date:	
Reports to:	Board of Selectmen	FLSA Status	

Statement of Duties: The Manager is responsible for a *major* department of the Town that includes the provision of administrative and supervisory work planning and directing the activities of a municipal broadband system including the provision of internet and telephone services to residents of the Town of Plainfield. The employee is required to perform all similar or related duties as required.

Supervision Required: Under the policy direction of the Board of Selectmen (acting as the Light Plant Board), exercising authority over total operations of the municipal broadband system in conformance with general directives and objectives set forth by the governing body. The employee participates in the development, implementation and administration of town polices, goals, objectives and statutory requirements related to the administration and operation of the department. The employee functions independently, referring specific issues or problems to the Board as necessary when clarification or interpretation of town policy or procedures is required.

Supervisory Responsibility: The employee is accountable for the direction and success of a major department of the Town including but not limited to programs accomplished through others. Analyzes program objectives, determines work operations, estimates and allocates the financial and staff resources required. Assists or oversees the provision of personnel services to Town employees, including recommending hiring, training, and disciplining of employees. The employee oversees the performance of one part-time employee, the Assistant Manager, and the contracted network operator and internet service provider. Functions, programs, work processes and staff size are well established and relatively stable.

Judgment: Guidelines only provide limited guidance for performing the work. They may be in the form of administrative or organizational policies, general principals, legislation or directives that pertain to a specific department or functional area. Extensive judgment and ingenuity are required to develop new or adapt existing methods and approaches for accomplishing objectives or to deal with new or unusual requirements within the limits of the guidelines or policies. The employee is recognized as the department or functional area's authority in interpreting the guidelines, in determining how they should be applied, and in developing operating policies.

Complexity: The work consists of managerial functions and processes such as planning, organizing, controlling, coordinating, evaluating, integrating activities and programs for a major department of the Town.

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.

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Work Environment: The work environment involves everyday discomforts typical of 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 the operation of the Light Department 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.

Works with Westfield Gas and Electric/Whip City Fiber, the Town's hired "owners project representative" to secure all necessary design, engineering and constructions services to build and maintain a fiber to the premise broadband network capable of services all of the residents of the Town of Plainfield.

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

Plans, supervises, and coordinates all municipal broadband activities involving the operation, construction, and maintenance of telecommunications services including internet and telephone services ;

Plans for extension and development of broadband services and resulting increases in demand for broadband services;

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Directs the preparation of specifications, cost estimates, and bid proposals for new construction, network extensions, improvements, and equipment;

Prepares or directs the preparation of studies, reports, and summaries of activities of the broadband systems for review by the Light Board and various regulatory agencies;

Represents the Municipal Light Board in its association with various regulatory agencies.

Confers with professional engineering and other consultants in the preparation of projects, cost estimates, and bid proposals;

Supervises the day to day business and maintenance activities of the Municipal Broadband System

Provides leadership and direction in the development of short and long-range plans; gathers, interprets and prepares data for studies reports and recommendations. Provides professional advice to the Board of Selectmen (acting as the Light Plant Board) County, Town and/or local officials and department heads; makes presentations to the Light Plant Board, County/Town boards/committees, state regulatory agencies and the general public as necessary.

Attends all meeting of the Light Plant Board. Anticipates needs of the Board for information and background material. Ensures that all decisions of the Board are carried out; keeps the members of the Board fully advised regarding departmental operations and the financial status of the Light Department.

Establishes individual and department-wide goals, objectives and recommends the adoption and oversees the implementation of administrative policies to ensure for the effective operation of utility services and compliance with local, state or federal regulatory requirements.

Coordinates the development of strategic financial goals for the Department.

Makes recommendations concerning financial policies and practices. Reviews all revenues collected and makes recommendations concerning fees, charges, and Enterprise Fund rates as well as the development of new sources of revenue.

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.

Prepares 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.

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Conducts independent research and prepares and submits reports to the Light Plant Board as required.

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 three to five (3-5) 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.

Knowledge, Abilities and Skill

Knowledge: Thorough knowledge of Massachusetts General laws and regulations pertaining to the operation of a municipal broadband department providing 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 department staff. 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 Board and the Town of Plainfield 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 the

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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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