



Board of Finance

Monday, December 16, 2024, 4:30 PM, Bushor Conference Room 1st Floor, City Hall

Please click the link below to join the webinar:

<https://zoom.us/j/96070476680>

Or Telephone: +1 646 931 3860 US

Webinar ID: 960 7047 6680

****CCTV link: https://www.youtube.com/playlist?list=PLIjLFn4BZd2PwCge7INoKug676jIf_iUA ****

1. Agenda

Subject	1.1. Motion to amend/adopt agenda
Meeting	December 16, 2024 - Board of Finance Meeting - Monday, December 16, 2024, 4:30 PM, Bushor Conference Room 1st Floor, City Hall
Category	1. Agenda
Department	Council and Board
Type	Action Procedural
Recommended Action	Motion to amend/adopt agenda

2. Public Forum

Subject	2.1. Verbal Comments
Meeting	December 16, 2024 - Board of Finance Meeting - Monday, December 16, 2024, 4:30 PM, Bushor Conference Room 1st Floor, City Hall
Category	2. Public Forum
Department	Council and Board

Type	Action Procedural
Recommended Action	open Public Forum close Public Forum

3. Consent Agenda

Subject	3.1. Motion to adopt the consent agenda and take the actions indicated
Meeting	December 16, 2024 - Board of Finance Meeting - Monday, December 16, 2024, 4:30 PM, Bushor Conference Room 1st Floor, City Hall
Category	3. Consent Agenda
Department	Council and Board
Type	Action (Consent) Procedural
Recommended Action	Motion to adopt the consent agenda and take the actions indicated
Subject	3.2. REIB Empowerment Fund Awardees - REIB
Meeting	December 16, 2024 - Board of Finance Meeting - Monday, December 16, 2024, 4:30 PM, Bushor Conference Room 1st Floor, City Hall
Category	3. Consent Agenda
Department	Racial Equity, Inclusion, & Belonging (REIB)
Type	Action (Consent)
Recommended Action	With regard to the previously recommended action, the Office of Racial Equity, Inclusion and Belonging should: 1) Withdraw any Motion as to approving an Empowerment Fund grant for any Burlington School District program; and 2) Move the BOF to approve and authorize the Interim Director of the Office of Racial Equity, Inclusion, and Belonging and the Chief Administrative Officer to issue a grant of City funds from the Empowerment Fund GL, and to execute the grant agreement memorializing the same, having been reviewed and approved by the City Attorney's Office to the Islamic Society of Vermont for a total authorized grant amount of \$1,000.
Subject	3.3. City Council Initiative Fund Support of Free 2024 Highlight Buttons - BCA
Meeting	December 16, 2024 - Board of Finance Meeting - Monday, December 16, 2024, 4:30 PM, Bushor Conference Room 1st Floor, City Hall
Category	3. Consent Agenda
Department	City Arts
Type	Action (Consent)
Recommended Action	to recommend that City Council approve the use of \$5,000 from the City Council Initiative Fund to subsidize Highlight tickets

Subject	3.4. Second Amendment to Work Assignment Agreement #3 with Utility Services Co., Inc. for additional scope items associated with Redstone Tank Rehabilitation - DPW - Water Resources
Meeting	December 16, 2024 - Board of Finance Meeting - Monday, December 16, 2024, 4:30 PM, Bushor Conference Room 1st Floor, City Hall
Category	3. Consent Agenda
Department	Public Works Department - Water Resources
Type	Action (Consent)
Recommended Action	to approve and recommend that the City Council authorize Chapin Spencer, Director of the Department of Public Works, to execute the second amendment to Work Assignment Agreement #3 with Utility Services Co. Inc. for an amount not to exceed \$14,238, subject to the final review and approval of the City Attorney's Office

4. Deliberative Agenda

Subject	4.1. FY2025 Budget to Actuals Review through October 31, 2024 - C/T
Meeting	December 16, 2024 - Board of Finance Meeting - Monday, December 16, 2024, 4:30 PM, Bushor Conference Room 1st Floor, City Hall
Category	4. Deliberative Agenda
Department	Clerk/Treasurer's Office
Type	Information Presentation Discussion
Subject	4.2. Resolution: Authorization To Accept U.S. Department Of Transportation Innovative Finance And Asset Concession Grant Of \$1 Million For South End Coordinated Redevelopment - CEDO
Meeting	December 16, 2024 - Board of Finance Meeting - Monday, December 16, 2024, 4:30 PM, Bushor Conference Room 1st Floor, City Hall
Category	4. Deliberative Agenda
Department	Community & Economic Development Office (CEDO)
Type	Action Resolution
Recommended Action	to recommend that the City Council approve the attached resolution
Subject	4.3. Re-classification of one position, the Recreation Assistant, in the Department of Parks, Recreation and Waterfront - BPRW
Meeting	December 16, 2024 - Board of Finance Meeting - Monday, December 16, 2024, 4:30 PM, Bushor Conference Room 1st Floor, City Hall
Category	4. Deliberative Agenda
Department	Parks, Recreation, & Waterfront

Type	Action
Recommended Action	to approve and recommend that the City Council approve and authorize the reclassification of the Recreation Assistant, a regular, part-time, non-exempt, AFSCME, Grade 9 position to a regular, part-time, non-exempt, AFSCME, Grade 12 position in the Department of Parks, Recreation & Waterfront
Subject	4.4. Reclassification request for Records Clerk position - Police
Meeting	December 16, 2024 - Board of Finance Meeting - Monday, December 16, 2024, 4:30 PM, Bushor Conference Room 1st Floor, City Hall
Category	4. Deliberative Agenda
Department	Police Department
Type	Action
Recommended Action	to approve and recommend that the City Council approve and authorize the reclassification of the 4 (four) Records Clerk positions, Regular, Full-time, Non-Exempt, AFSME, Grade 13 positions to Regular, Full-time, Non-Exempt. AFSCME, Grade 15 positions within the Burlington Police Department
Subject	4.5. Water Resources FY25 Personnel Reorganization - Various - DPW - Water Resources
Meeting	December 16, 2024 - Board of Finance Meeting - Monday, December 16, 2024, 4:30 PM, Bushor Conference Room 1st Floor, City Hall
Category	4. Deliberative Agenda
Department	Public Works Department - Water Resources
Type	Action
Recommended Action	1. To recommend that the City Council approve the: ☐ Reclassification of the Wastewater Facilities Manager - a Regular, Full-time, Exempt, Non-Union, Grade 22 position, to Director of Wastewater Facilities - a Regular, Full-time, Exempt, Non-Union, Grade 24 position. ☐ Reclassification of the Chief of North, East and Pump Stations - a Regular, Full-time, Exempt, Non- Union, Grade 20 position, to Wastewater Treatment Manager - a Regular, Full-time, Exempt, Non- Union, Grade 22 position. ☐ Reclassification of the Drinking Water Facilities Manager - a Regular, Full-time, Exempt, Non-Union, Grade 22 position, to Director of Drinking Water Production - a Regular, Full-time, Exempt, Non-Union, Grade 24 position. ☐ Creation of a Drinking Water Production Manager, a Regular, Full-time, Exempt, Non Union, Grade 22, position. ☐ Reclassification of the Senior Customer Care - a Regular, Full-time, Non- Exempt, AFSCME, Grade 16 position, to Utility Billing and Customer Care Manager - a Regular, Full-time, Exempt, Non-Union, Grade 20 position. 2. To approve and recommend that the City Council authorize the Chief Administrative Officer to approve budget neutral amendments to the FY25 Wastewater and Stormwater budgets to move budgeted amounts from Salaries and Wages Total Compensation Contingency lines 480-19-425-000. 5000_910, 460-19-400-000.5000_910 and 245-19-000.5000_910 to the appropriate personnel and benefits expense lines as needed to implement the above actions.

5. Adjournment

Subject	5.1. Motion to adjourn
Meeting	December 16, 2024 - Board of Finance Meeting - Monday, December 16, 2024, 4:30 PM, Bushor Conference Room 1st Floor, City Hall
Category	5. Adjournment
Department	Council and Board
Type	Action Procedural
Recommended Action	Motion to adjourn

JESSICA C. BROWN, ESQ.
City Attorney
KIMBERLEE J. STURTEVANT, ESQ.
ACA, Director of Litigation
HAYLEY I. McCLENAHAN, ESQ.
Assistant City Attorney
ERIK RAMAKRISHNAN, ESQ.
Assistant City Attorney



149 Church Street
Burlington, VT 05401-8489
Phone: (802) 865-7121
Fax: (802) 865-7123
TTY: (802) 865-7142

CITY OF BURLINGTON, VERMONT
OFFICE OF
THE CITY ATTORNEY
AND
CORPORATION COUNSEL

To: Board of Finance
From: Jessica Brown, City Attorney
Date: December 16, 2024
Re: REIB Empowerment Fund Awardees

At the Board of Finance (BOF) meeting on Monday, December 9, 2024, the Office of Racial Equity, Inclusion, and Belonging (REIB) requested approval of Sponsorship Agreements for REIB Empowerment Fund Awardees. Of the thirty-three (33) potential Sponsorship Agreements, the BOF approved thirty-one (31). The BOF tabled further discussion and approval of two Sponsorship Agreements, specifically those agreements intended to be awarded to Burlington School District (BSD) (for a total authorized grant amount of \$7,250) and Islamic Society of Vermont (for a total authorized grant amount of \$1,000). The information below is provided to answer questions raised by the BOF and to inform BOF action on these potential Sponsorship Agreements moving forward:

A Municipal Grant to Burlington School District (BSD) is Prohibited Pursuant to 16 V.S.A. §4029

Title 16, Section 4029 of Vermont Statutes Annotated – Use of Funds for Education – provides, in relevant part that:

- (b) Funds received by a municipality other than a school district may not be used directly or indirectly for education expenses; and
- (c) [I]f the Secretary determines that a municipality other than a school district has spent funds for an item that is a legitimate item of current education expense, the treasurer of the municipality shall transfer the amount of the expenditure from the local education fund to the municipal fund.

The Vermont Agency of Education has interpreted and applied this statute to mean that a school district cannot receive additional funding through a municipality. In this instance, because the Empowerment Fund grant money is being dispersed through a City of Burlington Department, Burlington School District cannot receive it. If BSD were to receive a grant from the City, the Secretary of Education could require BSD to reimburse the City.

A Municipal Grant to Islamic Society of Vermont is Constitutionally Permissible

As recently as 2022, the United States Supreme Court has held that a “nonsectarian” requirement for otherwise generally available school tuition assistance payments violates the Free Exercise Clause of the 1st Amendment. *Carson v. Makin*, 596 U.S. 767 (2022).

In the matter before the BOF, REIB Empowerment Fund grants are distributed to persons and entities that meet the criteria established in a specific rubric that was previously approved by the REIB City Council Committee and the City Attorney’s Office. The holding in *Carson* suggests that REIB cannot exclude persons or entities from grant eligibility, if those persons/entities meet all of the criteria established in the approved rubric, just because of the person’s/entity’s religious exercise.

In response to questions raised by the BOF, Mona Tolba, a leader at the Islamic Society of Vermont reports:

“All of these programs are open to anyone in the community. We actually have some non-Muslims who are attending the Arabic school on Sundays. I always share the details of our programs with other refugee and immigrant communities. We share any resources with everyone. At ISVT everyone is welcome.”

In summary, providing a municipal grant to a religious organization that meets all of the criteria for the grant is Constitutionally permissible. Specifically with regard to the Islamic Society of Vermont, the programs that will be supported by the REIB Empowerment Fund grant are open to all area youth, regardless of any religious affiliation.

Recommended BOF Action

With regard to the previously recommended action, the Office of Racial Equity, Inclusion and Belonging should:

- 1) Withdraw any Motion as to approving an Empowerment Fund grant for any Burlington School District program; and
- 2) Move the BOF to approve and authorize the Interim Director of the Office of Racial Equity, Inclusion, and Belonging and the Chief Administrative Officer to issue a grant of City funds from the Empowerment Fund GL, and to execute the grant agreement memorializing the same, having been reviewed and approved by the City Attorney’s Office to the Islamic Society of Vermont for a total authorized grant amount of \$1,000.

Board of Finance and City Council Submission Checklist

Department: Arts Submitter: Sara Katz

Title/Subject: City Council Initiative Fund Support of Highlight

	Approval:	Meeting Date:
☐	Board of Finance	
☐	City Council	Click or tap to enter a date.
☒	Concurrent	12/16/2024

This form must be completed by the person submitting the materials, and sent with the final submission. Please do not indicate that a signoff was received until it has actually been obtained.

Signoffs Received

Signoff Needed	Received	Date Received	Note
Department Head	Yes	12/8/2024	Doreen Kraft
Mayor's Office informed and approved memo	Yes	12/12/2024	Erin Jacobson
Board/Commission, if required	No		
City Attorney's Office has approved contract and/or legal documents, -Identify attorney in note	N/A		
City Attorney's Office has approved memo and motion(s) or resolution(s) -Identify attorney in note	Yes	12/12/2024	Hayley McClenahan
CAO has reviewed budget, financing, and memo	Yes	12/12/2024	Katherine Schad
Human Resources, if personnel action -Identify HR Manager in note	N/A		Click or tap here to enter text.
CIO, if an IT-related investment/purchase	N/A	Click or tap to enter a date.	Click or tap here to enter text.

Materials Included

	Included?	Note
Final Memo Attached?	Yes	BCA Director, Includes Resolutions
Contract Attached, if applicable?	N/A	Subject to City Attorney Review and Approval
Additional Materials, if necessary	N/A	
Draft Resolution or Motion?	Choose an item.	Click or tap here to enter text.
If for submission to Council, are sponsors identified?	Choose an item.	Click or tap here to enter text.

BCA

To: Board of Finance
From: Doreen Kraft, BCA Director
Date: December 12, 2024
Subject: City Council Initiative Fund Support of Free 2024 Highlight Buttons

Burlington City Arts respectfully requests approval for the use of \$5000 from the City Council Initiative Fund to underwrite low and moderate families and small community organizations to attend Highlight 2024 for free.

Highlight 2024 welcomes revelers to celebrate New Year's Eve in Burlington's downtown and Waterfront. Vermont artists, food vendors, musicians, and everyone in between come together to create a one-of-a-kind event that Highlights the best of Vermont.

Approval of this request will help BCA and the City ensure that financial hardship is not a barrier for any citizen to participate in this special community experience. Though BCA works to keep fees affordable through fundraising and sponsorship support, we have increased pricing across a number programs this year to meet the FY25 budget gap. This included Highlight tickets, which increased from \$15 in FY24 to \$18 this year.

We know that increased fees coupled with the increased cost of living have resulted in unprecedented demand for scholarships in our education programs already this year. We are beginning to experience this in Highlight ticket requests as well, with over \$1500 in requests already made. BCA is committed to the outreach and promotion required to connect this opportunity with our most vulnerable citizens. With funding support from City Council, we will be able to ensure that everyone in our community can experience the joy and wonder of Highlight on New Year's Eve.

Thank you for your consideration.

Warmly, Doreen

Doreen Kraft
Executive Director
Burlington City Arts

Motions

Board of Finance Motion:

To recommend that City Council approve the use of \$5,000 from the City Council Initiative Fund to subsidize Highlight tickets.

City Council Motion:

To approve the use of \$5,000 from the City Council Initiative Fund to subsidize Highlight tickets.



Burlington Department of Public Works
Water Resources Division
235 Penny Lane
Burlington, VT 05401
(802) 863-4501

MEMORANDUM

TO: Board of Finance and City Council

FROM: Megan Moir and Steve Roy, DPW - Water Resources

DATE: December 16, 2024

CC: Chapin Spencer, DPW Director

RE: Second Amendment to Work Assignment Agreement #3 with Utility Services Co., Inc. for additional scope items associated with Redstone Tank Rehabilitation

REQUEST:

The Department of Public Works ("DPW") and its Water Resources Division ("WRD") seeks authorization to execute an amendment to work assignment agreement in the amount of \$14,238 with Utility Services Co. Inc. for minor scope additions that were identified as necessary during the Redstone Tank Rehabilitation project. This amended scope of work now includes: a) sandblasting/coating of the underground tank vault piping to increase service life, and b) replacement of tank ladder from catwalk to the roof.

BACKGROUND:

Since 1991 the City has leased space on the Redstone tank to a number of the cell carriers for their antennas with the latest being AT&T. Leasing space to cellular carriers on existing elevated structures is an alternative source of revenue for municipalities. In our case, FY24 anticipated revenue is approximately \$111K.

On July 23, 2019, after approval by the Board of Finance and City Council, the City executed a long term Master Service Agreement with Utility Services Co., Inc., a company that specializes in the maintenance and rehabilitation of water tanks. Work under this contract is authorized via Work Assignment Agreements (WAA). Below is a listing of the work assignment agreements to date:

- WAA #1: Rehabilitation of the UVM Tank (annual payments for 5 years) - total \$853,460
- WAA #2: Inspections and Maintenance of UVM Tank (annual payments over 10 years) – total \$443,334
- WAA #3: Rehabilitation of the Redstone Tank (annual payments for 5 years) - total \$549,980
 - o First Amendment to WAA #3. Increased maximum limiting amount (MLA) by \$135,385 to \$685,365 with this cost increase entirely funded by cellular carrier AT&T.
 - o This proposed second Second Amendment to WAA #3 by \$14,238 for amended scope of work.
- WAA #4: Inspections and Maintenance of the Redstone Tank (annual payments over 10 years) – total \$220,887
- WAA #5: Installation of an FAA compliant beacon on UVM Tank - \$2,334
- WAA #6: Design of Cell Antenna Corral - \$15,000

- WAA #7: Design of Redstone Tank Structural Fortifications - \$7,204
- WAA #8: Construction cost of Redstone Tank Corral and Structural Fortifications - \$245,000
- WAA #9: Price Increase of \$135,385 from project delays, 100% funded by AT&T

This cost increase will be funded through Water Capital Outlay (460-19-400-410.9500). The rehabilitation of the Redstone Elevated Storage tank was completed earlier this year and no further amendments to this WAA #3 are anticipated. The WAA will be in effect until the 5 year payment period is completed.

MOTIONS:

The Department of Public Works and its Water Resources Division respectfully request that the Board of Finance and City Council approve the following motions:

Board of Finance Actions:

“To approve and recommend that the City Council authorize Chapin Spencer, Director of the Department of Public Works, to execute the second amendment to Work Assignment Agreement #3 with Utility Services Co. Inc. for an amount not to exceed \$14,238, subject to the final review and approval of the City Attorney’s Office.”

City Council Actions:

“To approve and authorize Chapin Spencer, authorize Chapin Spencer, Director of the Department of Public Works, to execute the second amendment to Work Assignment Agreement #3 with Utility Services Co. Inc. for an amount not to exceed \$14,238, subject to the final review and approval of the City Attorney’s Office.”

Thank you for your consideration of this request.

**SECOND AMENDMENT TO THE WORK ASSIGNMENT AGREEMENT #3
BETWEEN UTILITY SERVICES CO., INC. AND THE CITY OF BURLINGTON
REGARDING REDSTONE WATER TANK REHABILITATION**

A second amendment to the Agreement between Utility Services Co, Inc. and The City of Burlington regarding the Work Assignment Agreement #3 for Redstone Water Tank Rehabilitation (“First Amendment”) is made and entered into as of _____ by and between the City of Burlington, a Vermont municipal corporation (“City”), and Utility Services Co, Inc. (“Contractor”) (collectively, “the parties”).

Background

A. The parties entered into that certain work assignment agreement #3, dated as of July 23, 2019 (the “Work Assignment Agreement”) in order to establish the Contractor’s scope of work and payments to perform necessary rehabilitation and maintenance related to the City’s Redstone Water Tank for the Water Resources Division.

B. Due to circumstances outside of both parties’ control, various elements within Work Assignment Agreement #3 must be modified in order to complete the specified scope of work, including amendments to scope of work, increase to the maximum limiting amount and update to the annual payment schedule.

C. The parties desire to enter into this Second Amendment in order to:

- 1) Adjust the scope of work to include a) sandblasting/coating of the underground tank vault piping to increase service life, and b) replacement of tank ladder from catwalk to the roof.
- 2) Increase the total maximum limiting amount (MLA) of the agreement by \$14,238 for a total MLA of \$699,603.
- 3) Adjust the payment schedule to reflect that the \$14,238 increase will be paid with the first payment to keep the remaining four (4) payments at the original amounts.

NOW THEREFORE, in consideration of the Background described above and other good and valuable consideration, IT IS AGREED by and between the City and Contractor as follows:

1. The following changes are proposed in the First Amendment text of Agreement Section 5. (PAYMENT FOR SERVICES), Subsection A. (Contract Fee), the original text of:

“A. Contract Fee. The City shall pay Contractor in five installments as follows:

Payment Year 1:	\$245,381
Payment Year 2:	\$109,996
Payment Year 3:	\$109,996
Payment Year 4:	\$109,996
Payment Year 5:	\$109,996

Will be replaced with:

Payment Year 1:	\$259,619
Payment Year 2:	\$109,996
Payment Year 3:	\$109,996
Payment Year 4:	\$109,996
Payment Year 5:	\$109,996

The initial installments for Payment Year 1 shall be due and payable within 30 days of completion of the renovation and repairs described in §4 and Attachment A of this Contract. Each additional yearly installment payment thereafter shall be made as two equal annual payments on or before December 31 (payment 1) and on or before June 30 (payment 2) of each subsequent City Fiscal Year. Invoices for Year 2 and beyond payments shall be submitted by November 1 and May 1. Contractor agrees to accept this payment as full compensation for performance of all services and expenses (including those of subcontracts, if any) under this Contract.”

2. In Agreement Section 5. (PAYMENT FOR SERVICES), Subsection B. (Maximum Limiting Amount), the First Amendment text of:

“B. Maximum Limiting Amount. The total amount that may be paid to the Contractor for all services and expenses under this Contract shall not exceed the maximum limiting amount of **\$685,365**. The City shall not be liable to Contractor for any amount exceeding the maximum limiting amount without duly authorized written approval.”

shall be replaced with:

“B. Maximum Limiting Amount. The total amount that may be paid to the Contractor for all services and expenses under this Contract shall not exceed the maximum limiting amount

of **\$699,603**. The City shall not be liable to Contractor for any amount exceeding the maximum limiting amount without duly authorized written approval.”

3. Contractor agrees to not present the City with additional cost increases for project delays beyond the City’s control. This includes, but is not limited to, delays caused by acts of God, public health emergencies, epidemics, acts of the public enemy, acts of superior governmental authority, weather conditions, riots, rebellion, sabotage, or any other circumstances for which it is not responsible or which is not under its control.
4. Except as specifically amended by the terms of this Second Amendment, the Agreement remains in full force and effect. Unless specifically defined in this Second Amendment, all terms shall have the meanings contained in the Agreement.

IN WITNESS WHEREOF, this First Amendment is executed as of the day and date first above written.

CITY OF BURLINGTON, VERMONT

By: _____
Chapin Spencer
Director of Department of Public Works
Duly Authorized Agent

UTILITY SERVICES GROUP CO. INC.

By: _____
Duly Authorized Agent

(Print Name and Position)



August 30, 2024

Steve Roy
Burlington Public Works
235 Penny Lane
Burlington, Chittenden VT 05401

RE: Addendum to Water Tank Maintenance Contract with Utility Service Co., Inc.

Dear Mr. Roy:

This letter agreement shall serve as an addendum to the Water Tank Maintenance Contract ("Original Contract") described as follows:

Original Contract Date	Tank Name	Gallons	Type	Tank Project#	Customer #
23-JULY-2019	REDSTONE TANK	150,000	ELEVATED	147956	37193

The following changes shall be made to the Original Contract:

TERMS: The Redstone Tank shall receive the one-time repair of pipe blasting and coating and ladder replacement. The additional fee for this one-time repair shall be \$14,238.00. This amount shall be invoiced upon completion of the repair work.

Any and all other aspects of the Original Contract not addressed in this addendum shall remain unmodified and in full force and effect.

I appreciate this opportunity and look forward to working with you in the future.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jonathan Cato".

Jonathan Cato
Chief Operating Officer

Burlington Public Works, VT

Authorizing Signature: _____ **Title:** _____

The above signatory certifies that he or she is duly authorized to sign this Addendum on behalf of the entity(ies) represented.

Printed Name: _____ **Date:** _____

Board of Finance and City Council Submission Checklist

Department: DPW-Water Resources Submitter: Steve Roy/Megan Moir

Title/Subject: Redstone Tank Second Amendment to WAA#3

	Approval:	Meeting Date:
☐	Board of Finance	
☐	City Council	Click or tap to enter a date.
☒	Concurrent	12/16/2024

This form must be completed by the person submitting the materials, and sent with the final submission. Please do not indicate that a signoff was received until it has actually been obtained.

Signoffs Received

Signoff Needed	Received	Date Received	Note
Department Head	Yes	12/10/24	Chapin Spencer
Mayor's Office informed and approved memo	Yes	12/11/24	Erin Jacobsen
Board/Commission, if required			
City Attorney's Office has approved contract and/or legal documents, -Identify attorney in note	Yes	11/13/24	Erik Ramakrishnan
City Attorney's Office has approved memo and motion(s) or resolution(s) -Identify attorney in note	Yes	12/10/24	Erik Ramakrishnan
CAO has reviewed budget, financing, and memo	YES	12/10/24	Katherine Schad
Human Resources, if personnel action -Identify HR Manager in note	N/A	Click or tap to enter a date.	Click or tap here to enter text.
CIO, if an IT-related investment/purchase	N/A	Click or tap to enter a date.	Click or tap here to enter text.

Materials Included

	Included?	Note
Final Memo Attached?	Yes	Click or tap here to enter text.
Contract Attached, if applicable?	Yes	Click or tap here to enter text.
Additional Materials, if necessary	Yes	USG Cost Proposal
Draft Resolution or Motion?	N/A	Click or tap here to enter text.
If for submission to Council, are sponsors identified?	N/A	Click or tap here to enter text.



FY2025 Budget to Actuals Review through October 31, 2024

December 16, 2024



FY25 Budget to Actuals Overview through Oct. 31st

Presentation Goals:

1. Review FY2025 Budget to Actuals in total
2. Revenue Review – deeper dive into the “Big 5” revenues
3. Gross Receipt year-over-year comparison
4. Expenditure Review – Large City Departments
5. Conclusion & Recommendations



FY25 Budget to Actuals Overview through Oct. 31st

Revenue Category	Amended Budget	YTD Transactions	% Used/Rec'd	Projected Revenue	Prior Year Total
Tax & Tax Equivalents	\$ 75,322,585	\$ 25,633,252	34%	\$ 73,151,928	\$ 66,273,900
Property Taxes	\$ 53,786,284	\$ 18,787,748	35%	\$ 53,624,925	\$ 48,056,783
Sales Tax Equivalents	\$ 13,400,165	\$ 2,286,636	17%	\$ 11,523,157	\$ 10,433,509
PILOT, Dev Fees, FFS	\$ 8,136,136	\$ 4,558,868	56%	\$ 8,003,846	\$ 7,783,607
Direct	\$ 14,205,369	\$ 4,899,576	34%	\$ 13,495,101	\$ 12,584,407
FFS & Sales	\$ 14,205,369	\$ 4,899,576	34%	\$ 13,495,101	\$ 12,584,407
Non-Receipts	\$ 11,070,521	\$ 1,933,527	17%	\$ 9,982,521	\$ 7,361,382
Budget Balancing	\$ 1,088,000	\$ -	0%	\$ -	\$ -
Intra-City Xfers	\$ 9,943,121	\$ 1,897,193	19%	\$ 9,943,121	\$ 7,327,913
Pass-Through	\$ 39,400	\$ 36,334	92%	\$ 39,400	\$ 33,469
Ancillary	\$ 5,290,098	\$ 2,298,741	43%	\$ 4,616,218	\$ 5,729,457
Leases & Rent	\$ 1,177,661	\$ 368,774	31%	\$ 1,106,321	\$ 1,174,227
Miscellaneous	\$ 411,149	\$ 48,511	12%	\$ 411,149	\$ 95,945
Investments & Savings	\$ 1,455,437	\$ 1,272,811	87%	\$ 1,272,811	\$ 2,294,729
Fines & Penalties	\$ 2,245,851	\$ 608,646	27%	\$ 1,825,938	\$ 2,164,556
Charity	\$ 2,382,817	\$ 1,572,163	66%	\$ 2,517,606	\$ 4,072,152
Foundations & Grants	\$ 1,355,317	\$ 1,184,733	87%	\$ 1,355,317	\$ 3,165,964
Contributions, Donations, Gifts	\$ 1,027,500	\$ 387,430	38%	\$ 1,162,289	\$ 906,187
Revenue Total	\$ 108,271,390	\$ 36,337,260	34%	\$ 103,763,374	\$ 96,021,298
Expense Category	Amended Budget	YTD Transactions	% Used/Rec'd	Projected Expenses	Prior Year Total
Personnel Services	\$ 67,053,873	\$ 21,256,434	32%	\$ 62,635,626	\$ 60,834,385
Capital Equipment	\$ 1,083,929	\$ 115,430	11%	\$ 1,083,929	\$ 429,701
General Operating	\$ 15,153,201	\$ 4,530,846	30%	\$ 15,153,201	\$ 13,337,331
Regional Programs	\$ 3,480,004	\$ 1,032,197	30%	\$ 3,480,004	\$ 3,598,974
Debt Service	\$ 7,970,125	\$ 6,020,715	76%	\$ 7,970,125	\$ 7,194,896
Interfund	\$ 13,530,258	\$ 4,141,105	31%	\$ 13,530,258	\$ 12,601,480
Expense Total	\$ 108,271,390	\$ 37,096,727	34%	\$ 103,853,143	\$ 97,996,766
				\$ (89,769)	Projected Surplus/(Deficit)



FY25 – Review of Big 5 Revenues

Big 5 Revenues	Budget	YTD Actuals	Projected Revenue	Proj. Surplus/(Deficit)
Property Taxes	53,786,284.00	18,787,747.59	53,624,925.15	(161,358.85)
PILOT, FFS, & Development Fees	8,136,136.00	4,558,867.81	8,136,136.00	-
Gross Receipts	7,270,000.00	2,071,474.30	6,000,000.00	(1,270,000.00)
Local Option Tax	3,400,000.00	803,397.71	3,213,590.84	(186,409.16)
Franchise Fees	2,605,165.00	725,311.43	2,175,934.29	(429,230.71)
Total	75,197,585.00	26,946,798.84	73,150,586.28	(2,046,998.72)

- **Property Taxes:** Tracking on budget - based on historical collections trends, we assume a collection of 99.7% in any given fiscal year.
- **Payment in Lieu of Taxes (PILOT), Fee For Service (FFS), & Development Fees:** Based on collections to date, all indications are that nearly 100% of the FY25 budgeted revenue will be collected.



FY25 – Review of Big 5 Revenues

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Total	75,197,585.00	26,946,798.84	73,150,586.28	(2,046,998.72)

- **Gross Receipts (GR):** Based on gross receipts revenues through October 31st, gross receipts are on track to outpace FY24 levels by \$1.3M. However, with rates increasing at the beginning of FY25 the City could have budgeted this too aggressively and if trends continue, actual **gross receipts could be under-budget by \$1.2M.** (see further analysis on next slide)
- **Local Option Tax (LOT):** This 1% is added on top of the sales, meals, rooms, or alcoholic beverage tax and collected by the State. The City receives reimbursement quarterly and has only received one payment so far this fiscal year. **We expect this to come in slightly under-budget.**
- **Franchise Fees (FF):** Paid by services and utilities to the City for the use of its streets, this is a percentage of gross sales. While a bit early to tell, if year-to-date trends continue, **we expect this to come in under-budget unless trends change.**



FY25 – Gross Receipts Year to Year Comparison through October 31st 2024

	Sales Type	2025	2024	Change	
# of submissions	Admissions	23	27	(4)	-14.8%
	Alcohol	276	310	(34)	-11.0%
	Amusements	11	9	2	22.2%
	Meals	541	625	(84)	-13.4%
	Rooms	29	34	(5)	-14.7%
	Short-term Rentals	24	26	(2)	-7.7%
# of submissions	Total	904	1,031	(127)	-12.3%

Gross Receipts Tax submissions to CT are down -12.3% in FY25. This may indicate that both the Sales and Tax figures below could increase once more submissions are collected.

	Sales Type	2025	2024	Change	
Gross Sales (pre-GR tax)	Admissions	1,287,380	1,971,925	(684,545)	-34.7%
	Alcohol	11,157,732	13,178,074	(2,020,342)	-15.3%
	Amusements	187,091	186,183	908	0.5%
	Meals	36,177,819	39,932,475	(3,754,656)	-9.4%
	Rooms	17,925,339	18,830,488	(905,149)	-4.8%
	Short-term Rentals	2,597,958	2,770,886	(172,928)	-6.2%
Gross Sales (pre-GR tax)	Total	69,333,319	76,870,032	(7,536,712)	-9.8%

Comparing July-October in both FY25 and FY24, Gross Sales appears down \$7.5M or (-9.8%).

	Sales Type	2025	2024	Change	
Gross Receipts Tax	Admissions	26,892	39,439	(12,546)	-31.8%
	Alcohol	258,956	263,562	(4,606)	-1.7%
	Amusements	4,643	3,724	919	24.7%
	Meals	843,184	798,649	44,535	5.6%
	Rooms	603,683	376,610	227,074	60.3%
	Short-term Rentals	233,816	249,380	(15,564)	-6.2%
Gross Receipts Tax	Total	1,971,175	1,731,363	239,812	13.9%

However, due to the tax increases on Rooms (2% increase) and Meals (0.5% increase), the Gross Receipts Tax figures in FY25 are ahead of FY24 by \$239,812 or (+%13.9%).



FY25 – Gross Receipts Year to Year Comparison

County Summary	Period to Period Change
Vermont	-1.4%
Addison	-10.1%
Bennington	-8.5%
Caledonia	-5.9%
Chittenden	-5.1%
Essex	-9.2%
Franklin	-3.3%
Grand Isle	-7.9%
Lamoille	-0.9%
Orange	3.4%
Orleans	-5.0%
Other	0.6%
Rutland	2.1%
Washington	-3.0%
Windham	-3.2%
Windsor	10.0%

State of Vermont Department of Taxes		75 Day Processing
Summary of Towns with 10 or more reporting accounts		Period to Period Change
BURLINGTON		-5.3%
COLCHESTER		-6.7%
ESSEX		-5.6%
SHELBURNE		5.1%
SOUTH BURLINGTON		1.3%
WILLISTON		-16.0%
WINOOSKI		1.8%

Per VT Tax Department Sales & Use Tax data, this appears to be a **trend across Vermont in all counties** except Windsor & Rutland.

Source: 2024 Q2 Sales & Use Tax <https://tax.vermont.gov/document/sales-and-use-tax-statistics-q2-2024-preliminary>



FY25 Expenditures – Large Depts.

Department	Amended Budget	YTD Transactions	%	Budget - YTD Transactions
Fire	\$ 17,207,947.00	\$ 5,563,294.85	32%	\$ 11,644,652.15
Police	\$ 21,069,855.00	\$ 6,262,877.95	30%	\$ 14,806,977.05
Public Works	\$ 10,458,493.00	\$ 2,540,500.07	24%	\$ 7,917,992.93
BPRW	\$ 10,956,193.00	\$ 3,927,051.68	36%	\$ 7,029,141.32
Total	\$ 59,692,488.00	\$ 18,293,724.55	31%	\$ 41,398,763.45
	Target Spend	\$ 19,877,598.50		
	Underbudget	\$ (1,583,873.95)		

- Expenditures are tracking predictably through October 31st (33% through the fiscal year).
- Spending in Police and Fire, by far the largest departments, are both exactly as expected at 30% and 32%.
- Public Works had a number of vacancies to begin the Fiscal Year, which results in their below-target figure to date.
- BPRW is fully staffed and has been since the end of FY24 – increases to salaries through reclass tip the budget ahead of target.
- City-wide projections for Personnel costs appear to be below budget by \$4.4M. A majority of this projected savings stems from the 14% vacancy rate of sworn officers in BPD. The remainder accounts for historical attrition through turnover across the other city departments.
- All other spending categories (Capital Equipment, General Operating, Regional Programs, Debt Service, and Interfund) should all be assumed to expend 100% of the budget until later in the fiscal year, when more data is available to make the estimates more precise. History proves this is a conservative, but wise approach, though many of these categories end the year underbudget in a small amount.



FY25 Budget to Actuals Conclusion

- After 33% of the fiscal year, both Revenues and Expenditures are both projecting \$4.5M below the FY25 budget.
 - That is typical for most fiscal years in recent history.
 - Revenues and expenditures are tracking to break even in FY25.
- **Downside**
 - Gross Receipts – requires additional review in January to revise revenue estimates. If gross sales continue the downward trend that has persisted in most of VT in Calendar Year 2024, we will need to mitigate revenue loss with a corresponding reduction in expenditures.
 - Intra-city Transfers – \$2M of this revenue source is based on DPW project billing and reimbursements. In the last two fiscal years, those categories have lagged behind budgets – either through slow reimbursement or lack of available billing. If that trend continues, we will have to find offsets in General Fund spending.
- **Upside**
 - Gross Receipts normalizes to our budgeted figures through the winter months.
- **Recommendation:** Don't make changes currently but re-evaluate after January. In the meantime, CT will prepare a “just-in-case” menu of options to reduce FY25 expenses to ensure the budget balances by the end of the fiscal year.

Resolution Relating to

AUTHORIZATION TO ACCEPT U.S. DEPARTMENT OF
TRANSPORTATION INNOVATIVE FINANCE AND ASSET
CONCESSION GRANT OF \$1 MILLION FOR SOUTH END
COORDINATED REDEVELOPMENT

RESOLUTION _____
Sponsor(s): Bd. of Finance
Introduced: _____
Referred to: _____
Action: _____
Date: _____
Signed by Mayor: _____

CITY OF BURLINGTON

In the year Two Thousand Twenty-Four.....

Resolved by the City Council of the City of Burlington, as follows:

- 1 That WHEREAS, the city’s South End has evolved from an active industrial and manufacturing hub,
2 through a period of high vacancy rates in the 1970s, and into a creative district that is still the geographic and
3 economic hub of industry and manufacturing in Burlington; and
4 WHEREAS, the South End represents just 4% of the city’s total land area, and is home to nearly half
5 of the city’s office and industrial space – employing over 6,000 people in ~500 businesses, from artists and
6 makers to companies large and small; and
7 WHEREAS, Burlington residents and the greater community called for zoning amendments that
8 continue to support arts and artists, light manufacturing, and innovation sector start-ups, while allowing
9 residential use and limit heavy manufacturing (planBTV South End, 2019); and
10 WHEREAS, in July 2023, the City Council unanimously approved the South End Innovation District
11 (SEID) Zoning Amendment, which was intended to promote a vibrant urban district with a mix of uses,
12 including hundreds of new homes and neighbors coexisting with new spaces for the arts, light manufacturing,
13 higher education and other commercial uses; and
14 WHEREAS, Burlington Community Development Corporation, a nonprofit affiliate of the City, owns
15 68 Sears Lane; Ride Your Bike, LLC owns 125 Lakeside Avenue; and Champlain College owns 175 Lakeside
16 Avenue, and collectively these parties (the “Parties”) own contiguous parcels totaling 13.3 acres in the core of
17 the new SEID; and
18 WHEREAS, on January 31, 2023, the Parties entered into a Memorandum of Understanding to
19 facilitate a conceptual design framework and infrastructure assessments for the coordinated redevelopment of
20 these parcels resulting in a vibrant, sustainable and accessible mixed-use neighborhood; and
21 WHEREAS, the Parties view this is a unique opportunity to develop a new sustainable, walkable, bike-
22 friendly, mixed-income neighborhood with public open spaces and resilient green infrastructure, and that
23 coordinated redevelopment will result in a sum that is far greater than its parts; and

AUTHORIZATION TO ACCEPT U.S. DEPARTMENT OF
TRANSPORTATION INNOVATIVE FINANCE AND ASSET CONCESSION
GRANT OF \$1 MILLION FOR SOUTH END COORDINATED
REDEVELOPMENT

24 WHEREAS, the Parties acknowledge the ongoing conceptual design must be informed by the overall
25 water, wastewater, stormwater, traffic and parking projections – which in turn will enable the Parties to better
26 understand the magnitude of infrastructure constraints and develop strategies to address such constraints; and

27 WHEREAS, the Parties have been working together for nearly 2 years to develop a shared
28 understanding of the infrastructure opportunities and constraints for a transit-oriented-development with
29 funding from the Chittenden County Regional Planning Commission and the Vermont Agency of Commerce
30 and Community Development; and

31 WHEREAS, on March 11, 2024, the City Council approved a Pre-Development Agreement among the
32 Parties to engage in joint planning for the “South End Coordinated Redevelopment (SECORD)” of the subject
33 parcels noted above in a coordinated fashion with a mixed-use development project; and

34 WHEREAS, in May 2024, the Community & Economic Development (CEDO) in conjunction with the
35 Clerk/Treasurer’s Office Grant Team submitted an application for funding to the US Department of
36 Transportation under the Innovative Finance and Asset Concession Grant Program to assist the city and its
37 partners in delivering the desired Transit-Oriented Development (TOD) neighborhood by procuring additional
38 technical expertise to complete financial modeling, legal negotiations, civil engineering, environmental site
39 assessments, landscape architecture, feasibility studies, and engagement activities; and

40 WHEREAS, the City’s application was successful and the U.S. Department of Transportation awarded
41 \$1 million in grant funding to be used for the purposes detailed in the above paragraph over a three-year
42 period with no local match requirements; and

43 WHEREAS, on December 16, 2024, the Board of Finance recommended to the City Council that the
44 Director of CEDO be authorized to execute a U.S. Department of Transportation Innovative Finance and
45 Asset Concession Grant Program Cooperative Agreement for \$1,000,000 to enable the City to procure
46 additional technical expertise as detailed in the following paragraph;

47 NOW, THEREFORE, BE IT RESOLVED that the City Council authorizes the Director of CEDO to
48 execute a U.S. Department of Transportation Innovative Finance and Asset Concession Grant Program
49 Cooperative Agreement for \$1,000,000 to enable the City to procure additional technical expertise to complete
50 financial modeling, legal negotiations, civil engineering, environmental site assessments, landscape
51 architecture, feasibility studies, and engagement activities as further detailed in the City’s May 2024
52 application to the U.S. DOT; and

AUTHORIZATION TO ACCEPT U.S. DEPARTMENT OF
TRANSPORTATION INNOVATIVE FINANCE AND ASSET CONCESSION
GRANT OF \$1 MILLION FOR SOUTH END COORDINATED
REDEVELOPMENT

53 BE IT FURTHER RESOLVED that the City Council authorizes the Director of CEDO to take such
54 further actions, and to execute such further instruments approved as to form by the City Attorney, as may be
55 necessary or convenient to facilitate the transactions contemplated hereby; and

56 BE IT FURTHER RESOLVED that the Director of CEDO may execute amendments to the
57 cooperative agreement, provided that any City match associated with such an amendment is within staff's
58 approval authority pursuant to the City's purchasing policy.

59

60 *BTP/Resolutions 2024/Authorization To Accept U.S. Department Of Transportation Innovative Finance And Asset Concession Grant Of \$1 Million*
61 *For South End Coordinated Redevelopment*
62 *12/06/2024*



COMMUNITY & ECONOMIC DEVELOPMENT OFFICE

149 CHURCH STREET • ROOM 32 • CITY HALL • BURLINGTON, VT 05401
(802) 865-7144 • (802) 865-7024 (FAX)
www.burlingtonvt.gov/cedo

TO: Board of Finance and City Council
FROM: Brian Pine, CEDO Director
DATE: December 9, 2024
RE: Acceptance of \$1M grant under the USDOT innovative Finance and Asset Concession Grant Program

The memo accompanies the resolution for your consideration at the concurrent meetings to be held on December 16, 2024. Specifically, we are seeking BoF and Council authorization for the City accept the grant award that is described in this memo.

As you may recall, the City Council approved a Pre-Development Agreement among the Parties in March 2024 to engage in joint planning for the “South End Coordinated Redevelopment (SECORD)” of parcels owned by the Burlington Community Development Corporation, Ride Your Bike, LLC and Champlain College in a coordinated fashion with a mixed-use development project.

Faced with constrained staff capacity across the participating City departments, CEDO developed a grant application in conjunction with the Clerk/Treasurer’s Office Grant Team for funding to the US Department of Transportation under the Innovative Finance and Asset Concession Grant Program. This new program was created under the Infrastructure Investment and Jobs Act (Pub. L. 117-58) (also referred to as the Bipartisan Infrastructure Law or BIL) to provide grants to enhance the technical capacity of eligible public entities to facilitate and evaluate public-private partnerships. The USDOT prioritized projects that advance the Departmental priorities of safety, equity, climate and sustainability, and workforce development, job quality, and wealth creation consistent with the USDOT Strategic Plan.

A grant of \$1M was sought to assist the city and its partners in delivering the desired Transit-Oriented Development (TOD) neighborhood. Fortunately, the City’s application was successful and the USDOT awarded \$1 million to fund pre-development activities over a three-year period with no local match requirements. The funding will enable the City to procure additional technical expertise to complete financial modeling, legal negotiations, project management, civil engineering, environmental site assessments, landscape architecture, feasibility studies, and engagement activities as further detailed in the City’s May 2024 application to the USDOT.

As always, please reach out if you wish to discuss this request.

Board of Finance and City Council Submission Checklist

Department: CEDO Submitter: Brian Pine

Title/Subject: Authorization to Accept USDOT Grant for South End Coordinated Redevelopment

	Approval:	Meeting Date:
☐	Board of Finance	Click or tap to enter a date.
☐	City Council	Click or tap to enter a date.
☒	Concurrent	12/16/2024

This form must be completed by the person submitting the materials, and sent with the final submission. Please do not indicate that a signoff was received until it has actually been obtained.

Signoffs Received

Signoff Needed	Received	Date Received	Note
Department Head	Yes	12/6/2024	Brian Pine
Mayor's Office informed and approved memo	Yes	12/12/2024	Erin Jacobsen
Board/Commission, if required	N/A	Click or tap to enter a date.	Click or tap here to enter text.
City Attorney's Office has approved contract and/or legal documents, -Identify attorney in note	Yes	12/9/2024	IFACGP Cooperative Agreement
City Attorney's Office has approved memo and motion(s) or resolution(s) -Identify attorney in note	Yes	12/9/2024	Erik Ramakrishnan
CAO has reviewed budget, financing, and memo	Yes	12/12/2024	Katherine Schad
Human Resources, if personnel action -Identify HR Manager in note	N/A	Click or tap to enter a date.	Click or tap here to enter text.
CIO, if an IT-related investment/purchase	N/A	Click or tap to enter a date.	Click or tap here to enter text.

Materials Included

	Included?	Note
Final Memo Attached?	Yes	Memo attached
Contract Attached, if applicable?	No	Contract available upon request
Additional Materials, if necessary	N/A	Click or tap here to enter text.
Draft Resolution or Motion?	Yes	Resolution contains required authorization
If for submission to Council, are sponsors identified?	Yes	Board of Finance



To: Board of Finance and City Council

From: Cindi Wight, Director of Parks, Recreation & Waterfront

CC: Orieta Glozheni, Human Resources Manager, Gary Roger, Recreation Superintendent

Date: December 16, 2024

Re: Re-classification of one position, the Recreation Assistant, in the Department of Parks, Recreation and Waterfront

Executive Summary:

Burlington Parks, Recreation & Waterfront ("BPRW") is requesting the re-classification of the Recreation Assistant position.

Background:

Reclassifying the part-time position at the CORE Adult Center by adding more tasks to support the Recreation Specialist offers several benefits, including increased efficiency with task delegation and time saving; enhanced program quality with additional support and new ideas, and better service to the community with more availability, and increased accessibility. Overall, this will improve operations at the CORE Adult Center, allowing our full-time Recreation Specialist to shift away from Direct Service with participants and focus more on new program development for our seniors and other adults.

For the Recreation Specialist to be freed of being on-site daily at the CORE Adult Center, we need to update the Recreation Assistant job description to include the necessary duties that allow for the part-time employee to operate the facility without the Recreation Specialist being onsite with them. The salary increase attached to this re-classification amounts to less than \$2,000/year. The Recreation Team is confident that annual revenue from our senior and adult programs will increase by more than that amount due to the Recreation Specialist concentrating on new program development. More importantly, this re-classification will allow our department to provide more programs and services to seniors and adults in Burlington.



Financial Impact:

Position	Current Grade/Step	Current Rate	Proposed Grade/Step	FY25 New Rate
Recreation Assistant	9/10	\$23.40/hr.	12/4	\$24.88/hr

Motions:

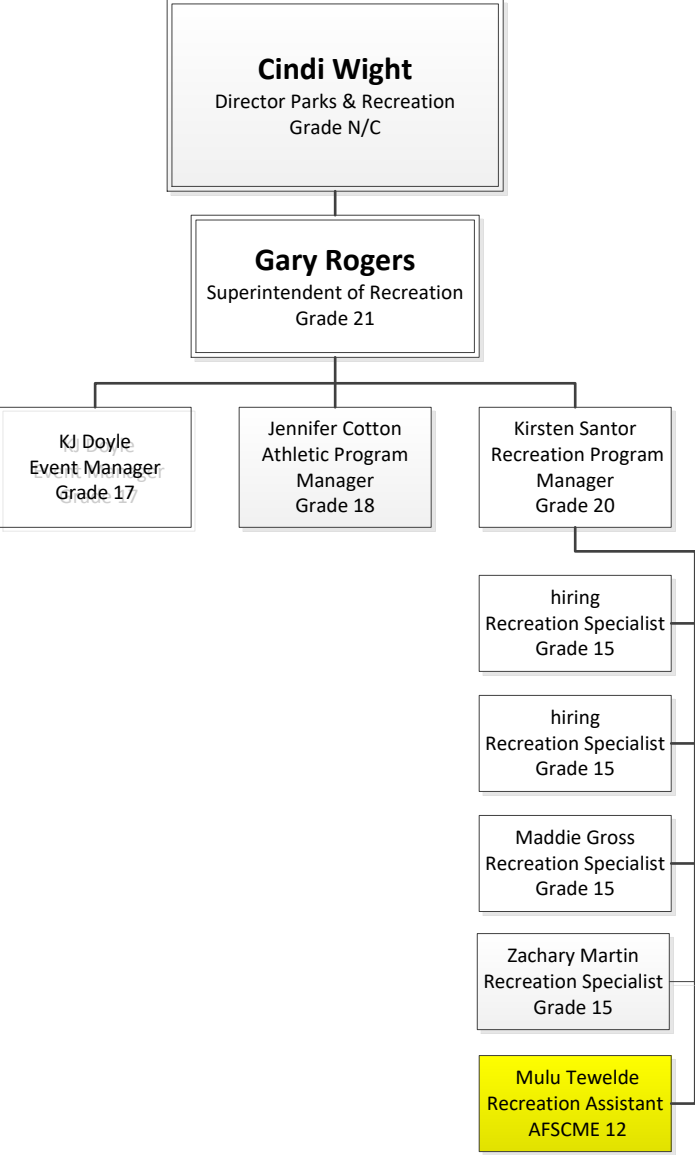
Board of Finance Motion

To approve and recommend that the City Council approve and authorize the reclassification of the Recreation Assistant, a regular, part-time, non-exempt, AFSCME, Grade 9 position to a regular, part-time, non-exempt, AFSCME, Grade 12 position in the Department of Parks, Recreation & Waterfront.

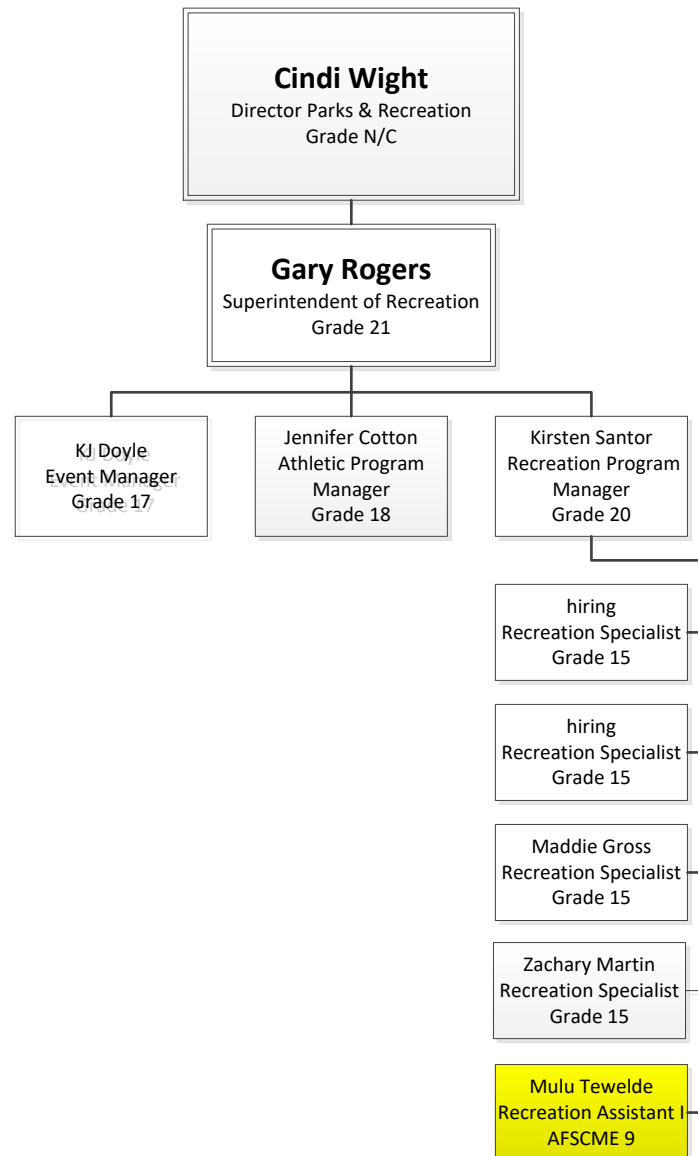
City Council Motion

To approve and authorize the reclassification of the Recreation Assistant, a regular, part-time, non-exempt, AFSCME, Grade 9 position to a regular, part-time, non-exempt, AFSCME, Grade 12 position in the Department of Parks, Recreation & Waterfront.

BPRW-
Recreation Division
City of Burlington
December 2024



**BPRW-
Recreation Division
City of Burlington
December 2024**



City of Burlington Job Description

Position Title: Recreation Assistant~~1~~

Department: Parks, Recreation & Waterfront

Reports to: Recreation Program Manager

Pay Grade: ~~129~~

Job Code: Regular Part-Time

Remote Work Tier: 1

Exempt/Non-Exempt: Non-Exempt

Union: AFCSME

General Purpose: This position is responsible for supporting and facilitating the programming of the Burlington Parks, Recreation & Waterfront CORE Adult Center. This position provides direct service to the CORE Adult Center through programming and meal delivery.

~~**General Purpose:** Responsibilities include assisting Recreation Specialists in developing operations for the senior adult program as well as assisting with general Recreation Division needs. Priority is to ensure nutrition program is operating in a safe & professional manner and in accordance with Health Department regulations. Assist in the preparation and delivery of other senior adult programs and services.~~

~~**Essential Job Functions:** Works directly with the Recreation Specialist to ensure optimum delivery of service. Assists in meal preps, clean up and related duties with the Senior Congregate Meals Program and related events. Trains volunteers in food safety and maintains open communication with volunteers and staff. Assists in the delivery of classes, clinics and events for senior center participants along with supporting other recreation programs.~~

Essential Job Functions:

- Prepare and serve meals to program participants including, but not limited to:
 - Understanding and following all Health Dept. codes and regulations regarding preparing and serving food
 - Assist in special event food preparation when necessary
 - Assist in delivery of meals when necessary.
 - Maintain cleanliness of kitchen and maintain inventory of kitchen supplies
 - Adhere to AgeWell meal guidelines including maintaining appropriate records, sending reports, and placing meal orders.
- Facilitate program delivery including, but not limited to:
 - Provide good customer service to participants
 - Register new participants
 - Handle all membership payments
 - Occasionally facilitating programs
 - Communicating and supporting volunteers
 - Working with programmer to develop monthly program calendar
 - Making recommendations for new programs

- Maintain participation records
- Support the physical aspects of running the program including, but not limited to:
 - Cleaning and organizing spaces during times participants are absent
 - Performing a weekly inventory of supplies
 - Ordering or purchasing supplies
 - Assist with providing information to public and participants about ongoing programs, as well as, potential new programs
 - Coordinate program access through SSTA transportation
 - Supporting participants during programs, including conflict management
 - Assist with morning set-up and afternoon break-down of spaces
 - Answering phone or making phone calls to participants regarding upcoming programs in a professional manner when necessary
 - Ensure that all programs and activities comply with department safety rules and regulations
- Attend individual and department meetings as required.

Essential Job Functions:

- Prepare and serve meals to program participants including, but not limited to:
 - Understanding and following all Health Dept. codes and regulations regarding preparing and serving food
 - Assist in special event food preparation when necessary
 - Assist in delivery of meals when necessary
 - Maintain cleanliness of kitchen and maintain inventory of kitchen supplies
 - Maintain appropriate records for meals including number of meals served, temperatures and quality of food received including monitoring the sign-in process when participants arrive at the center or receive their meal at home or other site.
 - Prepare monthly meal records and contribute information for recording volunteer hours
- Actively participate in program delivery including, but not limited to:
 - Assisting programmer with program delivery
 - Working with programmer to develop new programs
 - Supporting participants during programs
- Support the physical aspects of running the program including, but not limited to:
 - Provide good customer service to participants
 - Cleaning and organizing spaces during times participants are absent
 - Performing a weekly inventory of supplies
 - Assist with providing information to public and participants about ongoing programs, as well as, potential new programs
 - Assist with mobility issues, including those who are transported to and from center
 - Assist with morning set-up and afternoon break-down of spaces
 - Answering phone or making phone calls to participants regarding upcoming programs in a professional manner when necessary
 - Ensure that all programs and activities comply with department safety rules and regulations

Secondary Job Functions

- Assist programming and events team as needed
- Attend individual and department meetings as required.

Non-Essential Job Functions:

- Performs other duties as required

Qualifications/Basic Job Requirements:

- High School Diploma or equivalent education with a minimum one year of experience with food preparation preferred.
- Knowledge of the principles and practices of senior programming and senior community engagement is preferred.
- Ability to communicate effectively both orally and in writing.
- Ability to work weekdays
- Ability to learn and use computerized word processing and data base management software for correspondence and promotional material preparation and distribution.
- Ability to lift over 30 pounds for extended periods of time when required for meal program set up, delivery and take down.
- Ability to actively support City diversity, equity, and cultural competency efforts within stated job responsibilities and work effectively across diverse cultures and constituencies.
- Demonstrated commitment to diversity, equity and inclusion as evidenced by ongoing trainings and professional development.
- Regular attendance is necessary and is essential to meeting the expectations of the job functions.
- Ability to obtain First Aid/CPR/AED certification.
- Ability to understand and comply with City standards, safety rules and personnel policies.

Physical & Mental/Reasoning Requirements; Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position. Upon request for a reasonable accommodation, the City may be able to adjust or excuse one or more of these requirements, depending on the requirement, the essential function to which it relates, and the proposed accommodation.

☐ seeing	☐ ability to move distances	☐ lifting (specify)
☐ color perception	within and between	☐ 30_ pounds
(red, green, amber)	warehouses/offices	☐ carrying (specify)
☐ hearing/listening	☐ climbing	☐ 30_ pounds
☐ clear speech	☐ ability to mount and	☐ driving (local/over
☐ touching	dismount forklift/truck	the road)
☐ dexterity	☐ pushing/pulling	
☐ hand		
☐ finger		

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☒ reading - basic	☒ math skills - basic	☒ analysis/comprehension
☐ reading - complex	☐ math skills - complex	☒ judgment/decision making
☒ writing - basic	☒ clerical	☐ pressurized equipment
☐ writing - complex	☐ outside	☒ moving objects
☒ shift work	☒ extreme heat	☒ high places
☐ works alone	☒ extreme cold	☒ fumes/odors
☒ works with others	☒ noise	☐ hazardous materials
☒ verbal contact w/others	☒ mechanical equipment	☒ dirt/dust
☒ face-to-face contact	☐ electrical equipment	
☒ inside		

Supervision:

Directly Supervises: 0 Indirectly Supervises: 0

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

Approvals:

Department Head: _____ Date: _____

Human Resources: _____ Date: _____

Revised March 2023

Revised December 2024



MEMORANDUM

TO: City of Burlington, Finance Board
City of Burlington, City Council

FROM: Jon Murad, Chief of Police

CC: Shannon Trammell, Executive Manager

DATE: December 16, 2024

SUBJECT: Reclassification request for Records Clerk position

REQUEST

The Burlington Police Department (BPD) seeks to reclassify the role of Records Clerk. We propose the following:

- Reclassification of the Records Clerk, a Regular, Full-time, Non-Exempt, Grade 13, AFSCME position to a Regular, Full-time, Non-Exempt, Grade 15, AFSCME position.

EXECUTIVE SUMMARY

Role Description:

The Records Clerks are an integral part of BPD's operations. As BPD has had to adapt to staffing challenges, the Record Clerks have also had to take on more responsibilities to compensate. Some of those include:

- Process and assign incoming online reports. Process follow-up emails and supplemental information provided to the reports including but not limited to: photos, video, witness statements, etc.
- Process case status emails from the State's Attorney's Office and log according to Department policy.
- Compile and process all cases for court before court appointed deadlines including but not limited to; affidavits, criminal histories, incident details and supplemental case documents.
- Process and mail Youth Substance Awareness and Safety Program (YSASP) tickets to the Community Justice Center (CJC) office
- Act as back-up for TRO's and Subpoena notification.

- Complete tasks associated with protection orders as required, to include; reviewing, entering, putting out for service, and tracking and auditing.

Financial Impact

Position	Current Grade / Step	FY25 Salary	Proposed Grade / Step	FY25 Reclassified Salary	FY25 Impact
Records Clerk (4 positions)	(2 @) 13/10	\$58,892.60	15/5	\$62,263.76	\$12,334.14
	13/2	\$52,548.60	15/1	\$57,857.28	
	13/1	\$51,573.50	15/1	\$57,857.28	

The FY25 Impact will be absorbed through current Division vacancies and position savings from the retirement of a Records Clerk after 49-years of service.

This position will not result in any additional staff and it will remain a full-time, AFSCME position.

ATTACHMENTS

A. Records Clerk Job Description

MOTIONS

The Burlington Police Department respectfully requests the Board of Finance and City Council approve the following motions:

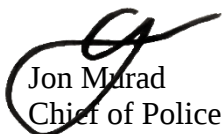
Board of Finance:

To approve and recommend that the City Council approve and authorize the reclassification of the 4 (four) Records Clerk positions, Regular, Full-time, Non-Exempt, AFSME, Grade 13 positions to Regular, Full-time, Non-Exempt, AFSCME, Grade 15 positions within the Burlington Police Department.

City Council:

To approve and authorize the reclassification of the 4 (four) Records Clerk positions, Regular, Full-time, Non-Exempt, AFSME, Grade 13 positions to Regular, Full-time, Non-Exempt, AFSCME, Grade 15 positions within the Burlington Police Department.

Respectfully and sincerely,


Jon Murad
Chief of Police

City of Burlington Job Description

Position Title: Records Clerk

Department: Police Department

Reports to: Administrative Service Bureau Lieutenant

Pay Grade: ~~13~~15

Job Code: 213

Exempt/Non-Exempt: Non-Exempt

Union: AFSCME

Remote Work Rating: Tier 1

General Purpose: This position is responsible for receiving and maintaining the records of all division of the Burlington Police Department. Provide accurate responses to all inquiries related to the Burlington Police Department and other records.

Essential Job Functions: (This section outlines the fundamental job functions that must be performed in this position. The “Qualifications/Basic Job Requirements” and the “Physical and Mental/Reasoning Requirements and Work Environment” state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position.)

- Receive, record and maintain all confidential report documents for the operational Bureaus of the Police Department.
- Check for accuracy and completeness and record information from police reports, including but not limited to; subpoenas, family court work, ~~evidence tags~~, supplement reports. Link documentation into the Records Management Databases.
- Accurately enter, verify, cancel, and audit criminal warrants in the Records Management: [Vermont Orders and Warrants System \(VOWS\)](#), Vermont Criminal Information Center, and National Crime Information Center Databases and file hardcopies.
- Produce detailed case reports documenting highly confidential information as requested for all maintained information in the Records Management Databases.
- Receive, record, and scan all traffic tickets, municipal tickets, warnings, accident reports, Incident data, [trespasses](#), and Case data into the records management system.
- Audit all Case reports for compliance with Federal Incident Based Reporting System and bring any non-compliant cases up to standard. Submit monthly National Incident-Based Reporting System ([NIBRS](#)) data to the State and/or FBI in compliance with Federal law, [in addition to quarterly LEOKA audit.](#)
- Provide information to the general public and law enforcement agencies via phone or in person.
- Research [and fulfill](#) all requests for information (including but not limited to [FOIA requests](#)) ~~such as~~ -copies of incidents, affidavits, ~~and~~ accidents, [tickets](#), criminal background checks, ~~and animal disturbances~~ [other calls for service](#).
- Accurately research records management databases, State and Federal Criminal history databases and correspond with reports of records to State and Federal Law Enforcement Agencies, Prosecutors, insurance companies, other City departments, and members of the

public. These inquiries may include but not limited to; Criminal Investigations; prosecutions; Pre-employment background investigations; and general inquiries.

- Maintain records of missing persons, stolen vehicles, [firearms](#) and stolen articles entered into the NCIC computer database for regular Federal audits of same. [Entry of Violent Person Files and the corresponding audit.](#)
- Receive, sort, and distribute mail.
- Conduct paper filing – research and re-filing – for Incidents and Cases that occurred prior to 2003.
- Prepare reports of call for service activity from computer databases for Police Administration, other City departments, and members of the public.
- Receive and maintain logs of disposed cases to be forwarded to the Identification unit for evidence disposal.
- Maintain and publicize available Criminal and Municipal Court dates for department use.
- Ensure that Court ordered Expungements are properly handled and records removed from general circulation and/or returned to Court to be sealed.
- Produce monthly Pending case and Incident audit, providing supervisor with information in accordance with department protocol.
- Maintain and research records in support of the issuance of licenses for vendors, bars, taxis, solicitors, etc.
- ~~Produce monthly Pending case and Incident audit, providing supervisor with information in accordance with department protocol.~~
- Enter stolen goods data into theft reports.
- ~~Produce Juvenile offender letters to advise parents of child's activities in accordance with department directives.~~
- [Process and mail Youth Substance Awareness and safety Program \(YSASP\) tickets to the CJC office and complete necessary follow-up paperwork](#)
- [Maintain liaison with local, federal, State and Municipal courts, and police and other agencies within the Criminal Justice System.](#)
- [Assign and process incoming online reports. Process follow-up emails and supplemental information provided from the public including but not limited to: photos, video, witness statements, etc.](#)
- [Process case status emails from the State's Attorney's Office, and log according to Department policy. Follow-up with the Vermont Crime Information Center as appropriate.](#)
- [Compile and process all cases for court before court appointed deadlines including but not limited to; affidavits, criminal histories, incident details and supplemental case documents. Completed all discovery requests from the court.](#)
- [Audit protection orders monthly](#)
- [Act as back-up for TRO's and Subpoena notification and initiate service requests for the Domestic Violence Victim Advocate and the Uniform Bureau Support & Administrative Coordinator when needed.](#)
- [Complete tasks associated with protection orders as required](#) to include; reviewing, entering, putting out for service, tracking and auditing protection orders.
- ~~Fill in as the Police Department front desk receptionist as needed. Greeting, announcing, and directing all visitors to Police Department areas or personnel, accepting paperwork,~~

~~answering questions, etc.~~

- Assist with lobby traffic as needed i.e. receiving mail and packages, sign in for vendors and visitors, and accepting paperwork.

Non-Essential Job Functions:

- Performs other duties as required.

Qualifications/Basic Job Requirements:

- High School Diploma or equivalent required. Two years' experience in clerical office work, with emphasis on public, customer and staff interaction required.
- Ability to work in fast paced office environment with regular interruptions required.
- Ability to multi-task required.
- Ability to work large amounts of diverse data; input and maintain with minimal mistakes required.
- Ability to meet tight deadlines and provide accurate, up-to-date information as needed required.
- Ability to interact with coworkers, members of the public, law enforcement officials in a courteous and professional required.
- Ability to maintain and keep secure confidential information required.
- Ability to actively support City diversity, equity, and cultural competency efforts within stated job responsibilities and work effectively across diverse cultures and constituencies.
- Demonstrated commitment to diversity, equity and inclusion as evidenced by ongoing trainings and professional development.
- Regular attendance is necessary and is essential to meeting the expectations of the job functions.
- Ability to understand and comply with City standards, safety rules and personnel policies.
- Ability to obtain and maintain NCIC terminal operators' certification.
- Knowledge of a variety of reference sources, including, but not limited to, VDC, NCIC, VCIC, Sex Offender Registry, Spillman, micro-fiche, power pack, VSC, DOC, etc.
- Knowledge of local, state and federal laws and regulations for maintenance and distribution of records required.
- Knowledge of related terminology, including but not limited to, police, prosecutors, Courts, Department of Motor Vehicles, Department of Corrections, etc.
- Ability to work weekends and nights as directed.
- Ability to operate in Windows programs and a variety of database programs is required.
- Applicant must pass written exam, oral board review, and background check.
- Must be able to interact in a courteous and professional manner with Police Department, Courts, City and State Attorney's staff, and the general public.

Physical & Mental/Reasoning Requirements; Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

☒ seeing ☐ ability to move distances ☐ lifting (specify)
☒ color perception within and between ☐ pounds

(red, green, amber)	warehouses/offices	___ carrying (specify)
☒ hearing/listening	___ climbing	___ pounds
☒ clear speech	___ ability to mount and	___ driving (local/over
☒ touching	dismount forklift/truck	the road)
☒ dexterity	___ pushing/pulling	
☒ hand		
☒ finger		
☒ reading - basic	☒ math skills - basic	___
		analysis/comprehension
___ reading – complex	___ math skills - complex	___ judgment/decision
☒ writing - basic	☒ clerical	making
___ writing - complex		
___ shift work	___ outside	___ pressurized equipment
___ works alone	___ extreme heat	___ moving objects
☒ works with others	___ extreme cold	___ high places
☒ verbal contact w/others	___ noise	___ fumes/odors
☒ face-to-face contact	___ mechanical equipment	___ hazardous materials
☒ inside	___ electrical equipment	___ dirt/dust

Supervision:

Directly Supervises: _____ Indirectly Supervises: _____

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

Approvals:

Department Head: _____ Date: _____

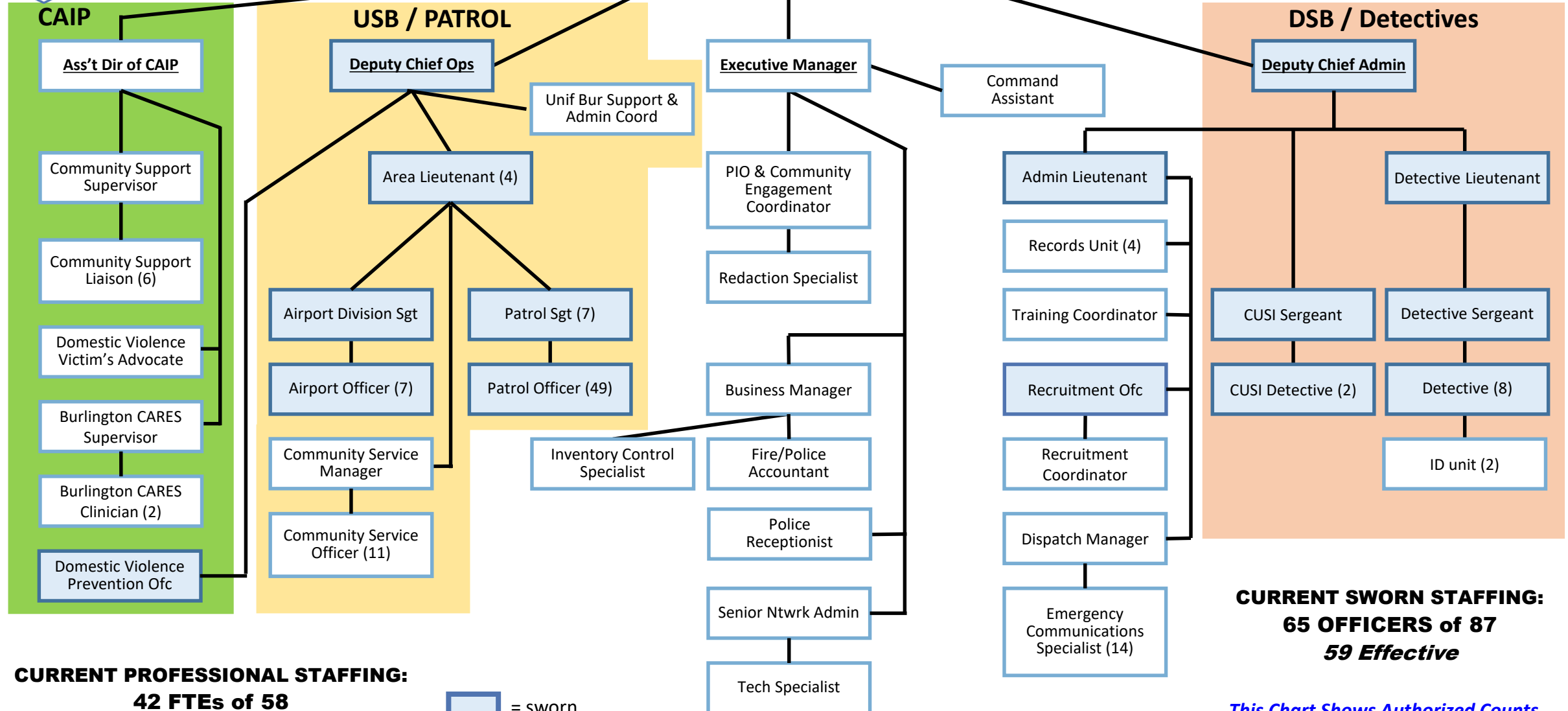
Human Resources: _____ Date: _____

(Wpd revised May 2005)(revised Sept 2009)(revised Jan. 2010)([revised Nov. 2024](#))



FY25 ORG CHART

**FY25 AUTH STAFFING: 87 SWORN OFFICERS
58 PROFESSIONAL STAFF**



**CURRENT PROFESSIONAL STAFFING:
42 FTEs of 58**

 = sworn

 = professional (non-sworn)

**CURRENT SWORN STAFFING:
65 OFFICERS of 87
59 Effective**

*This Chart Shows Authorized Counts
for Each Role*

Board of Finance and City Council Submission Checklist

Department: Police Submitter: Jon Murad

Title/Subject: Records Clerk Reclassification

	Approval:	Meeting Date:
☐	Board of Finance	
☐	City Council	
☒	Concurrent	12/16/2024

This form must be completed by the person submitting the materials, and sent with the final submission. Please do not indicate that a signoff was received until it has actually been obtained.

Signoffs Received

Signoff Needed	Received	Date Received	Note
Department Head	Yes	12/9/2024	J. Murad
Mayor's Office informed and approved memo	Yes	12/11/2024	E. Jacobsen
Board/Commission, if required	N/A		
City Attorney's Office has approved contract and/or legal documents, -Identify attorney in note	N/A		
City Attorney's Office has approved memo and motion(s) or resolution(s) -Identify attorney in note	Yes	12/10/2024	H. McClenahan
CAO has reviewed budget, financing, and memo	Yes	12/11/2024	K. Schad
Human Resources, if personnel action -Identify HR Manager in note	Yes	12/11/2024	T. Clancy
CIO, if an IT-related investment/purchase	N/A		

Materials Included

	Included?	Note
Final Memo Attached?	Yes	
Contract Attached, if applicable?	N/A	
Additional Materials, if necessary	Yes	Job description + Org Chart
Draft Resolution or Motion?	Yes	In attached memo
If for submission to Council, are sponsors identified?	N/A	



To: Board of Finance
City Council

From: Megan Moir, Division Director - Water Resources
Matt Dow, Wastewater Facilities Manager

Cc: Chapin Spencer, DPW Director
Tony Berry, Human Resources Manager

Date: December 16, 2024

Subject: Water Resources FY25 Personnel Reorganization - Various

EXECUTIVE SUMMARY

The Water Resources Division (WRD) of the Department of Public Works (DPW) requests Board of Finance and City Council approval for a variety of organizational changes related to the Water Resources Division Wastewater, Drinking Water and Utility Billing/Customer Care workgroups. These include:

1. Reclassification of the Wastewater Facilities Manager (Non-Union Grade 22) to Director of Wastewater Facilities (Non-Union Grade 24)
2. Reclassification of the Chief of North, East and Pump Stations (Non-Union Grade 20) to Wastewater Treatment Manager (Non-Union Grade 22)
3. Reclassification of the Drinking Water Facilities Manager (Non-Union Grade 22) to Director of Drinking Water Production (Non-Union Grade 24)
4. Creation of a Drinking Water Production Manager (Non-Union, Grade 22)
5. Reclassification of the Senior Customer Care Associated (AFSCME, Grade 16) to Utility Billing and Customer Care Manager (Non-Union, Grade 20) (Position is currently vacant)

Additional details are provided below in the background.

Funds for these organizational changes were included in the approved FY25 Drinking Water, Wastewater and Stormwater budgets.

BACKGROUND

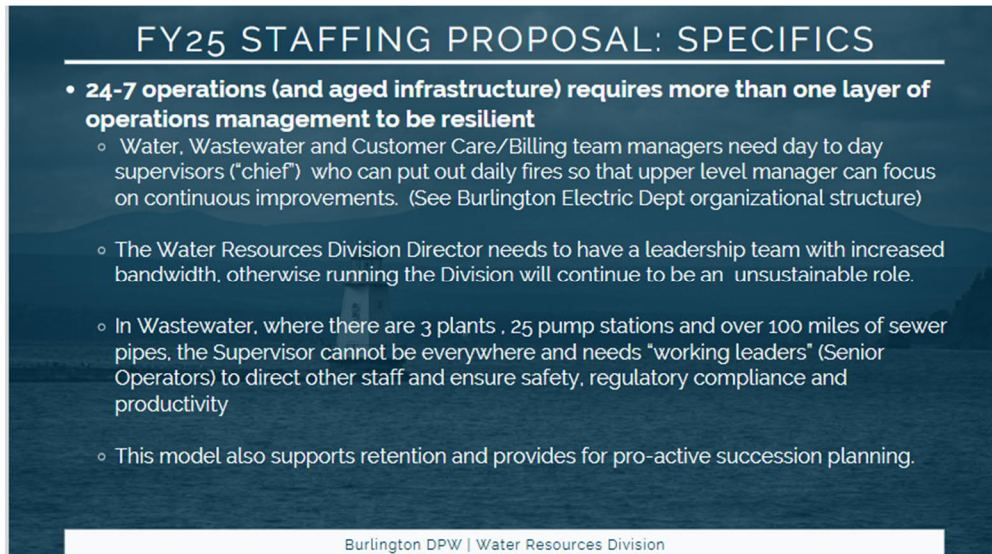
In our June 2024 personnel reorganization memo¹ we provided detailed background regarding the challenges faced by the Water Resources division. In the FY25 budget presentation² we summarized these challenges into 5 themes of action:

1. Incentivize staffing excellence
2. Pay commensurate with responsibility
3. Plan for organizational succession
4. Increase operational efficiencies
5. Increase/support division level leadership bandwidth

¹ <https://burlingtonvt.portal.civicclerk.com/event/7005/files/attachment/4998>

² <https://bit.ly/WRFY25Budget>

The changes described below and requested in this memo are directly related to items 2, 3, 4 and 5 of the five challenges identified above. The requests in this memo were detailed in this FY25 budget presentation slide:

A presentation slide with a dark blue background and white text. The title "FY25 STAFFING PROPOSAL: SPECIFICS" is at the top. Below it is a bulleted list of four points. The footer reads "Burlington DPW | Water Resources Division".

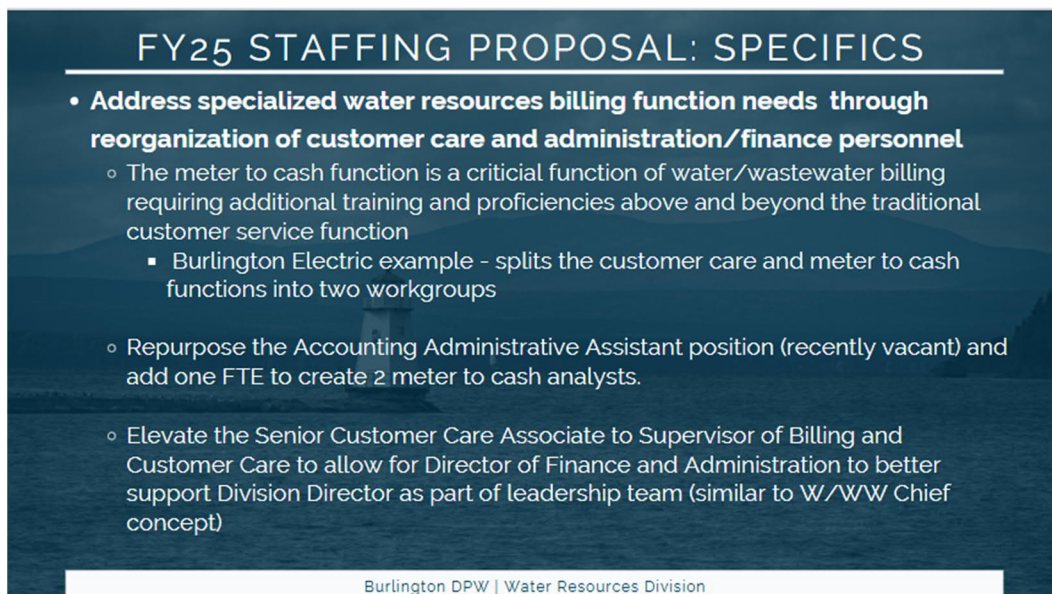
FY25 STAFFING PROPOSAL: SPECIFICS

- **24-7 operations (and aged infrastructure) requires more than one layer of operations management to be resilient**
 - Water, Wastewater and Customer Care/Billing team managers need day to day supervisors ("chief") who can put out daily fires so that upper level manager can focus on continuous improvements. (See Burlington Electric Dept organizational structure)
 - The Water Resources Division Director needs to have a leadership team with increased bandwidth, otherwise running the Division will continue to be an unsustainable role.
 - In Wastewater, where there are 3 plants, 25 pump stations and over 100 miles of sewer pipes, the Supervisor cannot be everywhere and needs "working leaders" (Senior Operators) to direct other staff and ensure safety, regulatory compliance and productivity
 - This model also supports retention and provides for pro-active succession planning.

Burlington DPW | Water Resources Division

Burlington Electric Organizational Structure shows multiple layers of non-union leadership below the General Manager. While the Division Director role is not 100% equivalent to the General Manager in that it is not a department head, functionally it serves much of the same roles as the GM when it comes to managing and overseeing the Water Resources Utilities, and needs a leadership team with sufficient bandwidth to ensure that all areas of operation are being properly overseen. This includes having capacity to respond to infrastructure emergencies which are inevitable with our aged infrastructure, as well as to manage the 24-7 operations while the facilities are undergoing the planned capital upgrades. More detail is provided in the "Summary of Organizational Changes" below.

Furthermore, the request related to the Utility Billing and Customer Care Manager is the first step of the functional reorganization (also similar to the Burlington Electric structure) described in another FY25 budget slide:

A presentation slide with a dark blue background and white text. The title "FY25 STAFFING PROPOSAL: SPECIFICS" is at the top. Below it is a bulleted list of three points. The footer reads "Burlington DPW | Water Resources Division".

FY25 STAFFING PROPOSAL: SPECIFICS

- **Address specialized water resources billing function needs through reorganization of customer care and administration/finance personnel**
 - The meter to cash function is a critical function of water/wastewater billing requiring additional training and proficiencies above and beyond the traditional customer service function
 - Burlington Electric example - splits the customer care and meter to cash functions into two workgroups
 - Repurpose the Accounting Administrative Assistant position (recently vacant) and add one FTE to create 2 meter to cash analysts.
 - Elevate the Senior Customer Care Associate to Supervisor of Billing and Customer Care to allow for Director of Finance and Administration to better support Division Director as part of leadership team (similar to W/WW Chief concept)

Burlington DPW | Water Resources Division

The current and proposed organizational chart (with legend to denote the type of change) for each workgroup where changes are occurring is provided as Attachment A with all job descriptions change requests provided in Attachment B. All positions were graded by the Human Resources Department. The reclassification of the Senior Customer Care Associated (currently AFSCME) into a Non-Union Utility Billing and Customer Care Manager was reviewed with AFSCME membership. Given the large context of the fully realized reorganization (including the proposed addition of an AFSCME position) the Union has agreed to transition the position out of the Union so it can provide direct supervision (vs. team lead) to the workgroup.

Looking Ahead

This request represents the penultimate step in advancing the changes proposed within the FY25 budget. The final step of the FY25 proposed organizational changes will be brought to Board of Finance and City Council in early 2025. The changes are shown on the organizational chart in the green box. They include:

- Creation of two (2) tiered Meter-to-Cash Analyst I/II position via:
 - a. Redescription/reclassification of the vacant Accounting and Administrative Assistant position into a tiered Meter-to-Cash Analyst position.
 - b. Creation of a new FTE to fill the second tiered Meter-to-Cash Analyst I/II position.

SUMMARY OF ORGANIZATIONAL CHANGES

Reclassify the Drinking Water and Wastewater Facilities Manager positions to Director of Drinking Water Production and Director of Wastewater Facilities with similar grading and duties to other Director positions

The level of operational responsibility is significant for these positions. Unlike other portions of DPW, the drinking water and wastewater operations are 24-7 constant operations – in that respect they are more similar to the operations of the Burlington Electric Department. In addition to their 24-7 nature, both drinking water and wastewater operations must adhere to strict State and Federal regulations and must be operated properly to ensure the protection of public health and provision of essential utility services to the City of Burlington.

With the re-write of the job descriptions, these positions are expected to serve in 4 main functions: Operational Oversight, Supervision, Administration and Continuous Improvement. The job descriptions have been re-written to outline level of leadership expected from these positions and the addition of manager positions beneath them will ensure that they have bandwidth to operate at this higher level as part of the Water Resources management team.

While they will both have Manager level positions to tackle the day-to-day oversight, they will still be the person ultimately responsible for ensuring adherence of their facilities to all respective regulations for their workgroup.

Together with the reorganization of the Chief of North, East and Pump Stations into the Wastewater Treatment Manager, the Wastewater leadership team will increase capacity to address the upcoming capital upgrades and to manage the challenges of keeping these aged assets functioning until the construction is complete. Once complete, significant effort will be involved in training staff on new processes, updating SOPs and then ensuring that ongoing asset management and capital planning occurs to ensure the protection and maintenance of these renewed and new assets.

Similarly, on the Drinking Water side – the addition of a Manager to the organizational structure of the Drinking Water Production group means that the Director will be able to absorb the existing capacity that will be lost with

the departure of the Risk and Resiliency Engineer, Steve Roy, in June 2025. Similar to the infrastructure challenges on the wastewater side, the Drinking Water Plant is 40 years old and other facilities (Reservoir Pump Station) are even older. Water Resources will be initiating a comprehensive preliminary engineering evaluation of the Plant in calendar year 2025 and construction of a new pump station in 2026, and this will require significant engagement from the Director. In order for this to happen, the manager is needed to keep the day to day operations on track and addressing operational challenges that may come up due to infrastructure emergencies.

The current Facilities Manager positions are graded as Non-Union Grade 22. The Human Resources (HR) Grading Committee graded the revised job descriptions as Non-Union Grade 24.

Create Operations Manager for the Wastewater Treatment Plants (re-describe and reclassify the Chief of North, East and Pump Stations into a newly described Wastewater Treatment Manager)

This manager position will come from a reclassified Chief of North, East, and Pump Stations. The overall duties are somewhat similar – being that this role would be responsible for day to day operations and permit compliance and supervision of staff. However this position will now have to oversee 3 (vs. 2) wastewater plant facilities (each with its own permit) and staff in addition to taking on the more complex operations at the Main Wastewater Plant (wet-weather operations) and biosolids management. These are the more complex operations that recently factored into the tiering of Wastewater Operator positions. Additional requirements have been added related to supervision and certifications. Pump Station oversight duties are now part of the Collection System Managers duties. This position will allow the Director to focus on advancing the important capital upgrades for the Wastewater Facilities and will add additional capacity to address the inevitable challenges of keeping the plants running in the interim, since project completion is still years away.

The current Chief of North, East and Pump Station position is graded as a Non-Union Grade 20. The Human Resources (HR) Grading Committee graded the revised job descriptions as Non-Union Grade 22.

Create Operations Manager for the Drinking Water Production work group (new position Drinking Water Production Manager)

The Drinking Water Production Manager oversees the City's Drinking Water permit compliance which includes the water treatment plant and storage facilities (reservoir and elevated tanks). Additionally, Drinking Water permit and regulatory compliance is directly relevant to public health since improperly treated drinking water can have real impacts to the community. On the water supply side, production of adequate supply of water is critical for fire protection and to supply UVMHC. Because of its criticality, the Drinking Water Plant is staffed 24-7 (with an accompanying scheduling MOU) which presents unique challenges for the manager of the workgroup. Additionally, the water plant has not had significant upgrades since 1984, and this Manager position will be the first rung of defense in addressing operational challenges that occur due to infrastructure emergencies until the plant can be upgraded. This position will also allow the Director to focus on absorbing the loss in technical oversight capacity currently provided by the Risk and Resiliency Engineer, who is retiring in June 2025 and on advancing the important capital upgrades for the plant.

The Human Resources (HR) Grading Committee graded the new job description as Non-Union Grade 22.

Create Operations Manager for the Utility Billing and Customer Care Team (re-describe and reclassify the Senior Customer Care Associate into a newly described Utility Billing and Customer Care Manager)

This is the initial step in a redesign of the current Customer Care team (which currently handles billing) into a large team with two functional sub groups – Customer Care and Meter to Cash functions.

A series of serious and significant billing errors discovered in 2017 uncovered the need for much more robust meter to cash and revenue assurance processes and increased staff resources to meet the new level of process. This resulted in an initial addition of a Senior Customer Care position in 2019. While the Senior Customer Care position was a step in the right direction, the team has still struggled to meet all of its needed proficiencies, which as a result, necessitates a high level of input and guidance from the Director of Finance and Administration. This, in turn, prevents the Director of this work group from being able to address some of the higher level needs of the organization and this does not support the sustainability of the organization. We attribute these struggles to:

- o The Senior Customer Care being a team lead (Union) vs. a direct supervisor (non-Union)
- o The difficulty of performing detailed QA/QC work when also trying to perform customer care duties (numerous interruptions); this has specifically been reported by both current and past CCAs.
- o The job duties and grading of the Customer Care positions (including the Senior) not attracting or retaining the right skill, education and experience for the more complex work related to the meter-to-cash cycle.

Additionally, Water Resources has recently deployed hardware that will support our shift to AMI technology (Advanced Metering Infrastructure/Smart Metering). It is an important piece of giving customers more control and knowledge over their water bills which is key for keeping their costs down with the proposed rate increases. This will require more staff capacity to support.

Once again, we looked at the BED organizational structure to understand how that utility's organizational structure approached this particular utility function. The main takeaways:

- BED's Meter to Cash function is separate from their Customer Care function
- Similar to the other operational workgroups, BED has an additional layer of non-union management in both the finance group where the meter-to-cash analysts reside and in the customer care group.
- BED has employed tiering in the Meter to Cash roles

From these observations we identified the following near term actions:

- 1) Create a Billing and Customer Care Manager from the recently vacated (November 2024) Senior Customer Care position. (included in this request)
- 2) Add two meter to cash analyst positions to the Water Resources Customer Care/Billing team (Early 2025)
 - a. The Accounting and Admin position has been vacant since May 2024. While it is possible that this support position may need to be brought back in the future as the Senior Financial and Administrative Analyst takes on more duties, currently this FTE would best be repurposed into one of the two meter to cash analyst roles.
 - b. Shift billing activities to the meter to cash analyst positions
 - i. Once those positions are filled and trained, the Customer Care Associates will focus on the revenue collection aspect of billing only and be better able to focus on customer

care activities, including being able to better keep our customers informed about affordability initiatives and providing accurate and timely information to requests for information about our numerous infrastructure projects.

- c. Tier the Meter to Cash Analyst positions
 - i. BED has 3 tiers, we will be proposing the first two tiers so we can grow this new workgroup. However, there is room in the grading framework to add a tier III when employees are ready to move up further on the tiering ladder.

The Human Resources (HR) Grading Committee graded the revised job description as Non-Union Grade 20. The removal of the AFSCME Senior Customer Care position from the Union was discussed with AFSCME and they are supportive, given that with the addition of the two AFSCME Meter to Cash positions (one from a repurposed existing AFSCME role and the other a new AFSCME FTE) the impact to the Union number of positions will be net neutral.

BUDGET IMPACT

The City's Human Resources Department has reviewed the position descriptions, and determined the recommended pay scale for these positions. The salary impacts were calculated using the FY25 pay-scales. Funding for these proposed personnel changes including any associated benefits such as retirement contributions for existing positions and health, dental, life and retirement for new positions was included in the 5000_910 Salaries and Wages Total Compensation Contingency expense lines of the FY25 Wastewater and Stormwater Budgets. Authorization of a budget neutral amendment is requested in this memo to distribute those budgeted amounts to the appropriate personnel expense lines. Note, by FY26, the budgetary impact of the Creation of the Drinking Water Production position will be neutral due to the retirement of the Drinking Water Risk and Resiliency Engineer.

Position	Current Grade	New Grade	Salary Impact ¹
Reclassification of Wastewater Facilities Manager to Director of Wastewater Facilities	Non-Union, Grade 22	Non-Union, Grade 24	\$5,869
Reclassification of Chief of North, East and Pump Stations to Wastewater Treatment Manager	Non-Union, Grade 20	Non-Union, Grade 22	\$5,599
Reclassification of Drinking Water Facilities Manager to Director of Drinking Water Production	Non-Union, Grade 22	Non-Union, Grade 24	\$6,732
Creation of Drinking Water Production Manager	N/A	Non-Union, Grade 22	\$89,009 - \$99,358
Reclassification of Vacant Senior Customer Care to Utility Billing and Customer Care Manager	AFSCME, Grade 16	Non-Union, Grade 20	\$20,576 - \$23,047

Notes

1) Unless otherwise noted, reclassifications use 5% minimum rule

2) For new positions or positions without an incumbent, range shown is Step 1-7 of the grade

Motions

Board of Finance Motion:

1. To recommend that the City Council approve the:
 - Reclassification of the Wastewater Facilities Manager - a Regular, Full-time, Exempt, Non-Union, Grade 22 position, to Director of Wastewater Facilities - a Regular, Full-time, Exempt, Non-Union, Grade 24 position.
 - Reclassification of the Chief of North, East and Pump Stations - a Regular, Full-time, Exempt, Non-Union, Grade 20 position, to Wastewater Treatment Manager - a Regular, Full-time, Exempt, Non-Union, Grade 22 position.
 - Reclassification of the Drinking Water Facilities Manager - a Regular, Full-time, Exempt, Non-Union, Grade 22 position, to Director of Drinking Water Production - a Regular, Full-time, Exempt, Non-Union, Grade 24 position.
 - Creation of a Drinking Water Production Manager, a Regular, Full-time, Exempt, Non Union, Grade 22, position.
 - Reclassification of the Senior Customer Care - a Regular, Full-time, Non- Exempt, AFSCME, Grade 16 position, to Utility Billing and Customer Care Manager - a Regular, Full-time, Exempt, Non-Union, Grade 20 position.
2. To approve and recommend that the City Council authorize the Chief Administrative Officer to approve budget neutral amendments to the FY25 Wastewater and Stormwater budgets to move budgeted amounts from Salaries and Wages Total Compensation Contingency lines 480-19-425-000. 5000_910, 460-19-400-000.5000_910 and 245-19-000.5000_910 to the appropriate personnel and benefits expense lines as needed to implement the above actions.

City Council Motion:

1. To approve the:
 - Reclassification of the Wastewater Facilities Manager - a Regular, Full-time, Exempt, Non-Union, Grade 22 position, to Director of Wastewater Facilities - a Regular, Full-time, Exempt, Non-Union, Grade 24 position.
 - Reclassification of the Chief of North, East and Pump Stations - a Regular, Full-time, Exempt, Non-Union, Grade 20 position, to Wastewater Treatment Manager - a Regular, Full-time, Exempt, Non-Union, Grade 22 position.
 - Reclassification of the Drinking Water Facilities Manager - a Regular, Full-time, Exempt, Non-Union, Grade 22 position, to Director of Drinking Water Production - a Regular, Full-time, Exempt, Non-Union, Grade 24 position.
 - Creation of a Drinking Water Production Manager, a Regular, Full-time, Exempt, Non Union, Grade 22, position.
 - Reclassification of the Senior Customer Care - a Regular, Full-time, Non- Exempt, AFSCME, Grade 16 position, to Utility Billing and Customer Care Manager - a Regular, Full-time, Exempt, Non-Union, Grade 20 position.
2. To approve and authorize the Chief Administrative Officer to approve budget neutral amendments to the FY25 Wastewater and Stormwater budgets to move budgeted amounts from Salaries and Wages

Total Compensation Contingency lines 480-19-425-000.5000_910, 460-19-400-000.5000_910 and 245-19-000.5000_910 to the appropriate personnel and benefits expense lines as needed to implement the above actions.

Attachments:

- A. Current and Proposed Water Resources Division Organizational Chart
- B. Job Descriptions

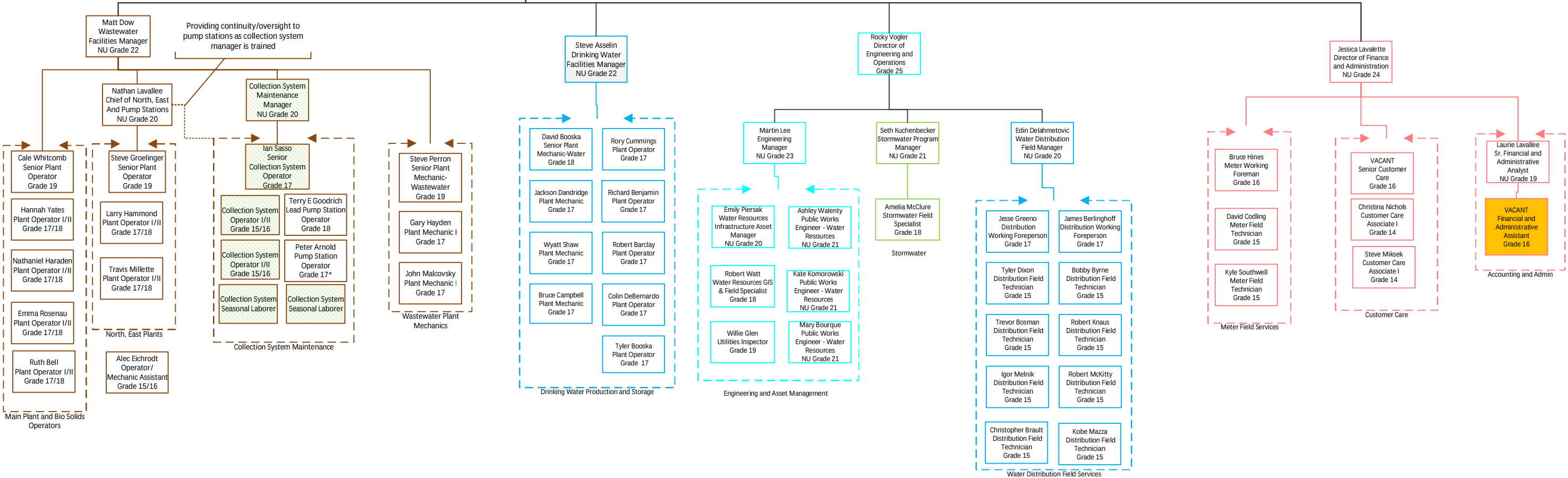
Retiring June 30,
2025

Megan Moir
Division Director
Water Resources
Mkt Factor

Eleanore Walker
Water Policy and
Program Advisor
Grade 21

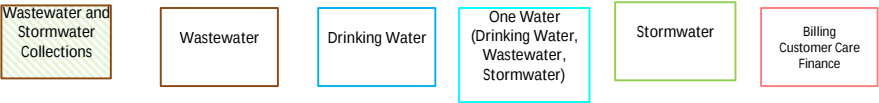
Steve Roy
Risk and Resiliency
Specialist - Water
Resources
Grade 23

Attachment A.1



FTE that will be
repurposed

WORKGROUP FUNCTION KEY



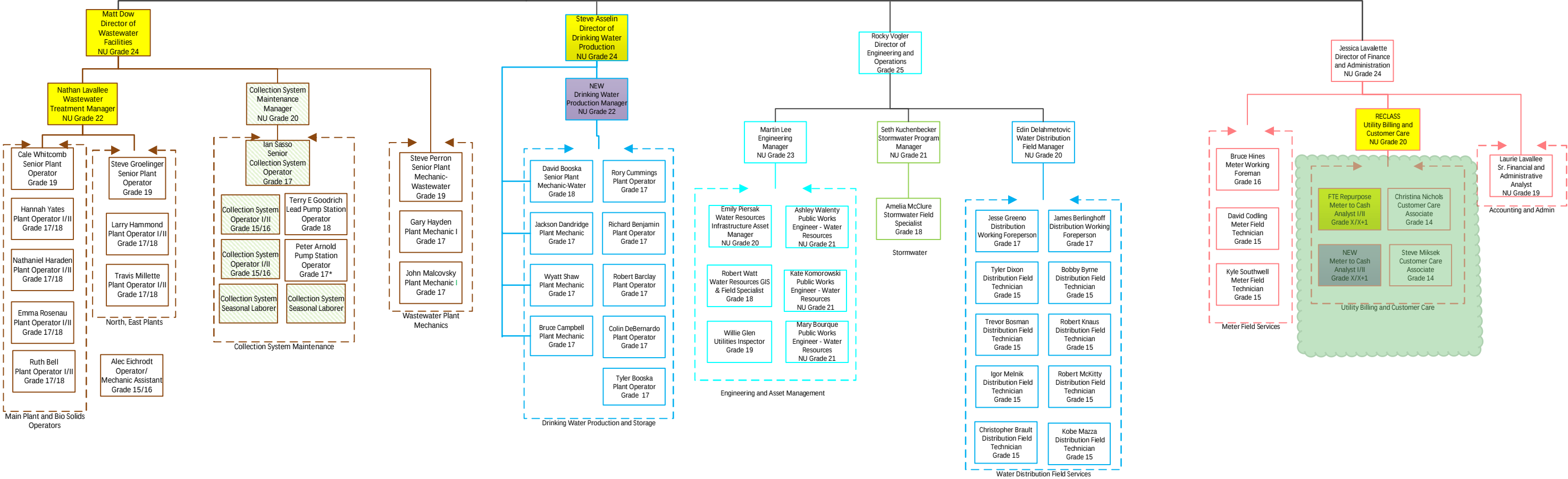
Retiring June 30,
2025

Megan Moir
Division Director
Water Resources
Mkt Factor

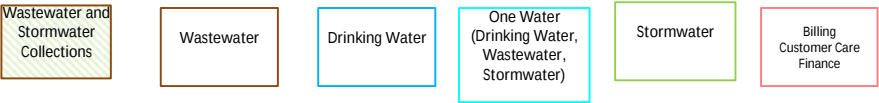
Eleanore Walker
Water Policy and
Program Advisor
Grade 21

Attachment A.2

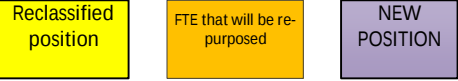
Steve Roy
Risk and Resiliency
Specialist - Water
Resources
Grade 23



WORKGROUP FUNCTION KEY



ORGANIZATIONAL PERSONNEL ACTION KEY



Director of Wastewater Facilities
Page 1 of 6

City of Burlington Job Description

Position Title: Director of Wastewater Facilities (reclassified from Wastewater Facilities Manager)

Department: Department of Public Works

Reports to: Division Director Water Resources

Pay Grade: 24

Job Code: 406

Exempt/Non-Exempt: Exempt

Union: Non-Union

General Purpose:

Under administrative direction from the Division Director, oversees, supervises and coordinates the operations, regulatory compliance, maintenance, and capital improvements of the City's Wastewater systems (Main, North and East Plants, Pump Stations and collections systems).

Essential Job Functions: (This section outlines the fundamental job functions that must be performed in this position. The "Qualifications/Basic Job Requirements" and the "Physical and Mental/Reasoning Requirements and Work Environment" state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position.)

Operations Oversight

- Responsible for ensuring City's compliance with Wastewater Permits to Operate and all State regulations related to unpermitted discharges (CSOs and SSOs) from Wastewater Facilities.
- Oversees the organization, staffing and operations activities for the Wastewater Facilities including assuming responsibility for critical decisions regarding operational changes, process control, maintenance priorities, scheduling and compliance with all applicable regulations.
- Directs, coordinates, and review progress of the monthly, quarterly and annual work plans for operation and maintenance functions, services and activities for all aspects of the Wastewater Facilities; ensures the implementation of workplans through the Wastewater Treatment Manager, Collection System Manager and Senior Mechanic.
- For all Wastewater Facilities, develops and ensures implementation of techniques and programs for gathering data and monitoring trends; analyzes overall plant or pump station performance trends, recommends and implements process control techniques or other improvements as necessary to ensure maximum operational efficiency (energy consumption, biosolids management, staff resources, cost mitigation etc.) and optimized plant effluent quality.
- Responsible for final review of WR-43 Plant Monthly Operations Report for all Wastewater Treatment Plants prior to submission by the Wastewater Treatment Manager.
- In collaboration with the Water Resources Asset Manager, ensures that maintenance

requirements and actions for wastewater facility assets are recorded in the City's asset management software.

- Ensures timely development of and regular updates to all the Operation and Maintenance Manuals, all necessary Standard Operating Procedures and various regulatory plans (Emergency Response Plan, Sludge Management Plan, Spill Response Plan etc.).
- Oversee building and grounds maintenance activities for all wastewater facilities.
- Reads, understands and ensures compliance with the City of Burlington Safety Manual and, in conjunction with the City Safety Manager, reporting injuries, evaluating job hazards, ensuring adherence to training schedules and recommending safety equipment.
- Monitors State and Federal regulatory changes and reports on operational, budgetary, staffing and other implications to the Division Director.
- Performs all duties of subordinates as required.

Capital Improvements:

- Provides significant input into the Wastewater Facilities Capital Improvement Plans, including prioritization of projects
- In collaboration with Water Resources Engineers, Senior Plant Mechanic, Wastewater Treatment Manager, and Collection Systems Manager, responsible for ensuring that items within the Wastewater Capital Plan are implemented as scheduled.
- Reviews reports and designs related to capital improvements to ensure compatibility with operations.
- Collaborates with Water Resources Engineers to provide operational oversight on the implementation of capital improvement projects.

Supervision

- Supervises the wastewater leadership team (Wastewater Treatment Manager, the Collection Systems Manager, and the Senior Wastewater Mechanic.
- Establishes proficiency and performance standards for all wastewater group personnel; evaluates performance of direct reports informally and formally at regular intervals and ensures regular performance evaluations of their subordinates.
- Ensures the proper supervision and training of Wastewater Facilities Staff including scheduling training and developing training programs to ensure staff are properly trained in wastewater treatment, analysis for discharge permit parameters, process control analysis, corrective and preventative maintenance of equipment and collection systems, and safety requirements.
- Oversees the hiring and ensures the proper on-boarding of all wastewater facilities personnel
- Responsible for ensuring compliance of all work within the Wastewater Facilities group with the AFSCME Collective Bargaining Agreement.
- In collaboration with Human Resources, supports a culture of professional accountability through the implementation of the disciplinary ladder as necessary.
- Meets with staff regularly to identify and resolve issues.

Administration

- Participates in the development and administration of a \$10.8million dollar annual

operating and capital budget, in planning for the next budget period by evaluating past expenditures, estimating future costs and making determination of new budget amounts; approves and submits purchase orders to the Division Director for purchases originating in the Wastewater Facilities group; recommends budget adjustments as necessary

- Receives, investigates, and delegates or responds to a variety of requests for information or assistance from the general public, other City departments, vendors, federal and state agencies and other treatment plants.
- Prepare a variety of written and numerical records and reports for the Division Director, State, and Federal officials on such subjects as treatment plant status, staff scheduling, budget items, maintenance and operations activities and special projects.
- Responsible for ensuring purchasing and contracting activities of the Wastewater Facilities group adhere to the City's Purchasing Policy.
- Responsible for procurement and contracting for wastewater treatment chemicals, underwater inspections, biosolids handling, on-call electrical and mechanical services.
- Coordinates with Customer Care and Water Resources Policy and Programs Advisor on public outreach and education related to Wastewater Facilities

Continuous Improvement

- Support the Division Director in developing and advancing continuous improvement efforts towards the effective utility management principles of operational optimization, financial viability, customer satisfaction/stakeholder understanding and support, and employee leadership and development for the Wastewater Facilities work group. This includes, but is not limited to:
 - the development, measurement and tracking of appropriate key performance indicators (KPIs)
 - monitoring of industry trends and reporting on innovative ways to elevate the effectiveness of the Water Resources Utilities
 - stays current on emerging technologies and trends within wastewater and collection systems fields.
- Together with the Division Director, participates in the identification of goals and priorities for the Wastewater Facilities to ensure continuous organizational and operational improvement. Develops resultant objectives, plans, policies and procedures.
- Monitors the efficiency and workload of the organizational structure of the Wastewater Facilities group and recommends organizational changes as necessary.
- Coordinates with the Director of Water Treatment on areas of shared interest, including but not limited to safety programs, chemical and equipment procurement.
- Implements a work culture of professional accountability, curiosity and continuous learning.

Non-Essential Job Functions:

- Performs other duties as required.

Qualifications/Basic Job Requirements:

Education, Certifications and Experience:

- Bachelor of Science in Engineering, Chemistry, Biology or related field with six (6) years

working in a WW treatment plant, Associates Degree in Engineering, Chemistry, Biology or related field with eight (8) years working in a WW treatment plant OR High School Diploma or equivalent with ten (10) years working in a WW treatment plant required.

Education/Experience Requirement Summary Table

Degree	With following number of years experience in working in a WW plant
Bachelor of Science in Engineering, Chemistry, Biology or related field	Six (6) years
Associates degree in Engineering, Chemistry, Biology or related field	Eight (8) years
High School Degree or equivalent	Ten (10) years

- Grade 5 Vermont Wastewater License or equivalent required
- Five (5) years of experience at the Grade 5 License level preferred.
- Experience with simultaneously managing multiple Wastewater Treatment Plants preferred.
- Experience with collection systems management preferred.
- Experience overseeing operations and preventative and correction maintenance of wastewater equipment preferred.
- Minimum 4 (four) years supervisory experience in an operations environment required. Previous supervisory experience in a Union environment preferred.
- Completion of the OSHA 30 is preferred, must be completed within 1 year of hire.
- Capital improvement planning and implementation experience strongly preferred.
- Valid driver's license required. A valid driver's license shall be defined as a current state of residence-issued license to operate a motor vehicle on public roadways. Position also requires the ability to be covered under the City's vehicle insurance policy prior to the operation of any City vehicles or non-City vehicles for City business.

Necessary Knowledge, Skills and Abilities:

- Demonstrated knowledge of municipal wastewater collection, standard lab practices, pumping, and treatment, and sludge production and distribution systems.
- Ability to analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals
- Ability to learn City budgeting and procurement requirements, and make annual budget recommendations for the Wastewater Facilities to the Division Director of Water Resources.
- Ability to interpret and apply federal, state and local policies, laws and regulations.
- Ability to work independently.
- Planning and organizational skills including the ability to plan and execute a schedule for short and long term projects.
- Ability to understand logic associated with programmable logic controllers.
- Knowledge of and ability to navigate Supervisory Control and Data Acquisition (SCADA).
- Ability to comprehend and carry out written, oral, and diagrammatic instructions

required.

- Ability to understand relevant physical, chemical, electrical, and microbiological principles required.
- Demonstrated knowledge of industry methods, materials, and tools.
- Demonstrated knowledge of and technical skill to perform preventative, predictive and corrective maintenance on electromechanical pumps, motors, hydraulic and pneumatic systems and instrumentation.
- Ability to develop and maintain accurate maintenance records systems.
- Ability to develop and maintain policies and standard operating procedures.
- Ability to delegate, direct, supervise and evaluate the work of subordinate staff and the ability to train staff in wastewater treatment and collection system management.
- Ability to read, interpret, and follow technical manuals, blueprints, and diagrammatic drawings.
- Ability to formulate procedures and policies and ensure conformance with City and department policies and procedures, state and federal regulations and contractual agreements.
- Ability to establish and maintain effective working relationships with staff, City officials and citizens.
- Ability to represent the Department professionally in meetings with a variety of public and elected officials, media personnel, members of the general public, etc.
- Ability to work in confined spaces.
- Ability to create and maintain an environment that embraces the 6 operating principles; Customer Service, Fiscal Responsibility, Good Labor Relations, Employee Empowerment, Cooperation and Constant Improvement.
- Ability to perform data collection processes and develop and generate the proper reports.
- Experience with computers in a Windows based environment required, including Outlook Email, Word and Excel programs and computerized maintenance management systems.
- Ability to enforce safety regulations and standards.
- Exposure to toxic chemicals, bacteria and noxious odors.
- Ability to work outdoors and in all weather conditions.
- Ability to actively support City diversity, equity, and cultural competency efforts within stated job responsibilities and work effectively across diverse cultures and constituencies.
- Demonstrated commitment to diversity, equity and inclusion as evidenced by ongoing trainings and professional development.
- Regular attendance is necessary and is essential to meeting the expectations of the job functions.
- Ability to occasionally work beyond normal hours, at night or weekends and to travel to various seminars and conferences for the benefit of the Department.
- Ability to understand and comply with City standards, safety rules and personnel policies.

Physical & Mental/Reasoning Requirements; Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

x	seeing	x	ability to move distances within warehouses and offices
x	color perception (red, green, amber)	x	lifting (specify 50-75 pounds)
x	hearing/listening	x	carrying (specify 50-75 pounds)
x	clear speech	x	climbing
x	touching	x	driving
x	dexterity x hand x finger	x	ability to mount and dismount forklift
	reading – basic	x	pushing/pulling
x	reading – complex		shift work
	math skills – basic	x	moving objects
x	math skills – complex	x	pressurized equipment
	writing – basic	x	extreme heat
x	writing – complex	x	extreme cold
x	analysis/comprehension	x	high places
x	judgment/decision making	x	noise
x	clerical	x	fumes/odors
x	inside	x	dirt/dust
x	outside	x	hazardous materials
x	works alone	x	electrical equipment
x	works with others	x	mechanical equipment
x	face-to-face contact		
x	verbal contact w/others		

Supervision:

Directly Supervises: 6

Indirectly Supervises: 14

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

Approvals:

Department Head: _____ Date: _____

Human Resources: _____ Date: _____

Revised 12/2/05. Revised September 2015. Revised November 2016. Revised/Created December 2024.

City of Burlington Job Description

Position Title: Wastewater Facilities Manager

Department: Department of Public Works

Reports to: Assistant Director Water Resources

Pay Grade: 22

Job Code: TBD

Exempt/Non-Exempt: Exempt

Union: Non-Union

General Purpose: Under administrative direction from the Assistant Director, oversees, supervises and coordinates the operation, regulatory compliance, maintenance, capital improvements and strategic planning of the City's Wastewater Facilities (Main, North and East Plants and Pump Stations). Serves as Chief Wastewater Operator of Main Plant and sludge processing.

Essential Job Functions: (This section outlines the fundamental job functions that must be performed in this position. The "Qualifications/Basic Job Requirements" and the "Physical and Mental/Reasoning Requirements and Work Environment" state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position.)

- Supervises the Senior Plant Operator- Main Plant, Chief Operator of North, East and Pump Stations, and the Senior Wastewater Mechanic.
- Coordinate the organization, staffing and operations activities for the Wastewater Facilities including assuming responsibility for critical and complex decisions regarding operational changes, process control, maintenance priorities, scheduling and compliance with all applicable regulations.
- In collaboration with the Assistant Director, play a significant role in planning and directing the Wastewater Division's strategic and long range goals including the development and implementation of goals, objectives, policies and priorities related to the effective operation and maintenance and continuous improvement of the Wastewater Facilities.
- Responsible for the development, coordination and implementation of monthly, quarterly and annual work plans for operation and maintenance functions, services and activities at Burlington's Main Wastewater Treatment Plant. Provides significant oversight and input to the monthly, quarterly and annual operations and maintenance work plans for the other Wastewater Facilities (other plants and pump stations).
- Monitor overall Wastewater Facilities work flow and productivity; review and evaluate work products, methods and procedures; meet with staff to identify and resolve issues.
- Participate in the development and administration of a \$7.8 million annual operating and capital budget, in planning for the next budget period by evaluating past expenditures, estimating future costs and making determination of new budget amounts; approve and submit purchase orders to the Assistant Director for purchases originating in the Division;

recommend budget adjustments as necessary

- Responsible for final review and timely submission of WR-43 Plant Monthly Operations Report for all Wastewater Treatment Facilities.
- Develop and implement techniques and programs for gathering data and readings which support process control required by federal and state regulations or for which cost comparisons can be calculated
- For all Wastewater Facilities, analyze plant performance, recommend and implement process control techniques or other improvements as necessary to ensure maximum operational efficiency (energy consumption, biosolids management, staff resources etc.) and optimized plant effluent quality.
- Prepare a variety of written and numerical records and reports for the Assistant Director, State, and Federal officials on such subjects as treatment plant status, staff scheduling, budget items, maintenance and operations activities and special projects; maintain recordkeeping system on plant operation and maintenance.
- In collaboration with Water Resources Engineers, Senior Plant Mechanic and Chief Operator of North, East and Pump Stations, responsible for ensuring that items within the Wastewater Capital Plan are implemented as scheduled and provide input to the on-going updates to this plan.
- Analyze wastewater as required by federal and state agencies and ensure conformance with the NPDES discharge permit and effective plant operation as designed.
- Train staff in the areas of wastewater treatment, analysis for discharge permit parameters, process control analysis, corrective and preventative maintenance.
- Receive a variety of requests for information or assistance from the general public, other City departments, vendors, federal and state agencies and other treatment plants.
- Provide safety related information, training and procedures for staff and visitors.
- Perform special projects and related work as required.

As Chief Operator of Main Plant, with the assistance of the Senior Plant Operator – Main Plant:

- Comply with State reporting requirements regarding SSO and CSO events.
- Plan and schedule for vehicle maintenance as required.
- Plan and coordinate the sludge removal operation via tanker truck from the East and North wastewater treatment plant to the Main Plant for dewatering and prepares the dewatering schedule.
- Oversee operations and maintenance of the wet weather/ Combined Sewer Overflow treatment process including ensuring the proper operation of the treatment process under adverse weather conditions, including, proper pump operation, disinfection, and solids removal.

Non-Essential Job Functions:

- Performs other duties as required.

Qualifications/Basic Job Requirements:

- Bachelor of Science in Engineering, Chemistry, Biology or related field with six (6) years working in a WW treatment plant, Associates Degree in Engineering, Chemistry, Biology or related field with eight (8) years working in a WW treatment plant OR High School

Diploma or equivalent with ten (10) years working in a WW treatment plant required. Additional experience may be substituted for a degree requirement on a two-for-one per year basis.

- Grade 5 Vermont Wastewater Certification required.
- Five (5) years of experience at the Grade 5 Certification level preferred.
- Experience with simultaneously managing multiple Wastewater Treatment Plants preferred.
- Previous supervisory experience strongly preferred.
- Capital improvement planning and implementation experience strongly preferred.
- Ability to obtain and maintain a valid driver's license.
- Demonstrated knowledge of municipal wastewater collection, pumping, and treatment, and sludge production and distribution systems.
- Ability to analyze complex problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals
- Ability to learn City budgeting and procurement requirements, and make annual budget recommendations for the Wastewater Facilities to the Assistant Director of Water Resources.
- Ability to interpret and apply federal, state and local policies, laws and regulations.
- Ability to work independently.
- Planning and organizational skills including the ability to plan and execute a schedule for short and long term projects.
- Ability to understand logic associated with programmable logic controllers.
- Knowledge of and ability to navigate Supervisory Control and Data Acquisition (SCADA).
- Ability to comprehend and carry out written, oral, and diagrammatic instructions required.
- Ability to understand relevant physical, chemical, electrical, and microbiological principles required.
- Demonstrated knowledge of industry methods, materials, and tools.
- Demonstrated knowledge of and technical skill to perform preventative, predictive and corrective maintenance on electromechanical pumps, motors, hydraulic and pneumatic systems and instrumentation.
- Ability to develop and maintain accurate maintenance records systems.
- Ability to develop and maintain policies and standard operating procedures.
- Ability to plan, organize, assign, supervise and inspect the work of subordinates.
- Ability to train, coach, evaluate and discipline staff.
- Ability to read, interpret, and follow technical manuals, blueprints, and diagrammatic drawings.
- Ability to formulate procedures and policies and ensure conformance with City and department policies and procedures, state and federal regulations and contractual agreements.
- Ability to learn and maintain VOSHA safety rules and regulations as they pertain to the Department of Public Works.
- Ability to establish and maintain effective working relationships with staff, City officials

and citizens.

- Ability to work in confined spaces.
- Ability to create and maintain an environment that embraces the 6 operating principles; Customer Service, Fiscal Responsibility, Good Labor Relations, Employee Empowerment, Cooperation and Constant Improvement.
- Ability to perform data collection processes and develop and generate the proper reports.
- Experience with computers in a Windows based environment required, including Outlook Email, Word and Excel programs and computerized maintenance management systems.
- Ability to enforce safety regulations and standards.
- Exposure to toxic chemicals, bacteria and noxious odors.
- Ability to work outdoors and in all weather conditions.
- Ability to actively support City diversity, equity, and cultural competency efforts within stated job responsibilities and work effectively across diverse cultures and constituencies.
- Demonstrated commitment to diversity, equity and inclusion as evidenced by ongoing trainings and professional development.
- Regular attendance is necessary and is essential to meeting the expectations of the job functions.
- Ability to understand and comply with City standards, safety rules and personnel policies.

Physical & Mental/Reasoning Requirements Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

x	seeing	x	ability to move distances within warehouses and offices
x	color perception (red, green, amber)	x	lifting (specify 50-75 pounds)
x	hearing/listening	x	carrying (specify 50-75 pounds)
x	clear speech	x	climbing
x	touching	x	driving
x	dexterity x hand x finger		ability to mount and dismount forklift
	reading – basic	x	pushing/pulling
x	reading – complex	x	shift work
	math skills – basic	x	moving objects
x	math skills – complex	x	pressurized equipment
	writing – basic	x	extreme heat
x	writing – complex	x	extreme cold
x	analysis/comprehension	x	high places
x	judgment/decision making	x	noise
x	clerical	x	fumes/odors
x	inside	x	dirt/dust
x	outside	x	hazardous materials
x	works alone	x	electrical equipment
x	works with others	x	mechanical equipment

x	face-to-face contact		
x	verbal contact w/others		

Supervision:

Directly Supervises: 3

Indirectly Supervises: 9

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

Approvals:

Department Head: _____ Date: _____

Human Resources: _____ Date: _____

Created June 2017.

Wastewater Treatment Manager (All Plants – Main, North, East)
Page 1 of 5

City of Burlington Job Description

Position Title: Wastewater Treatment Manager (reclassified from Chief of North, East and Pump Stations)

Department: Department of Public Works

Reports to: Director of Wastewater Facilities

Pay Grade: 22

Job Code: 406

Exempt/Non-Exempt: Exempt

Union: Non-Union

General Purpose:

This position is responsible for the operation and maintenance of all Burlington wastewater plants (Main, North and East Plant). This position is responsible for directing and evaluating the work of Plant Operators, for State and Federal wastewater treatment plant regulatory compliance, managing the sludge/biosolids disposal, process control, and preventative maintenance at these facilities. Serves as the Chief Wastewater Operator for all Wastewater Treatment Plants.

Essential Job Functions: (This section outlines the fundamental job functions that must be performed in this position. The “Qualifications/Basic Job Requirements” and the “Physical and Mental/Reasoning Requirements and Work Environment” state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position.)

- Plan, organize, communicate and direct the day-to-day and on-call operation of all wastewater treatment plants. Schedule work activities, making all necessary arrangements for supplies, equipment, and staff resources. Including, but not limited to:
 - In collaboration with the Senior Plant Operators, oversee, schedule and direct Plant Operators in the operation and preventative maintenance of treatment plant processes, equipment, buildings and grounds, including laboratory analysis and process control
 - In collaboration with the Senior Plant Mechanic, schedule maintenance work, supply parts and materials for preventative maintenance of wastewater buildings, grounds and equipment; order and maintain inventory of adequate supply of parts.
 - Oversee operation and maintenance of the wet weather/Combined Sewer Overflow treatment process including ensuring the proper operation, disinfection and solids removal.
 - Oversee biosolids dewatering operation, including but not limited to, coordinating with Collection Systems Manager for tanking from North and East, managing incoming sludge from other entities and scheduling of dewatering loads.
 - Provide schedules for dewatering process tanks for preventative and corrective action
 - Maintain monthly preventative maintenance work schedule for all assets through the computerized asset management maintenance program.

- o Establish and maintain wastewater data management database
- Analyze plants' performance, recommend and, under direction of Director of Wastewater, implement process control techniques or other improvements as necessary to ensure maximum operational efficiency (energy consumption, biosolids management, staff resources, cost mitigation etc.) and optimized plant effluent quality.
- Supervise and monitor performance and proficiency of staff in the areas of wastewater treatment, laboratory analysis for discharge permit parameters, process control, preventative maintenance, and safety requirements. Evaluate staff performance and document personnel performance and growth; provide coaching, training and development of staff; recommend disciplinary action to the Director of Wastewater.
- Develops monthly, quarterly and annual work plans for operations and maintenance functions at all wastewater treatment plants. Responsible for implementation of operations work plans within appropriate time frames. Coordinates with the Senior Plant Mechanic to implement corrective maintenance functions.
- Assist the Director of Wastewater to develop, document, implement, and maintain policies and standard procedures for proper operation of the plants and plant laboratories.
- Prepare a variety of written and numerical records and reports for the Director of Wastewater, State, and Federal officials on such subjects as treatment plant status, staff scheduling, budget items, maintenance and operations activities and special projects;
- Coordinates with the Collection Systems Manager to schedule Collection System Team staff for vactoring and general plant maintenance work (tank cleaning, painting, grounds maintenance) at the WWTPs and for the scheduling of qualified collection system team members for support of Plant Operations as needed.
- In conjunction with the Water Resources Engineers, , Senior Plant Mechanic and Director of Wastewater, ensure that items within the Wastewater Treatment Plant Capital Plan are implemented as scheduled and provide input to the on-going updates to this plan.
- Provides technical expertise to consultants, engineers and contractors on all projects related to the Wastewater Treatment Plants.
- Provide safety related information, training and procedures for staff and visitors.
- Analyze wastewater as required by federal and state agencies and ensure conformance with the NPDES discharge permits and effective plant operation as designed.
- Assists the Director of Wastewater Facilities in monitoring State and Federal regulatory changes.
- Receives and responds to variety of requests within the scope of the position for information or assistance from the general public, other City departments, vendors, federal and state agencies and other treatment plants.
- Plan and schedule for vehicle maintenance as required.
- Complete WR43 Plant Monthly Operations Report (for all plants) in a timely fashion for review by the Director of Wastewater and subsequently support report to the State of Vermont.
- Provide support for Collection Systems team as needed.
- Act in place of Director of Wastewater in their absence.
- In collaboration with the Director of Wastewater, reviews and approves requests for special industrial discharges
- Plan and lay out required maintenance activities for the sludge removal equipment and

storage tank.

- Coordinate delivery of septage and sludge from private haulers.
- Oversees purchasing for the wastewater treatment plants in compliance with the City's Purchasing Policy.
- Perform special projects and related work as required.
- Fulfills job functions of wastewater plant operator as required.

Non-Essential Job Functions:

- Performs other duties as required.

Qualifications/Basic Job Requirements:

Education, Certifications and Experience:

- Bachelor of Science in Engineering, Chemistry, Biology or related field with four (4) years working in a WW treatment plant, Associates Degree in Engineering, Chemistry, Biology or related field with six (6) years working in a WW treatment plant OR High School Diploma or equivalent with eight (8) years working in a WW treatment plant required.

Education/Experience Requirement Summary Table

Degree	With following number of years experience in working in a WW plant
Bachelor of Science in Engineering, Chemistry, Biology or related field	Four (4) years
Associates degree in Engineering, Chemistry, Biology or related field	Six (6) years
High School Degree or equivalent	Eight (8) years

- Grade 5 Vermont Wastewater Certificate (or equivalent certification from another State) preferred. Grade 4, with ability to obtain Grade 5 within 6 months, is required.
- Previous supervisory or leadership experience required.
- Grade 1 Laboratory Analyst Certification from NEWEA is preferred, must be obtained within 1 year.
- Completion of the OSHA 30 is preferred, must be completed within 1 year.
- Valid driver's license required. A valid driver's license shall be defined as a current state of residence-issued license to operate a motor vehicle on public roadways. Position also requires the ability to be covered under the City's vehicle insurance policy prior to the operation of any City vehicles or non-City vehicles for City business.

Necessary Knowledge, Skills and Abilities:

- Demonstrated knowledge of municipal wastewater collection, standard lab practices, pumping, and treatment, and sludge dewatering.
- Ability to understand logic associated with programmable logic controllers.
- Knowledge of and ability to navigate Supervisory Control and Data Acquisition (SCADA).
- Ability to comprehend and carry out written, oral, and diagrammatic instructions required.

- Ability to understand relevant physical, chemical, electrical, and microbiological principles required.
- Demonstrated knowledge of industry methods, materials, and tools.
- Demonstrated knowledge of and technical skill to perform preventative, predictive and corrective maintenance on electromechanical pumps, motors, hydraulic and pneumatic systems and instrumentation.
- Ability to learn City budgeting and procurement requirements, use the City's financial software, and make annual budget recommendations for all plants to the Director of Wastewater.
- Ability to work independently.
- Planning and organizational skills including the ability to plan and execute a schedule for short and long term projects.
- Ability to develop and maintain accurate maintenance records systems.
- Ability to develop and maintain policies and standard operating procedures.
- Ability to plan, organize, assign, supervise and inspect the work of subordinates.
- Ability to train, coach, evaluate and discipline staff.
- Ability to read, interpret, and follow technical manuals, blueprints, and diagrammatic drawings.
- Ability to formulate and follow written procedures and ensure conformance to City and department policies and procedures, state and federal regulations and contractual agreements.
- Ability to learn and maintain VOSHA safety rules and regulations as they pertain to the Department of Public Works.
- Ability to establish and maintain effective working relationships with staff, City officials and citizens.
- Ability to work in confined spaces.
- Ability to create and maintain an environment that embraces the 6 operating principles; Customer Service, Fiscal Responsibility, Good Labor Relations, Employee Empowerment, Cooperation and Constant Improvement.
- Ability to perform data collection processes and develop and generate the proper reports.
- Experience with computers in a Windows based environment required, including Outlook Email, Word and Excel programs and computerized maintenance management systems.
- Ability to enforce safety regulations and standards.
- Exposure to toxic chemicals, bacteria and noxious odors.
- Ability to work outdoors and in all weather conditions.
- Ability to actively support City diversity, equity, and cultural competency efforts within stated job responsibilities and work effectively across diverse cultures and constituencies.
- Demonstrated commitment to diversity, equity and inclusion as evidenced by ongoing trainings and professional development.
- Regular attendance is necessary and is essential to meeting the expectations of the job functions.
- Ability to understand and comply with City standards, safety rules and personnel policies.

Physical & Mental/Reasoning Requirements; Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

- | | | |
|---|---|--|
| ☒ seeing | ☒ ability to move distances | ☒ lifting (specify) |
| ☒ color perception
(red, green, amber) | within and between
warehouses/offices | 50-75 pounds |
| ☒ hearing/listening | ☒ climbing | ☒ carrying (specify) |
| ☒ clear speech | ☒ ability to mount and | 50-75 pounds |
| ☒ touching | dismount forklift/truck | ☒ driving (local/over
the road) |
| ☒ dexterity | ☒ pushing/pulling | |
| ☒ hand | | |
| ☒ finger | | |
| ☐ reading - basic | ☐ math skills - basic | ☒ analysis/comprehension |
| ☒ reading – complex | ☒ math skills - complex | ☒ judgment/decision
making |
| ☐ writing - basic | ☐ clerical | |
| ☒ writing - complex | | |
| ☒ shift work | ☒ outside | ☒ pressurized equipment |
| ☒ works alone | ☒ extreme heat | ☒ moving objects |
| ☒ works with others | ☒ extreme cold | ☒ high places |
| ☒ verbal contact w/others | ☒ noise | ☒ fumes/odors |
| ☒ face-to-face contact | ☒ mechanical equipment | ☒ hazardous materials |
| ☒ inside | ☒ electrical equipment | ☒ dirt/dust |

Supervision:

Directly Supervises: 9

Indirectly Supervises: 0

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

Approvals:

Department Head: _____ Date: _____

Human Resources: _____ Date: _____

Created December 2024

Chief Operator – Wastewater Plant (North, East, Pump Stations)
Page 1 of 5

City of Burlington Job Description

Position Title: Chief Operator – Wastewater (North, East, Pump Stations)

Department: Department of Public Works

Reports to: Wastewater Facilities Manager

Pay Grade: 20

Job Code: 406

Exempt/Non-Exempt: Exempt

Union: Non-Union

General Purpose:

This position is responsible for the operation and maintenance of North and East wastewater plant(s) and the City's 25 pump stations. This position is responsible for directing and evaluating the work of Plant Operators and for regulatory compliance, process control, and preventative maintenance at these facilities.

Essential Job Functions: (This section outlines the fundamental job functions that must be performed in this position. The "Qualifications/Basic Job Requirements" and the "Physical and Mental/Reasoning Requirements and Work Environment" state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position.)

- Plan, organize, communicate and direct the day-to-day and on-call operation of the assigned wastewater treatment plants. Schedule work activities, making all necessary arrangements for supplies, equipment, and staff resources. Including, but not limited to:
 - Provide schedules for dewatering process tanks for preventative and corrective action
 - In collaboration with the Senior Plant Mechanic, schedule maintenance work, supply parts and materials for correction, preventative or new construction of wastewater general improvements, buildings, grounds and equipment; order and maintain inventory of adequate supply of parts.
 - Supervise the Plant Operators in the operation and maintenance of treatment plant processes, equipment, buildings and grounds; evaluate staff performance and maintain personnel performance logs; provide coaching, training and development of staff; recommend disciplinary action to the Wastewater Superintendent.
 - Maintain monthly preventative maintenance work schedule for all assets through the computerized maintenance program
- Develop and implement techniques and programs for gathering data and readings which support process control required by federal and state regulations or for which cost comparisons can be calculated
- Analyze plants performance, recommend and under direction of Wastewater Facilities Manager, implement process control techniques or other improvements as necessary to

ensure maximum operational efficiency (energy consumption, biosolids management, staff resources etc.) and optimized plant effluent quality.

- Assist the Wastewater Manager to develop, document, implement, and maintain policies and standard procedures for proper operation of the plant, plant laboratories and pump station.
- Prepare a variety of written and numerical records and reports for the Wastewater Facilities Manager, State, and Federal officials on such subjects as treatment plant status, staff scheduling, budget items, maintenance and operations activities and special projects; maintain recordkeeping system on plant operation and maintenance.
- In conjunction with the Water Resources Engineers, Senior Plant Mechanic and Wastewater Facilities Manager, ensure that items within the Wastewater Capital Plan are implemented as scheduled and provide input to the on-going updates to this plan.
- Provide safety related information, training and procedures for staff and visitors.
- Analyze wastewater as required by federal and state agencies and ensure conformance with the NPDES discharge permit and effective plant operation as designed.
- Train staff in the areas of wastewater treatment, analysis for discharge permit parameters, process control analysis, corrective and preventative maintenance.
- Receive a variety of requests for information or assistance from the general public, other City departments, vendors, federal and state agencies and other treatment plants.
- Comply with State reporting requirements regarding SSO and CSO events.
- Plan and schedule for vehicle maintenance as required.
- Complete WR43 Plant Monthly Operations Report (for assigned plants) in a timely fashion for review by the Wastewater Manager and submission to the State of Vermont
- Direct the sludge removal operation via tanker truck from the East and North wastewater treatment plant to the Main Plant for dewatering.
- Inspect, schedule and perform preventative and corrective maintenance on City owned pump stations.
- Maintain monthly preventative maintenance work order schedule for all the pump stations through the computerized maintenance program.
- Plan and lay out required maintenance activities for the pump stations, sludge removal equipment and storage tank.
- Coordinate delivery of septage and leachate from private haulers.
- Perform special projects and related work as required.
- Fulfills job functions of wastewater plant operator as required.

Non-Essential Job Functions:

- Performs other duties as required.

Qualifications/Basic Job Requirements:

Education, Certifications and Experience:

- Bachelor of Science in Engineering, Chemistry, Biology or related field with three (3) years working in a WW treatment plant, Associates Degree in Engineering, Chemistry, Biology or related field with four (4) years working in a WW treatment plant OR High School Diploma or equivalent with five (5) years working in a WW treatment plant required.

Education/Experience Requirement Summary Table

Degree	With following number of years experience in working in a WW plant
Bachelor of Science in Engineering, Chemistry, Biology or related field	Three (3) years
Associates degree in Engineering, Chemistry, Biology or related field	Four (4) years
High School Degree or equivalent	Five (5) years

- Grade 5 Vermont Wastewater Certificate (or equivalent certification from another State) preferred. Grade 4, with ability to obtain Grade 5 within 6 months, is required.
- Previous supervisory experience strongly preferred.
- Capital improvement planning and implementation experience strongly preferred.
- Ability to obtain and maintain a valid Vermont driver's license.
-

Necessary Knowledge, Skills and Abilities:

- Demonstrated knowledge of municipal wastewater collection, pumping, and treatment, and sludge production and distribution systems.
- Ability to understand logic associated with programmable logic controllers.
- Knowledge of and ability to navigate Supervisory Control and Data Acquisition (SCADA).
- Ability to comprehend and carry out written, oral, and diagrammatic instructions required.
- Ability to understand relevant physical, chemical, electrical, and microbiological principles required.
- Demonstrated knowledge of industry methods, materials, and tools.
- Demonstrated knowledge of and technical skill to perform preventative, predictive and corrective maintenance on electromechanical pumps, motors, hydraulic and pneumatic systems and instrumentation.
- Ability to learn City budgeting and procurement requirements, and make annual budget recommendations for the North, East and pump station programs to the Wastewater Manager.
- Ability to work independently.
- Planning and organizational skills including the ability to plan and execute a schedule for short and long term projects.
- Ability to develop and maintain accurate maintenance records systems.
- Ability to develop and maintain policies and standard operating procedures.
- Ability to plan, organize, assign, supervise and inspect the work of staff.
- Ability to train and instruct subordinates.
- Ability to read, interpret, and follow technical manuals, blueprints, and diagrammatic drawings.
- Ability to formulate and follow written procedures and ensure conformance to City and department policies and procedures, state and federal regulations and contractual agreements.

- Ability to establish and maintain effective working relationships with staff, City officials and citizens.
- Ability to work in confined spaces.
- Ability to create and maintain an environment that embraces the 6 operating principles; Customer Service, Fiscal Responsibility, Good Labor Relations, Employee Empowerment, Cooperation and Constant Improvement.
- Ability to perform data collection processes and develop and generate the proper reports.
- Experience with computers in a Windows based environment required, including Outlook Email, Word and Excel programs and computerized maintenance management systems.
- Ability to enforce safety regulations and standards.
- Exposure to toxic chemicals, bacteria and noxious odors.
- Ability to work outdoors and in all weather conditions.
- Ability to actively support City diversity, equity, and cultural competency efforts within stated job responsibilities and work effectively across diverse cultures and constituencies.
- Demonstrated commitment to diversity, equity and inclusion as evidenced by ongoing trainings and professional development.
- Regular attendance is necessary and is essential to meeting the expectations of the job functions.
- Ability to understand and comply with City standards, safety rules and personnel policies.

Physical & Mental/Reasoning Requirements; Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

☒ seeing	☒ ability to move distances
☐ color perception	☒ lifting (specify) within and between 50-75 pounds warehouses/offices
(red, green, amber)	☒ carrying (specify)
☒ hearing/listening	☒ climbing 50-75 pounds
☒ clear speech	☒ ability to mount and ☒ driving (local/over
☒ touching	dismount forklift/truck the road)
☐ dexterity	☒ pushing/pulling

Chief Operator – Wastewater Plant (North, East, Pump Stations)

Page 5 of 5

☒ hand
☐ finger
☐ reading - basic

☒ reading – complex

☐ writing - basic

☒ writing - complex
☐ shift work

☒ works alone

☒ works with others

☒ verbal contact w/others

☒ face-to-face contact

☒ inside

☐ math skills - basic

☒
analysis/comprehension
☒ math skills - complex

☒
judgment/decision
☒ clerical
making

☒ outside
☒
pressurized equipment

☒ extreme heat
☒ moving
objects

☒ extreme cold
☒ high

places
☒ noise
☒ fumes/odors
☒ mechanical equipment
☒ hazardous

materials
☒ electrical
equipment ☒
dirt/dust

Supervision:

Directly Supervises: 5

Indirectly Supervises: 0

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

Approvals:

Department Head: _____ Date: _____

Human Resources: _____ Date: _____

Revised 12/2/05. Revised September 2015. Revised November 2016.

Director of Drinking Water Production
Page 1 of 6

City of Burlington Job Description

Position Title: Director of Drinking Water Production(reclassified from Drinking Water Facilities Manager)

Department: Department of Public Works

Reports to: Division Director - Water Resources

Pay Grade: 24

Job Code: 401

Exempt/Non-Exempt: Exempt

Union: Non-Union

General Purpose: Under administrative direction from the Division Director, oversees, supervises and coordinates the operations, process control, regulatory compliance, maintenance and strategic planning related to the treatment, pumping, storage and adequate supply of safe, clean drinking water to Burlington's potable water taps and its wholesale customer Colchester FD #2.

Essential Job Functions: (This section outlines the fundamental job functions that must be performed in this position. The "Qualifications/Basic Job Requirements" and the "Physical and Mental/Reasoning Requirements and Work Environment" state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position.)

Operations Oversight

- Ensure compliance with all conditions, sampling, and reporting requirements of the State of VT Water System Permit to Operate, the Federal Safe Drinking Water Act (40 CFR), the State Water Supply Rule and the Partnership for Safe Water including coordination with the Director of Engineering and Operations on compliance items related to the distribution system.
- Oversees the organization, staffing and operations activities for the drinking water treatment plant, pumping and storage structures ("Water Production") including assuming responsibility for critical and complex decisions regarding operational changes, process control, maintenance priorities, scheduling and compliance with all applicable regulations and including distribution system water quality sampling. Includes the following facilities:
 - Water Treatment Plant
 - Raw/Finished Water Pump Station
 - 7 million gallon Water Storage Reservoir
 - High Service Water Supply System
 - High Service Pump Station and 2 elevated storage tanks (150,000 and 500,000 gallons) critical to the provision of adequate pressure and supply to the upper elevations of the City including the University of Vermont Medical Center, Vermont's only Level 1 Trauma Center.
 - Booster Pump for Colchester Fire District #2 supply

- Directs, coordinates, and review progress of the monthly, quarterly and annual work plans for operation and maintenance functions, services and activities for all aspects of the Water Production facilities; ensures the implementation of workplans through the Water Production Manager and Senior Mechanic.
- For the Water Production facilities, develops and ensures the implementation of techniques and programs for gathering data and monitoring trends; analyze plant performance and pump station performance trends, recommend and implement process control techniques or other improvements as necessary to ensure maximum operational efficiency (energy consumption, staff resources, cost mitigation etc.) and optimized plant finished and tap water quality.
- Responsible for final review of the Plant Monthly Operation Report prior to submission by the Water Production Manager.
- Through the Senior Plant Mechanic, coordinates with maintenance personnel to correct deficiencies and minimize operational conflicts.
- In collaboration with the Water Resources Asset Manager, ensures that maintenance requirements and actions for water treatment, pumping and storage assets are recorded in the City's asset management software.
- Ensures timely development of and regular updates to the Operations and Maintenance Manual, all necessary Standard Operating Procedures and various regulatory plans (Emergency Response Plan, Source Protection Plan, annual Consumer Confidence Report etc.).
- Reads, understands and ensures compliance with the City of Burlington Safety Manual and, in conjunction with the City Safety Manager, reporting injuries, evaluating job hazards, ensuring adherence to training schedules and recommending safety equipment.
- Monitors State and Federal regulatory changes and reports on operational, budgetary, staffing and other implications to the Division Director.
- Oversee building and grounds maintenance activities for all water facilities.
- Performs all duties of subordinates as required.

Capital Improvements:

- Provides significant input into the Water Production Capital Improvement Plans, including prioritization of projects.
- In collaboration with Water Resources Engineers, Senior Plant Mechanic and Water Production Manager, responsible for ensuring that items within the Water Production Capital Plan are implemented as scheduled.
- Reviews reports and designs related to capital improvements to ensure compatibility with operations.
- Collaborates with Water Resources Engineers to provide operational oversight on the implementation of capital improvement projects.

Supervision

- Supervises the Water Production leadership team (Water Production Manager and the Senior Water Plant Mechanic) and the corrective maintenance duties of the Water Plant Mechanics and provides guidance and support to the supervision of all Water Production staff.

- Establishes proficiency and performance standards for all water plant personnel; evaluates performance of direct reports informally and formally at regular intervals and ensures regular performance evaluations of their subordinates.
- Ensures the proper supervision and training of Water Production staff including scheduling training and developing training programs to ensure staff are properly trained in water treatment, analysis for permit parameters, process control analysis, corrective and preventative maintenance of equipment, and safety requirements.
- Oversees the hiring and ensures the proper on-boarding of all Water Production personnel.
- Responsible for ensuring compliance of all work within the Water Production group with the AFSCME Collective Bargaining Agreement.
- In collaboration with Human Resources, supports a culture of professional accountability through the implementation of the disciplinary ladder as necessary.
- Meets with staff regularly to identify and resolve issues.

Administration

- Participates in the development and administration of the Production program annual operating and capital budget, in planning for the next budget period by evaluating past expenditures, estimating future costs and making determination of new budget amounts; approves and submits purchase orders to the Division Director for purchases originating in the Water Production group; recommends budget adjustments as necessary.
- Receives, investigates, and delegates or responds to a variety of requests for information or assistance associated with water production from the general public, other City departments, vendors, federal and state agencies.
- Prepare a variety of written and numerical records and reports for the Division Director, State, and Federal officials on such subjects as treatment plant status, staff scheduling, budget items, maintenance and operations activities and special projects.
- Responsible for ensuring purchasing and contracting activities of the Water Production program, adhere to the City's Purchasing Policy.
- Responsible for procurement and contracting for water treatment chemicals, underwater inspections, on-call electrical and mechanical services.
- Coordinates with Customer Care and Water Resources Policy and Programs Advisor on public outreach and education related to drinking water quality.

Continuous Improvement

- Support the Division Director in developing and advancing continuous improvement efforts towards the effective utility management principles of operational optimization, financial viability, customer satisfaction/stakeholder understanding and support, and employee leadership and development for the Water Production work group. This includes, but is not limited to:
 - the development, measurement and tracking of appropriate key performance indicators (KPIs)
 - monitoring of industry trends and reporting on innovative ways to elevate the effectiveness of the Water Resources Utilities.
 - stays current on emerging technologies and trends within water treatment

storage and production fields.

- Together with the Division Director, participates in the identification of goals and priorities for the Water Production Facilities to ensure continuous organizational and operational improvement. Develops resultant objectives, plans, policies and procedures.
- Monitors the efficiency and workload of the organizational structure of the Water Facilities group and recommends organizational changes as necessary.
- Coordinates with the Director of Wastewater Facilities on areas of shared interest, including but not limited to safety programs, chemical and equipment procurement.
- Implements a work culture of professional accountability, curiosity and continuous learning.

Non-Essential Job Functions:

- Performs other duties as required.

Qualifications/Basic Job Requirements:

Education, Certifications and Experience:

- Bachelor of Science degree in Engineering, Chemistry, Biology or related science and six (6) years working in a water treatment plant required, Associates Degree in Engineering, Chemistry, Biology or related field with eight (8) years working in a water treatment plant OR High School Diploma or equivalent with ten (10) years working in a water treatment plant required.
- Grade 4C Vermont Water Operator Certification (or equivalent) required.
- Five (5) years of experience at the Grade 4C License level preferred.
- Minimum 4 (four) years supervisory experience in an operations environment required. Previous supervisory experience in a 24-7 staffed, Union environment preferred.
- Experience overseeing operations and preventative and correction maintenance of water equipment preferred.
- Completion of the OSHA 30 is preferred, must be completed within 1 year of hire.
- Valid driver's license required. A valid driver's license shall be defined as a current state of residence-issued license to operate a motor vehicle on public roadways. Position also requires the ability to be covered under the City's vehicle insurance policy prior to the operation of any City vehicles or non-City vehicles for City business.

Necessary Knowledge, Skills and Abilities:

- Demonstrated knowledge and ability to independently perform the most complex, skilled and responsible aspects of water production and treatment work, including complex troubleshooting and problem solving to maintain and restore safe water supply.
- Ability to analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Demonstrated knowledge and ability to navigate Supervisory Control and Data Acquisition (SCADA).
- Demonstrated knowledge of industry methods, materials, and tools, including standard lab practices.
- Demonstrated knowledge of and technical skill to oversee preventative, predictive and corrective maintenance on electromechanical pumps, motors, hydraulic and pneumatic

systems and instrumentation.

- Ability to update and maintain current Standard Operating Procedures, Emergency Response and Contingency Plans.
- Ability to utilize and track data related to asset management in the technological system currently in place for Water Resources.
- Ability to comprehend and carry out written, oral, and diagrammatic instructions required.
- Ability to understand relevant physical, chemical, electrical, and microbiological principles required.
- Ability to work independently.
- Planning and organizational skills including the ability to plan and execute a schedule for short and long term projects.
- Ability to develop and maintain accurate maintenance records systems.
- Ability to delegate, direct, supervise and evaluate the work of subordinate staff and the ability to train staff in water treatment, production and storage operations.
- Ability to read, interpret, and follow technical manuals, blueprints, and diagrammatic drawings.
- Ability to learn City budgeting requirements and to prepare budget estimates for area of assignment.
- Ability to formulate and follow written procedures and ensure conformance to City and department policies and procedures, state and federal regulations and contractual agreements.
- Ability to establish and maintain effective working relationships with staff, City officials and citizens.
- Ability to communicate clearly both orally and in writing.
- Ability to work in confined spaces.
- Ability to create and maintain an environment that embraces the 6 operating principles; Customer Service, Fiscal Responsibility, Good Labor Relations, Employee Empowerment, Cooperation and Constant Improvement.
- Ability to perform data collection processes and develop and generate the proper reports.
- Experience with computers in a Windows based environment required, including Outlook, Word and Excel programs and computerized maintenance management systems.
- Ability to work outdoors and in all weather conditions.
- Ability to actively support City diversity, equity, and cultural competency efforts within stated job responsibilities and work effectively across diverse cultures and constituencies.
- Regular attendance is necessary and is essential to meeting the expectations of the job functions.
- Ability to occasionally work beyond normal hours, at night or weekends and to travel to various seminars and conferences for the benefit of the Department.
- Ability to understand, comply and enforce with City standards, safety rules and personnel policies.

Physical & Mental/Reasoning Requirements; Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

x	seeing	x	ability to move distances within warehouses and offices
x	color perception (red, green, amber)	x	lifting (specify 50 pounds)
x	hearing/listening	x	carrying (specify 100 pounds)
x	clear speech	x	climbing
x	touching	x	driving
x	dexterity x hand x finger	x	ability to mount and dismount forklift
	reading – basic	x	pushing/pulling
x	reading – complex	x	shift work
	math skills – basic	x	moving objects
x	math skills – complex	x	pressurized equipment
	writing – basic	x	extreme heat
x	writing – complex	x	extreme cold
x	analysis/comprehension	x	high places
x	judgment/decision making	x	noise
x	clerical	x	fumes/odors
x	inside	x	dirt/dust
x	outside	x	hazardous materials
x	works alone	x	electrical equipment
x	works with others	x	mechanical equipment
x	face-to-face contact		
x	verbal contact w/others		

Supervision:

Directly Supervises: __5__

Indirectly Supervises: _5_____

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

Approvals:

Department Head: _____ Date: _____

Human Resources: _____ Date: _____

Revised July 2015. Revised January 2019. Revised 2020. Revised December 2024

Drinking Water Facilities Manager
Page 1 of 4

City of Burlington Job Description

Position Title: Drinking Water Facilities Manager

Department: Department of Public Works

Reports to: Division Director - Water Resources

Pay Grade: 22

Job Code: 401

Exempt/Non-Exempt: Exempt

Union: Non-Union

General Purpose: Under administrative direction from the Division Director, oversees, supervises and coordinates the operations, process control, regulatory compliance, maintenance and strategic planning related to the treatment and adequate supply of safe, clean drinking water to Burlington's potable water taps and its wholesale customer Colchester FD #2. Functions as the Operator in Responsible Charge and Chief Drinking Water Operator, designated by the City to be the certified professional who makes decisions regarding the operations of the public water system and water treatment facility that will directly impact the quality and/or quantity of drinking water.

Essential Job Functions: (This section outlines the fundamental job functions that must be performed in this position. The "Qualifications/Basic Job Requirements" and the "Physical and Mental/Reasoning Requirements and Work Environment" state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position.)

- Supervises the Senior Plant Mechanic, Plant Mechanic/Operators and Operators.
- Coordinate the organization, staffing and operations activities for the drinking water treatment plant and storage structures including assuming responsibility for critical and complex decisions regarding operational changes, process control, maintenance priorities, scheduling and compliance with all applicable regulations and including distribution system water quality sampling. Includes the following facilities:
 - Water Treatment Plant
 - Raw/Finished Water Pump Station
 - 7 million gallon Water Storage Reservoir
 - High Service Water Supply System
 - High Service Pump Station and 2 elevated storage tanks (150,000 and 500,000 gallons) critical to the provision of adequate pressure and supply to the upper elevations of the City including the University of Vermont Medical Center, Vermont's only Level 1 Trauma Center.
- Ensure compliance with all conditions, sampling, and reporting requirements of the State of VT Water System Permit to Operate, the Federal Safe Drinking Water Act (40 CFR), the State Water Supply Rule and the Partnership for Safe Water.
- Analyze plant performance, recommend and implement process control techniques or other improvements as necessary to ensure maximum operational efficiency (energy

consumption, staff resources etc.) and optimized plant finished water quality.

- Develop, update and implement policies, standard operating procedures (SOPs) and emergency response and contingency plans for proper operation of the plant and distribution system.
- Develop, update, maintain and implement training to ensure maximum operator competency with SOPs and emergency plans.
- Manage personnel by recruiting, providing supervision, coaching, evaluation, disciplinary actions, training and scheduling.
- Participate in the development and administration of annual operating and capital budget for the Production program, in planning for the next budget period by evaluating past expenditures, estimating future costs and making determination of new budget amounts; prepare and submit purchase orders for purchases originating in Production; recommend budget amendments as necessary.
- Participate in capital planning and scheduling and implementation of capital projects.
- Responds to and resolves difficult and sensitive citizen inquiries and complaints.
- Coordinate with maintenance personnel to correct deficiencies and minimize operational conflicts.
- Coordinate closely with Water Distribution activities to ensure maximum water quality throughout the Water system.
- Perform administrative duties in compliance with all City and departmental policies and procedures, state and federal water quality regulations such as completion of reports, planning documents, performance documentation, inventory control, and supply requisition.
- Produce the annual Consumer Confidence Report.
- Reads, understands and ensures compliance with the City of Burlington Safety Manual and, in conjunction with the City Safety Manager, reporting injuries, evaluating job hazards, ensuring adherence to training schedules and recommending safety equipment.
- Oversee building and grounds maintenance activities for all water facilities.
- Perform special projects and related work as required.

Non-Essential Job Functions:

- Performs other duties as required.

Qualifications/Basic Job Requirements:

- Bachelor of Science degree in Engineering, Chemistry, Biology or related science and five (5) years working in a water treatment plant required. Additional experience may be substituted for a degree requirement on a two-for-one year basis.
- Grade 4C Vermont Water Operator Certification preferred. Ability to obtain Grade 4C Vermont Water Operator Certification within 1 year required.
- Previous supervisory experience required. Previous supervisory experience in a Union environment preferred.
- Demonstrated knowledge and ability to independently perform the most complex, skilled and responsible aspects of water production and treatment work, including complex troubleshooting and problem solving to maintain and restore safe water supply.
- Ability to obtain and maintain a valid State Driver's license required.

- Demonstrated knowledge and ability to navigate Supervisory Control and Data Acquisition (SCADA).
- Demonstrated knowledge of industry methods, materials, and tools.
- Demonstrated knowledge of and technical skill to perform preventative, predictive and corrective maintenance on electromechanical pumps, motors, hydraulic and pneumatic systems and instrumentation.
- Ability to update and maintain current Standard Operating Procedures, Emergency Response and Contingency Plans.
- Ability to utilize and track data related to asset management in the technological system currently in place for Water Resources.
- Ability to comprehend and carry out written, oral, and diagrammatic instructions required.
- Ability to understand relevant physical, chemical, electrical, and microbiological principles required.
- Ability to work independently.
- Planning and organizational skills including the ability to plan and execute a schedule for short and long term projects.
- Ability to develop and maintain accurate maintenance records systems.
- Ability to supervise, train and instruct subordinates.
- Ability to read, interpret, and follow technical manuals, blueprints, and diagrammatic drawings.
- Ability to learn City budgeting requirements and to prepare budget estimates for area of assignment.
- Ability to formulate and follow written procedures and ensure conformance to City and department policies and procedures, state and federal regulations and contractual agreements.
- Ability to establish and maintain effective working relationships with staff, City officials and citizens.
- Ability to communicate clearly both orally and in writing
- Ability to work in confined spaces.
- Ability to create and maintain an environment that embraces the 6 operating principles; Customer Service, Fiscal Responsibility, Good Labor Relations, Employee Empowerment, Cooperation and Constant Improvement.
- Ability to perform data collection processes and develop and generate the proper reports.
- Experience with computers in a Windows based environment required, including Outlook, Word and Excel programs and computerized maintenance management systems.
- Ability to work outdoors and in all weather conditions.
- Ability to actively support City diversity, equity, and cultural competency efforts within stated job responsibilities and work effectively across diverse cultures and constituencies.
- Regular attendance is necessary and is essential to meeting the expectations of the job functions.
- Ability to occasionally work beyond normal hours, at night or weekends and to travel to various seminars and conferences for the benefit of the Department.

- Ability to understand, comply and enforce with City standards, safety rules and personnel policies.

Physical & Mental/Reasoning Requirements; Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

x	seeing	x	ability to move distances within warehouses and offices
x	color perception (red, green, amber)	x	lifting (specify 50 pounds)
x	hearing/listening	x	carrying (specify 100 pounds)
x	clear speech	x	climbing
x	touching	x	driving
x	dexterity x hand x finger	x	ability to mount and dismount forklift
	reading – basic	x	pushing/pulling
x	reading – complex	x	shift work
	math skills – basic	x	moving objects
x	math skills – complex	x	pressurized equipment
	writing – basic	x	extreme heat
x	writing – complex	x	extreme cold
x	analysis/comprehension	x	high places
x	judgment/decision making	x	noise
x	clerical	x	fumes/odors
x	inside	x	dirt/dust
x	outside	x	hazardous materials
x	works alone	x	electrical equipment
x	works with others	x	mechanical equipment
x	face-to-face contact		
x	verbal contact w/others		

Supervision:

Directly Supervises: 8

Indirectly Supervises:

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

Approvals:

Department Head: _____ Date: _____

Human Resources: _____ Date: _____

Revised July 2015. Revised January 2019. Revised 2020.

City of Burlington Job Description

Position Title: Drinking Water Production Manager (new position but somewhat derived from pre-2019 Chief Water Operator)

Department: Department of Public Works

Reports to: Director of Drinking Water Production

Pay Grade: 22

Job Code: 406

Exempt/Non-Exempt: Exempt

Union: Non-Union

General Purpose:

This position is responsible for the operation and maintenance of the City's drinking water production facilities, including water treatment, pumping and storage. This position is responsible for directing and evaluating the work of Plant Operators and Operator/Mechanics, for State and Federal water treatment regulatory compliance, process control, and preventative maintenance at these facilities. Serves as the Chief (Designated) Drinking Water Operator.

Essential Job Functions: (This section outlines the fundamental job functions that must be performed in this position. The "Qualifications/Basic Job Requirements" and the "Physical and Mental/Reasoning Requirements and Work Environment" state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position.)

- Plan, organize, communicate and direct the day-to-day and on-call operation of the drinking water production facilities which are staffed 24-7. Schedule work activities, making all necessary arrangements for supplies, equipment, and staff resources. Including, but not limited to:
 - Oversee, schedule and direct Plant Operators and Operator/Mechanics in the operation and preventative maintenance of treatment plant processes, pumping and storage equipment, buildings and grounds, including laboratory analysis and process control.
 - In collaboration with the Senior Plant Mechanic, schedule maintenance work, supply parts and materials for preventative maintenance of water equipment, buildings and grounds; order and maintain inventory of adequate supply of parts.
 - Maintain monthly preventative maintenance work schedule for all assets through the computerized asset management maintenance program.
 - Establish and maintain drinking water data management database.
- Analyze plant and pump station performance, recommend and, under direction of Director of Water Production, implement process control techniques or other improvements as necessary to ensure maximum operational efficiency (energy consumption, staff resources, cost mitigation etc.) and optimized plant finished and tap water quality.
- Supervise and monitor performance and proficiency of staff in the areas of water treatment, laboratory analysis for permit parameters, process control, preventative

maintenance, and safety requirements. Evaluate staff performance and document personnel performance and growth; provide coaching, training and development of staff; recommend disciplinary action to the Director of Water Production.

- Develops monthly, quarterly and annual work plans for operations and maintenance functions at all water production facilities. Responsible for implementation of operations work plans within appropriate time frames. Coordinates with the Senior Plant Mechanic to implement corrective maintenance functions.
- Assist the Director of Drinking Water Production to develop, document, implement, and maintain policies and standard procedures for proper operation of the plants and plant laboratory.
- Prepare a variety of written and numerical records and reports for the Director of Drinking Water Production, State, and Federal officials on such subjects as treatment plant status, staff scheduling, budget items, maintenance and operations activities and special projects;
- Coordinates with the Distribution Manager to schedule Distribution team staff for general plant and storage facility related work maintenance work (tank cleaning, painting, pipe laying, grounds maintenance) at the production facilities.
- In conjunction with the Water Resources Engineers, Senior Plant Mechanic and Director of Drinking Water Production, ensure that items within the Water Production Capital Plan are implemented as scheduled and provide input to the on-going updates to this plan.
- Provides technical expertise to consultants, engineers and contractors on all projects related to the Water Production facilities.
- Provide safety related information, training and procedures for staff and visitors.
- Analyze drinking water as required by federal and state agencies and ensure conformance with the Drinking Water Permit to Operate and effective plant operation as designed.
- Assists the Director of Drinking Water Production in monitoring State and Federal regulatory changes.
- Receives and responds to variety of requests within the scope of the position for information or assistance from the general public, other City departments, vendors, federal and state agencies and other treatment plants.
- Plan and schedule for vehicle maintenance as required.
- Complete Monthly Operations Report in a timely fashion for review by the Director of Water Production and subsequently submit report to the State of Vermont.
- Oversees purchasing for the water treatment plant in compliance with the City's Purchasing Policy.
- Perform special projects and related work as required.
- Fulfills job functions of water plant operator as required.

Non-Essential Job Functions:

- Performs other duties as required.

Qualifications/Basic Job Requirements:

Education, Certifications and Experience:

- Bachelor of Science in Engineering, Chemistry, Biology or related field with four (4) years working in a water treatment plant, Associates Degree in Engineering, Chemistry,

Biology or related field with six (6) years working in a water treatment plant OR High School Diploma or equivalent with eight (8) years working in a water treatment plant required Grade 4C Drinking Water License (or equivalent certification from another State) required.

- Previous supervisory or leadership experience required. Experience with 24-7 staffing and a Union environment preferred.
- Completion of the OSHA 30 is preferred, must be completed within 1 year.
- Valid driver's license required. A valid driver's license shall be defined as a current state of residence-issued license to operate a motor vehicle on public roadways. Position also requires the ability to be covered under the City's vehicle insurance policy prior to the operation of any City vehicles or non-City vehicles for City business.

Necessary Knowledge, Skills and Abilities:

- Demonstrated knowledge of drinking water treatment, standard lab practices, pumping, and storage.
- Ability to understand logic associated with programmable logic controllers.
- Knowledge of and ability to navigate Supervisory Control and Data Acquisition (SCADA).
- Ability to utilize and track data related to asset management in the technological system currently in place for Water Resources.
- Ability to comprehend and carry out written, oral, and diagrammatic instructions required.
- Ability to understand relevant physical, chemical, electrical, and microbiological principles required.
- Demonstrated knowledge of industry methods, materials, and tools.
- Demonstrated knowledge of and technical skill to perform preventative, predictive and corrective maintenance on electromechanical pumps, motors, hydraulic and pneumatic systems and instrumentation.
- Ability to learn City budgeting and procurement requirements, use the City's financial software, and make annual budget recommendations for all plants to the Director of Water Production.
- Ability to work independently.
- Planning and organizational skills including the ability to plan and execute a schedule for short and long term projects.
- Ability to develop and maintain policies and standard operating procedures.
- Ability to plan, organize, assign, supervise and inspect the work of subordinates.
- Ability to train, coach, evaluate and discipline staff.
- Ability to read, interpret, and follow technical manuals, blueprints, and diagrammatic drawings.
- Ability to formulate and follow written procedures and ensure conformance to City and department policies and procedures, state and federal regulations and contractual agreements.
- Ability to learn and maintain VOSHA safety rules and regulations as they pertain to the Department of Public Works.
- Ability to establish and maintain effective working relationships with staff, City officials

and citizens.

- Ability to work in confined spaces.
- Ability to create and maintain an environment that embraces the 6 operating principles; Customer Service, Fiscal Responsibility, Good Labor Relations, Employee Empowerment, Cooperation and Constant Improvement.
- Ability to perform data collection processes and develop and generate the proper reports.
- Experience with computers in a Windows based environment required, including Outlook Email, Word and Excel programs and computerized maintenance management systems.
- Ability to enforce safety regulations and standards.
- May be exposed to toxic chemicals.
- Ability to work outdoors and in all weather conditions.
- Ability to actively support City diversity, equity, and cultural competency efforts within stated job responsibilities and work effectively across diverse cultures and constituencies.
- Demonstrated commitment to diversity, equity and inclusion as evidenced by ongoing trainings and professional development.
- Regular attendance is necessary and is essential to meeting the expectations of the job functions. May be required to participate in shift coverage if the case of staffing shortages.
- Ability to understand and comply with City standards, safety rules and personnel policies.

Physical & Mental/Reasoning Requirements; Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

- | | | |
|---|---|--|
| ☒ seeing | ☒ ability to move distances | ☒ lifting (specify) |
| ☒ color perception
(red, green, amber) | within and between
warehouses/offices | 50-75 pounds |
| ☒ hearing/listening | ☒ climbing | ☒ carrying (specify) |
| ☒ clear speech | ☒ ability to mount and | 50-75 pounds |
| ☒ touching | dismount forklift/truck | ☒ driving (local/over
the road) |
| ☒ dexterity | ☒ pushing/pulling | |
| ☒ hand | | |
| ☒ finger | | |
| ☐ reading - basic | ☐ math skills - basic | ☒ analysis/comprehension |
| ☒ reading – complex | ☒ math skills - complex | ☒ judgment/decision |
| ☐ writing - basic | ☐ clerical | making |
| ☒ writing - complex | | |
| ☒ shift work | ☒ outside | ☒ pressurized equipment |
| ☒ works alone | ☒ extreme heat | ☒ moving objects |
| ☒ works with others | ☒ extreme cold | ☒ high places |

- | | | |
|---|--|---|
| ☒ verbal contact w/others | ☒ noise | ☒ fumes/odors |
| ☒ face-to-face contact | ☒ mechanical equipment | ☒ hazardous materials |
| ☒ inside | ☒ electrical equipment | ☒ dirt/dust |

Supervision:

Directly Supervises: 8 Indirectly Supervises: 0

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

Approvals:

Department Head: _____ Date: _____

Human Resources: _____ Date: _____

Created December 2024

City of Burlington

Job Description

Attachment B.5.a

Position Title: Utility Billing & Customer Care Manager (reclassified from Senior Customer Care Associate)

Department: DPW-Water Resources

Reports to: Director of Finance & Administration

Pay Grade: 20

Job Code: TBD

Exempt/Non-Exempt: Exempt

Union: N/A

General Purpose: This position is responsible for managing the personnel and the activities of the Billing and Customer Care teams which are responsible for Water Resources meter-to-cash processes, utility billing and customer service for water, wastewater & stormwater. This position focuses on ensuring the accuracy of billing and positive customer service outcomes for Water Resources. Additionally, the position executes specialty billings, leads customer outreach efforts on the Water Resources Affordability Program initiatives, supports a variety of Water Resources compliance programs with customer notification efforts, and provides administrative support and the execution of special tasks and projects for the Director of Finance & Administration and the Division Director.

Essential Job Functions: (This section outlines the fundamental job functions that must be performed in this position. The “Qualifications/Basic Job Requirements” and the “Physical and Mental/Reasoning Requirements and Work Environment” state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position.)

- *Utility Billing/Meter to Cash Functions*
 - Leading the Meter to Cash team in the execution of all daily functions related to accurate meter to cash and revenue assurance processes and utility billing for water, wastewater & stormwater.
 - Ensures that meter data is collected and processed to produce accurate customer bills.
 - Oversees day to day business operations for the meter to cash process using multiple software systems including Meter Data Management System (MDMS), Customer Information System (CIS) and customer communication portal collectively known as the “meter-to-cash systems”, using knowledge of the integration among all components of the meter-to-cash process.
 - Oversees the integrity of these systems and processes, including maintaining accurate billing records; identifying and helping to troubleshoot problematic meters; managing service requests, and responding to standard data requests.
 - Oversees the accurate and timely updates to meter assets including new installations, removals and meter or endpoint replacements, including review of meter inspection and installation electronic forms.
 - Required to perform all essential tasks of the Meter to Cash Analyst positions, as needed.
 - Implements QA/QC procedures to monitor the business activities of the Meter to Cash team; such as, monitors the billing system activity log to ensure account level changes are compliant with departmental policy.
 - Responsible for the accurate creation of accounts for “special” meters (bypasses, subtraction meters, etc).
 - Implements and configures new rates and rate changes; oversees work with meter to cash system vendors as necessary to test and implement.
 - Responsible for executing specialty billings and surcharges related to Field Service work, sludge, septage and leachate disposal and the industrial pretreatment program.

- Coordinate the proper distribution and posting of electronic payments received by the Cash and Banking Accountant.
 - Review active delinquencies and initiate lien procedures in accordance with departmental policy.
 - Manage and balance petty cash funds for Water Resources and ensure reimbursements adhere to departmental policy.
 - Process all bankruptcies notifications in accordance with Federal Law and ensure collection when possible.
 - Provides initial review of Water Resources billing appeals and credit requests. Recommends actions to the Director of Finance and Administration.
 - Assists the Director of Finance and Administration with system administration of billing software, including: ensuring user access is appropriate and confidential data is encrypted; monitoring the interface with meter reading software; designing needed enhancements or changes; and reviews the testing and final implementation to both software systems. Provides input to leadership on the effectiveness of current software and assists with managing the procurement and implementation of upgrades and proper training of staff.
- *Customer Care Functions*
 - Required to perform all essential tasks of the Customer Care Associate positions, as needed. Includes executing all daily functions related to the provision of excellent customer service for water, wastewater & stormwater.
 - Support the Director of Finance and Administration on achieving positive outcomes related to interactions between residents and all aspects of the Division including:
 - ensuring all technical information about water, sewer or stormwater outages and disruptions are communicated to and understood by Customer Care Associate positions and other departmental stakeholders.
 - scheduling of distribution and meter field service related activities such as service line estimates and meter installation/replacement
 - opportunities for service line and sewer lateral improvements during street revitalization projects
 - water resources infrastructure improvements
 - proper notification timelines for planned water shut-offs
 - ensuring satisfactory resolution of other requests for water-resources technical assistance
 - Maintain a high level of professionalism and works to establish a positive rapport with each customer when communicating by phone, email, in person or on social media. Oversees, trains and monitors the team for the same.
 - Provide the initial review of customer concerns and account troubleshooting issues not fully addressed by Customer Care Associates and coordinate any further needed action with the Director of Finance & Administration.
 - Responsible for activities of customer care team in liaising between residents and City's insurance company for claims reporting and assisting in the collection and reporting of facts from Water Resources employees.
 - Ensures adequate and accurate information and guidance for frequent customer issues is available via the website, newsletter, social media and other information platforms.
 - Leads the customer outreach effort on the Water Resources Assistance Program and helping customers evaluate which rebates, discounts or efficiency programs they are eligible for.
 - Supports other water resources programs in customer notification efforts related to communicating Burlington City Chapter 26 and Chapter 31 Ordinance requirements.
 - Represent Water Resources at community events to promote departmental initiatives and programs.

- *Leadership Functions*
 - o Directly supervises the Customer Care Associate and Meter to Cash Analyst positions. This includes planning, directing and monitoring the work of team members as well as coaching, evaluation, provide ongoing training opportunities, and when necessary, disciplinary action to achieve departmental goals, enhance performance and fully utilize staff potential.
 - o Responsible for evaluating the effectiveness of current billing and office equipment, making recommendations to the Director of Finance & Administration and then coordinating upgrades through proper procurement procedures.
 - o Coordinate with the Director of Finance & Administration, then lead the development of, updates to and ongoing maintenance of administrative and workflow Standard Operating Procedures (SOPs).
 - o Assist the Director of Finance & Administration in creating, updating and maintaining departmental policies related to utility billing, revenue assurance and customer care.
 - o Track success rates of Customer Care & Meter to Cash key performance indicators and recommends strategies for improvement.
 - o Assists in the hiring process including but not limited to screening, scheduling, interviewing and recommending applicants.
 - o Completes special projects as assigned.

Non-Essential Job Functions:

- Other duties as required.

Qualifications/Basic Job Requirements:

- Bachelor's Degree business, economics, math, accounting or related field. Additional years of relevant experience may be substituted for a degree requirement on a two-for-one-year basis.
- Minimum 3 years of relevant utility operations and Meter to Cash experience is preferred.
- Minimum 3 years of demonstrated experience with customer accounts management and direct customer contact and conflict resolution is preferred.
- Minimum 2 years of team lead or supervisory experience preferred.
- Proficiency in a computer based environment including advanced skills in spreadsheet, database, word processing is required.
- Ability to develop and implement a basic understanding of SQL queries is required.
- Ability to learn, problem solve and adapt to changing technology is required.
- Ability to learn, understand and explain advanced technical/engineering concepts as related to meter technology and installation is required; ability to understand and explain intermediate water supply and subsurface water resources utilities required.
- Ability to gather, correlate and analyze data with particular attention to detail required.
- Ability to learn, understand and explain federal, state and municipal regulations, statutes, ordinances and policies.
- Ability to interact with customers and other members of the public in a courteous and professional manner at all times.
- Excellent written and verbal communication skills, a strong customer service orientation and demonstrated team building skills are essential.
- Ability to work effectively both independently and with coworkers as part of Customer Care and other teams.
- Ability to handle multiple tasks concurrently while remaining detail oriented.
- Ability to meet deadlines while working with minimal supervision.
- Ability to use the internet and social media effectively and responsibly.
- Ability to operate standard office equipment.
- Regular attendance is necessary and essential to meeting the expectations of the job functions.

- Ability to create and maintain an environment that embraces the 6 departmental operating principles; Customer Service, Fiscal Responsibility, Good Labor Relations, Employee Empowerment, Cooperation and Constant Improvement.
- Ability to actively support City diversity, equity, and cultural competency efforts within stated job responsibilities and work effectively across diverse cultures and constituencies.
- Demonstrated commitment to diversity, equity and inclusion as evidenced by ongoing trainings and professional development.
- Ability to understand and comply with City standards, safety rules and personnel policies.

Physical & Mental/Reasoning Requirements: Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

x	seeing	x	ability to move distances within warehouses and offices
	color perception (red, green, amber)	x	lifting (specify 20 pounds)
x	hearing/listening	x	carrying (specify 20 pounds)
x	clear speech		climbing
x	touching		driving
x	dexterity x hand x finger		ability to mount and dismount forklift
	reading – basic		pushing/pulling
X	reading – complex		shift work
	math skills – basic		moving objects
X	math skills – complex		pressurized equipment
	writing – basic		extreme heat
X	writing – complex		extreme cold
x	analysis/comprehension		high places
x	judgment/decision making		noise
x	clerical		fumes/odors
x	inside		dirt/dust
	outside		hazardous materials
x	works alone	x	electrical equipment
x	works with others	X	mechanical equipment
x	face-to-face contact		
x	verbal contact w/others		

Supervision:

Directly Supervises: 4

Indirectly Supervises: 0

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

Approvals:

Department Head: _____ Date: _____

Human Resources: _____ Date: _____

Senior Customer Care Associate
Page 1 of 4

City of Burlington Job Description

Position Title: Senior Customer Care Associate– Water Resources

Department: Department of Public Works

Reports to: Customer Care and Finance Manager

Pay Grade: 16

Job Code: TBD

Exempt/Non-Exempt: Non- Exempt

Union: AFSCME

General Purpose: The Senior Customer Care Associate for Water Resources is responsible for leading all daily functions related to utility billing and the provision of excellent customer service for water, wastewater & stormwater, including but not limited to troubleshooting account issues and providing technical assistance to customers. This position executes specialty billings, account maintenance and projects, in addition to directing and monitoring the work of the Customer Care Associate I positions. In collaboration with division technical and planning staff, the position leads customer education and outreach and provides administrative support on Chapter 26 and 31 ordinance compliance activities. Additionally, the position is responsible for administrative support and the execution of special tasks and projects for the Customer Care and Finance Manager and executive support for the Division Director.

Essential Job Functions: (This section outlines the fundamental job functions that must be performed in this position. The “Qualifications/Basic Job Requirements” and the “Physical and Mental/Reasoning Requirements and Work Environment” state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position.)

- *Team Lead Functions*
 - Direct, coordinate and monitor the work of the Customer Care Associate I positions.
 - Assist the Customer Care and Finance Manager with planning and arranging of training opportunities for the Customer Care Associate I positions.
 - Assist in the hiring processes for the Customer Care and Metering Teams including but not limited to screening, scheduling, interviewing and recommending applicants.
 - Responsible for evaluating the effectiveness of current billing and office equipment, making recommendations to the Customer Care & Finance Manager and then coordinating upgrades through proper procurement procedures.
 - Track success rates of Customer Care & Meter Management key performance indicators and recommends strategies for improvement.
 - Coordinate with the Customer Care and Finance Manager, then lead the development of, updates to and ongoing maintenance of administrative and workflow Standard Operating Procedures (SOPs).
 - Assist the Customer Care and Finance Manager in creating, updating and maintaining departmental policies related to utility billing, revenue assurance and customer care.
 - Responsible for ensuring all technical information about water, sewer or stormwater outages and disruptions is communicated to and understood by Customer Care Associate I positions and other departmental stakeholders.

- *Billing and Customer Care Functions*
 - Required to perform all essential tasks of the Customer Care Associate I position, as needed. Include executing all daily functions related to utility billing and the provision of excellent customer service for water, wastewater & stormwater.
 - Maintain a high level of professionalism and works to establish a positive rapport with each customer when communicating by phone, email, in person or on social media.
 - Provide the initial review of customer concerns and account troubleshooting issues not fully addressed by Customer Care Associates and coordinate any further needed action with the Customer Care and Finance Manager.
 - Responsible for executing specialty billings and surcharges related to Field Service work, sludge, septage and leachate disposal and the industrial pretreatment program.
 - Responsible for making accurate and timely updates to meter assets including new installations, removals and meter or endpoint replacements, including review of meter inspection and installation electronic forms.
 - Coordinate the proper distribution and posting of electronic payments received by the Cash and Banking Accountant.
 - Review active delinquencies and initiate lien procedures in accordance with departmental policy.
 - Manage and balance petty cash funds for Water Resources and ensure reimbursements adhere to departmental policy.
 - Review and approve all register voids processed by subordinates.
 - Process all bankruptcies notifications in accordance with Federal Law and ensure collection when possible.
- *Public Outreach and Ordinance Compliance Administrative Support*
 - Collaborate with the Water Resources Policy and Program Manager, then lead development and maintenance of general water, wastewater and stormwater public outreach and customer technical assistance content for City's website and social media platforms.
 - Collaborate with Engineering staff and Customer Care and Finance Manager and then lead the outreach and education efforts for ongoing capital improvements.
 - Represent Water Resources at community events to promote departmental initiatives and programs.
 - Collaborate with Water Resources Technical and Planning Team, then lead Customer notification and compliance tracking support for annual backflow testing requirements, Fats, Rags, Oils and Grease (FROG) issues, industrial pollution prevention and other Burlington City Chapter 26 and Chapter 31 Ordinance requirements.
- *Executive Support and Execution of Special Tasks*
 - Provide executive support to the Division Director as requested (e.g., meeting logistics, phone & email response, document organization).
 - Provide administrative support and manage special projects as assigned by the Customer Care and Finance Manager.
 - Evaluate and void parking meter violations submitted by Water Resources employees according to departmental policy for offsite meetings.
 - Update employee vehicle database as necessary and arranges for the issuance of new parking passes and return of existing passes.
 - Monitor and re-order office and billing supply inventory.

Non-Essential Job Functions:

- Other duties as required.

Qualifications/Basic Job Requirements:

- Associates Degree in accounting, business administration or other relevant area and three (3) years of customer service and billing or accounting experience required. Additional years of customer service, billing or accounting experience may be substituted for the degree requirement on a two (2) years for one (1) basis.
- One year of team lead or supervisory experience required.
- Demonstrated experience with customer accounts management and direct customer contact is required.
- Prior experience with utility billing functions is strongly preferred.
- Proven ability to learn, understand and explain intermediate technical/engineering concepts as related to meter technology and installation, water supply and subsurface water resources utilities.
- Proven ability to learn, understand and explain federal, state and municipal regulations, statutes, ordinances and policies.
- Ability to interact with customers and other members of the public in a courteous and professional manner at all times.
- Ability to be proficient in a Windows based computer environment with database, spreadsheet and word processing software.
- Excellent written and verbal communication skills, a strong customer service orientation and demonstrated team building skills are essential.
- Ability to work effectively both independently and with coworkers as part of Customer Care and other teams.
- Ability to handle multiple tasks concurrently while remaining detail oriented.
- Ability to meet deadlines while working with minimal supervision.
- Ability to post data and make rapid, accurate mathematical calculations.
- Ability to use the internet and social media effectively and responsibly.
- Ability to operate standard office equipment.
- Regular attendance is necessary and essential to meeting the expectations of the job functions.
- Ability to create and maintain an environment that embraces the 6 departmental operating principles; Customer Service, Fiscal Responsibility, Good Labor Relations, Employee Empowerment, Cooperation and Constant Improvement.
- Ability to actively support City diversity, equity, and cultural competency efforts within stated job responsibilities and work effectively across diverse cultures and constituencies.
- Demonstrated commitment to diversity, equity and inclusion as evidenced by ongoing trainings and professional development.
- Ability to understand and comply with City standards, safety rules and personnel policies.

Physical & Mental/Reasoning Requirements; Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

x	seeing	x	ability to move distances within warehouses and offices
	color perception (red, green, amber)	x	lifting (specify 20 pounds)
x	hearing/listening	x	carrying (specify 20 pounds)

x	clear speech		climbing
x	touching		driving
x	dexterity x hand x finger		ability to mount and dismount forklift
	reading – basic		pushing/pulling
X	reading – complex		shift work
	math skills – basic		moving objects
X	math skills – complex		pressurized equipment
	writing – basic		extreme heat
X	writing – complex		extreme cold
x	analysis/comprehension		high places
x	judgment/decision making		noise
x	clerical		fumes/odors
x	inside		dirt/dust
	outside		hazardous materials
x	works alone	x	electrical equipment
x	works with others	X	mechanical equipment
x	face-to-face contact		
x	verbal contact w/others		

Supervision:

Directly Supervises: __0__

Indirectly Supervises: __2__

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

Approvals:

Department Head: _____ Date: _____

Human Resources: _____ Date: _____

This position description is provided to AFSCME for information only. The City has no obligation to negotiate with AFSCME regarding changes in position descriptions. The City's provision of revised position descriptions is in no way an admission of any obligation to negotiate or voluntary commitment to negotiate changes in position descriptions

Created March 2019. Revised January 2020. Revised January 2022.

Board of Finance and City Council Submission ChecklistDepartment: DPW-Water Resources Submitter: Megan MoirTitle/Subject: FY25 Water Resources Personnel Reorganization Items

	Approval:	Meeting Date:
☐	Board of Finance	
☐	City Council	Click or tap to enter a date.
☒	Concurrent	12/16/2024

This form must be completed by the person submitting the materials, and sent with the final submission. Please do not indicate that a signoff was received until it has actually been obtained.

Signoffs Received

Signoff Needed	Received	Date Received	Note
Department Head	Yes	12/10/24	Chapin Spencer
Mayor's Office informed and approved memo	Yes	12/11/24	Erin Jacobsen
Board/Commission, if required			
City Attorney's Office has approved contract and/or legal documents, -Identify attorney in note	N/A		
City Attorney's Office has approved memo and motion(s) or resolution(s) -Identify attorney in note	Yes	12/10/24	Erik Ramakrishnan
CAO has reviewed budget, financing, and memo	Yes	12/10/24	Katherine Schad
Human Resources, if personnel action -Identify HR Manager in note	N/A	Click or tap to enter a date.	Click or tap here to enter text.
CIO, if an IT-related investment/purchase	N/A	Click or tap to enter a date.	Click or tap here to enter text.

Materials Included

	Included?	Note
Final Memo Attached?	Yes	Click or tap here to enter text.
Contract Attached, if applicable?	N/A	Click or tap here to enter text.
Additional Materials, if necessary	Yes	Org Charts and Job Description
Draft Resolution or Motion?	Yes	Motions reviewed by CA
If for submission to Council, are sponsors identified?	N/A	Click or tap here to enter text.