



ALEX TORPEY
TOWN MANAGER

Town of Hanover
OFFICE OF THE TOWN MANAGER

603.643.0701
ALEX.TORPEY@HANOVERNH.ORG

Summary of job classification changes for 6/26 SB meeting

I'm writing to summarize two items that we originally were intending for the June 26th meeting, which we had to remove, then which we are asking to be considered on the 26th. They are:

1. Classifying the position for the new FTE in "Clerk" that was approved at Town Meeting this year
2. Re-classifying the Finance Director's position to Administrative Services Director.

This position was added largely to help with Right To Know request management and compliance, records retention and management, governing/legislative body support, Municipal Agent, elections, and several other related functions. After feedback and meetings with relevant staff and officials, we landed on a title for the position of "Deputy Director of Administrative Services/Senior Assistant Clerk." The new table of organization is included below. If we don't approve this on the 26th, it will set our hiring back up to one month, and we'd really like to get started advertising and bringing someone into this position so that we have plenty of time for them to get up to speed and integrate with current staff before a more busy election year begins. We are also becoming increasingly burdened with RTK requests, and don't have the infrastructure in place to respond in as timely of a fashion as we could. No additional funds are needed for this.

As we've all talked about before, when Betsy left, where she oversaw finance and the Clerk/tax collector staff, the position was split, though a new supervisor was never created for those two staff. We've spent a good amount of time discussing this internally and for several reasons, feel that recreating and modifying this position will help. This position, which is the Director of Finance currently, will also oversee the Deputy position created above. No additional funds are needed for this. Some of those reasons that we can discuss here include:

1. There are too many people who directly report to the Town Manager. Most organizational best practices is 3-5 people, but here we have 12. We are looking at ways in the long-term to create a more appropriate span of control and organizational structure not just in that spot but others throughout the organization.
2. This creates more coverage for certain staff positions, and will facilitate more cross-training down the road. It will allow more flexible schedules and staff to take their earned time off.
3. This setup provides the right amount of management support where it is most needed, and will support future changes we may want to make that are being discussed in our R&R study with staff.
4. A lot of policy is changing on the finance/HR front right now and will likely continue over the next year or two, and all agree that this structure will help maximize collaboration and success.
5. Beyond discussing the broader topic with our election group, this has been discussed and both our Finance Director and HR Director are fully on board and supportive. This doesn't change responsibilities, but more so just changes some reporting structure.

This setup takes advantage of staff in a way that I believe is best for the organization and for our staff, and this allows us to weather the next year(s) of retirements, elections, policy changes, and challenges in the most effective way at the best value to taxpayers. It's an exciting step that we may decide to build on as we uncover more feedback and ideas through our R&R study this year!

New Administrative Services Table of Organization

Director of Administrative Services

Human Resources Director

- Human Resources Coordinator

Senior Assistant Clerk/Deputy Director of Administrative Services*

- Tax Collector/Assistant Clerk
- Deputy Tax Collector/Associate Clerk

**Also reports to Town Clerk*

"De Facto" Finance Director (Admin Services Director)

- Finance Manager
- Finance Coordinator

Administrative Services Director Job Description

6/26/23 Update (emphasis added on updates)

JOB SUMMARY

This position directs the Town's finance, budget, and accounting functions, as well as oversees various of the Town's internal administrative services, including HR, Finance, Tax Collector, and Clerk staff work.

MAJOR DUTIES

- Oversees the town's financial and accounting functions to ensure accuracy and compliance with GASB and GAAP principles and applicable laws.
- Oversees and provides management support to departments including Human Resources, Tax Collector, and Clerk.
- Makes organizational and technology recommendations to the Town Manager to improve the efficiency, effectiveness, and quality of internal and external finance-related services.
- Coordinates and administers the development of the town's annual operating budget in collaboration with the Town Manager.
- Provides ongoing financial information, analysis, and reports to the Town Manager, elected officials, other town employees, and the general public.
- Recruits, trains, assigns, directs, supervises, and evaluates department employees. Takes corrective actions where appropriate, in consultation with Human Resources Department.
- Staffs and provides bookkeeping and administrative support for the elected Trustees of Trust Funds.
- Provides direction and oversight to purchasing and requisition processes with Town manager.
- Upon Selectboard appointment, serves as Town Treasurer to carry out the deposit, disbursement and investment of municipal funds as specified in RSA 41:29.
- Performs related duties.

Deputy Director of Administrative Services/Senior Assistant Clerk

Draft Job Duties

This position works to help supervise, report, and coordinate various administrative services, elections, records and governing body activities. They report to the Director of Administrative Services and the Town Clerk and have supervisory responsibility to the Assistant Clerk/Tax Collector and Associate Clerk, and as assigned, to back up the Director of Administrative Services.

Primary responsibilities:

- Oversees the management and access to Town Records and Documents
 - o Receives, coordinates, records, and assists in all Right to Know requests
 - o Ensures all departments are meeting state records retention requirements, assists in the cataloging and proper destruction of records
 - o Assists the Town Manager and other departments in digitizing and managing the digitization of records and processes across all Town departments
- Assists in the management of Governing and Legislative Body Meetings
 - o Works with the Town Manager's Office in preparing Selectboard agendas
 - o Attends all Selectboard meetings, helps ensure compliance with applicable laws and procedures, provides admin support with the Town Manager during the meeting, as well as takes minutes, and ensures the proper approval and storage of said minutes, including nonpublic
- Assists in the coordination of Election activities
 - o Coordinates monthly election official meetings with Town staff, Town Clerk, Town Moderator, and Supervisors of the Checklist
 - o Helps to ensure smooth information flow and collaboration between all election officials, staff, and volunteers
 - o Accesses ElectionNet and helps register voters as necessary
 - o Liaises with state government departments as necessary
- Serve as a Municipal Agent
 - o Helps to issue registrations, titles, plates and decals and corresponding reports for same. Accountable to the Town Clerk for all plates, decals, registrations, title applications as well as the official state validation stamps.
 - o Backs up Assistant Clerk/Tax Collector and Associate Clerk in the front lobby as necessary
 - o Supports election or other Town activities as needed or assigned during elections
 - o Coordinates with Finance and Accounting team to ensure proper recognition of all fees and taxes collected
 - o Ensures proper reconciliation of Muni Smart transactions, performed by Associate Clerk and Assistant Clerk/Tax Collector
- Performs other duties as assigned, which may include:
 - o Assisting in maintaining Town website materials

- Assists and supervises the Tax Collector and tax collection responsibilities as needed
- Assists in the supervision and management of direct reports
- Helps oversee general activity and management of the “front lobby” area of Town Hall

Grade 19. Pay scale: \$63,378.59 - \$96,060,80