

**Town of Moultonborough
Board of Selectmen
Meeting Agenda
Thursday, December 5, 2024
5:00 P.M.
6 Holland St. Moultonborough, NH**

- I. CALL TO ORDER**
- II. PLEDGE OF ALLEGIANCE**
- III. POLICE OFFICER OATH/INTRODUCTION(s)**
 - A. Introduction: Land Use Administrator
 - B. Police Officer Jordon Hunold Swearing In
- IV. REVIEW / APPROVAL MINUTES**
 - A. Date: 11/21/24 (+N/P)
- V. CONSENT AGENDA**
 - A. New Hampshire Department of Revenue Administration forms
 - i. Form PA-29 – Veterans’ Tax Credits/Exemptions
 - B. Personnel Action Form
- VI. NEW BUSINESS**
 - A. 2024 Adopt A Spot Program Awards
 - B. Presentation: Land Use Workflow
 - C. Action Re: '24 Ford Police Utility Interceptor
 - D. Action Re: 2025 Holiday Schedule
 - E. Action Re: Job Descriptions
 - i. Human Resources Director
 - ii. Executive Assistant – Administration
 - iii. Administrative Assistant – Administration
- VII. OLD BUSINESS**
 - A. Donation of land on Lake Kanasatka (Awaits ConCom and NH DES)
 - B. Administrator Vacancy (JD & Other Documents Under Rvw: SB Decision Jan '25)
- VIII. OTHER BUSINESS**
- IX. CITIZEN INPUT**
- X. NON-PUBLIC SESSION**
 - A. RSA 91-A: 3, II (b,c)

Any person with a disabling condition who would like to attend this public meeting and needs to be provided reasonable accommodations to participate please contact the Moultonborough Town Hall at 603-476-2347 so accommodations can be made. Interested parties may view this meeting by going to Town Hall Streams.

**Town of Moultonborough
Board of Selectmen
Thursday, November 21, 2024**

MEETING MINUTES

Present: Chairman of the Board Kevin D. Quinlan opened the meeting at 5:00 p.m. and members present were Vice Chairman Jon W. Tolman, Selectmen Charles M. McGee, Karel A. Crawford, and James F. Gray. Department Heads present were Interim Town Administrator Carter Terenzini and Human Resource Director, Robin Reade.

I. CALL TO ORDER: Chairman of the Board Kevin D. Quinlan called the meeting to order at 5:00 p.m. at the Moultonborough Town Hall in the Ernest Davis meeting room.

II. PLEDGE OF ALLEGIANCE: The Board recited the Pledge of Allegiance.

III. REVIEW / APPROVAL MINUTES

A. Date: 11/07/24 (+N/P)

Motion: Selectman Crawford

To approve the meeting minutes of November 7, 2024, public and non-public.

Seconded: Selectman McGee

Vote: 5-0

Motion passed.

IV. CONSENT AGENDA

A. Corrective Deed Middle Neck Cemetery Lot #206

B. Corrective Deed Middle Neck Cemetery Lot #208

C. Corrective Deed Middle Neck Cemetery Lot #120

D. Authorized Boat Fee Agents

i. DaSilva Motorsports

ii. Trexler's Marina

E. Disposal Agreement – MBLU# 115-029

F. New Hampshire Department of Revenue Administration – PA-29

i. Tax Credits/Exemptions

Motion: Selectman Gray

To approve the Consent Agenda.

Seconded: Selectman Crawford

Vote: 5-0

Motion passed.

V. NEW BUSINESS

A. Presentation: CIPC:

i. Frederick Van Magness, CIPC Chairman, presented the final CIPC Report for Fiscal Years 2026-2031.

B. Action Re: Abatement Application

i. James & Marion Demond

Motion: Selectman Crawford

Motion to approve an RSA 76:21 – Prorated Assessment for Damaged Buildings and a subsequent \$499.00 tax abatement, for the resident located at 11 Hanson Mill Road and owned by James & Marion Demond.

Seconded: Selectman McGee

Vote: 5-0

Motion passed.

C. Action Re: Comparison Community

Motion: Selectman Tolman

Motion to approve the recommendation on comparative towns for wage scales.

Seconded: Selectman Crawford

Vote: 5-0

Motion passed.

D. Action Re: 2025 10-Wheel Dump Truck with Plow/Wing/Sander

i. There was a review and a brief discussion on the bids.

Motion: Selectman Tolman

Motion to purchase the 2025 Western Star 47X, as specified, from Freightliner & Western Star of Maine, and to purchase the Dump Body and Municipal Plow Equipment, as specified, from Viking Cives (including extended warranties, emergency lights, radio, and other upfitting requirements) in the amount of \$366,836. To direct the Director of Public Works to try to get the best price for the old truck and to authorize the Town Administrator to sign.

Seconded: Selectman Gray

Vote: 5-0

Motion passed.

E. 2025 Winter Maintenance Service Contracts

Motion: Selectman Tolman

Motion to approve the Winter Maintenance 2024-2025 Service Contract with recommended changes and to authorize the Town Administrator to sign.

Motion: Selectman McGee

Vote: 5-0

Motion passed.

F. Action Re: Transfer Station Interim Review

i. There was a review and brief discussion.

Motion: Selectman Tolman

Motion to finish the year-round loop with that money coming out of the road budget.

Seconded: Selectman Gray

Vote: 5-0

Motion passed.

G. Action Re: HOP Grant

Motion: Selectman Tolman

Motion to authorize the Town Administrator to accept the reduction in the amount of money and to authorize the Town Planner, Dari Sassan to respond early next week with the changes in the budget.

Seconded: Selectman McGee

Vote: 5-0

Motion passed.

VI. OLD BUSINESS

A. Administrative Vacancy Update:

The Job description will be distributed over the next few days. Suggested that the search should be after January 1, 2025.

B. Donation of Land on Lake Kanasatka:

There was a brief update on where we are in this process. Working on figuring out what is the best path?

C. ARPA Status Update:

Motion: Selectman Crawford

Motion to authorize the Town Administrator to spend ARPA money on the software.

Motion: Selectman McGee

Vote: 5-0

Motion passed.

VII. OTHER BUSINESS

None

VIII. CITIZEN INPUT

A. Joe Cormier, Moultonborough Neck Road, wants the DPW Director to be the designee on his driveway permit.

Motion: Selectman Tolman

Motion to authorize the DPW Director to be the final approval for this one-time driveway permit.

Motion: McGee

Vote: 5-0

Motion passed.

IX. NON-PUBLIC SESSION

Motion: Selectman Tolman

Motion to enter nonpublic session pursuant to RSA 91-A: 3, II (b,c).

Seconded: Selectman Crawford

Vote: 5-0

Motion passed.

X. **ADJOURNMENT** – meeting adjourned at 7:42 p.m.

Motion: Selectman Tolman

To adjourn the meeting.

Seconded: Selectman Gray

Vote: 5-0

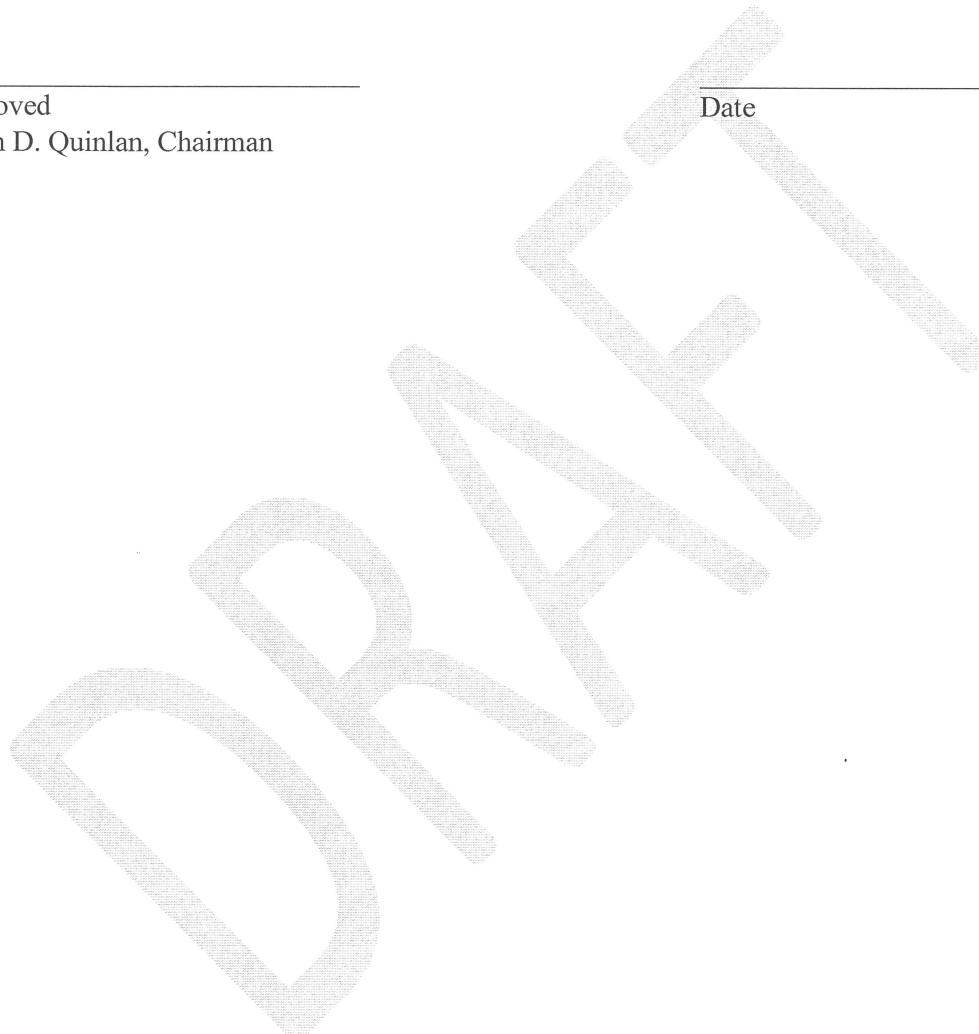
Motion passed.

Written on behalf of the Selectman by Alison Kepple, Executive Administrative Assistant.

Approved

Kevin D. Quinlan, Chairman

Date

A large, stylized, dotted graphic of the initials 'K' and 'Q' is positioned in the center of the page. The 'K' is on the left, and the 'Q' is on the right, both rendered in a light gray dotted pattern. The 'Q' has a vertical stem extending upwards and to the right, which contains the word 'Date' in a small, standard font.



MEMORANDUM

from the
OFFICE OF THE TOWN PLANNER
TOWN OF MOULTONBOROUGH, NEW HAMPSHIRE

DATE: December 2, 2024

TO: Moultonborough Board of Selectmen
RE: Land Use Workflow

Below is a list of general areas of responsibility as well as a basic timeline for building permit application processing. The amount of time associated with obtaining a building permit has been primary a source of dissatisfaction amongst contractors. As such, this timeline focusses mainly on establishing self-imposed deadlines for getting permits out the door. Moving forward from here, we intend to incorporate additional efficiencies associated with conducting inspections of approved permits.

Dari

Community Development
Budgeting
CIP
Planning Grants and Projects
Master Plan
Zoning Amendments
Legal

Jenny

Land Use Board Administration
Land Use Board Notices (abutter, newspaper, public)
Land Use Board Hearing Scheduling
Receiving/distributing Land Use Applications
Building Permit Clerk Back-up
Development Services Workbook Maintenance
LU Board Filing/Digital Uploading

Clayton

Zoning Administration & state requirements of building permit applications
Land Use Board Staff
Notices of Decision
GIS
Internal IT
Plan Review with Applicants

Janine

Primary Building Clerk
Initial Permit Processing
Permit Fee receipt/accounting
Scheduling of Inspections
Building Department Mailings
Building Permit Filing/Digital Uploads

Jeff

Building Permit Technical Review & Inspection
Code Enforcement
Health Code Enforcement
Legal (Building/Enforcement)

Part Time CEO

Code Enforcement
Assist with Inspections

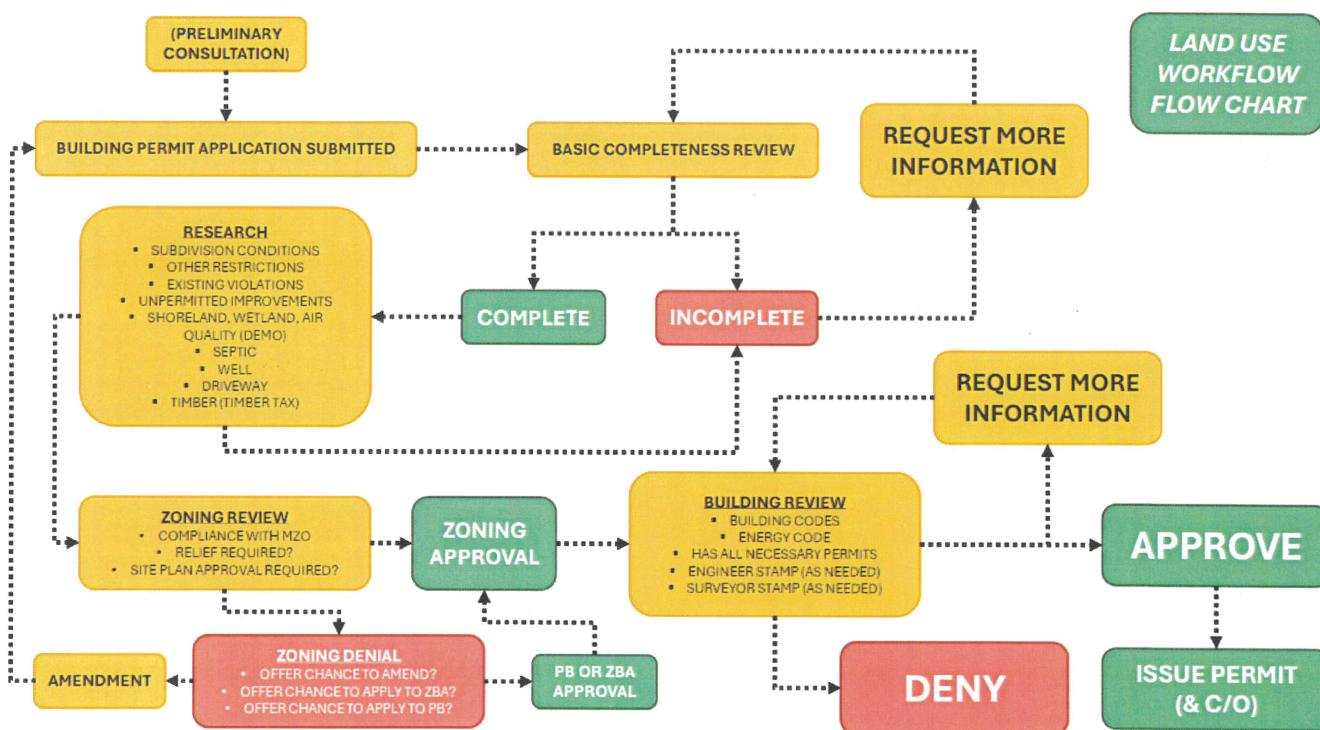
SEE APPENDED TABLE FOR FURTHER DETAIL

Building Permit Review Policies

- All applications will receive initial completeness review within 10 days.
- If incomplete, notice will be sent to the applicant within 7 days, including a list of missing elements. This shall not restrict the Building Inspector from requiring additional elements necessary to confirm compliance with building code.
- Once identified as complete, applications will be processed and either approved or denied within 14 days
- Upon request, a written explanation shall be provided whenever these timelines are not upheld.

Building Permit Review Workflow

Following, is a visual representation of the building permit review process:



As represented, building permit applications are initiated in a variety of ways, often in sequence with a variety of existing approvals. For example, planning and zoning board approvals generally come with a set of conditions, including restrictions, timelines and inspection requirements. We need to ensure those applying to initiate development in furtherance of such approvals are doing so in accordance with all associated conditions (e.g., encroachment limitations, use limitations, placement of curb cuts, etc.). Additionally, it is necessary that all requirements of the Zoning Ordinance be upheld by all building projects. Thus, in addition to upholding existing land use approvals, it is also necessary to consider whether each proposal generates the need to obtain new land use board approvals. Often, an applicant

submits what seems on its face to be a very simple request, only to find out that the request has triggered the need for zoning or planning board relief per the requirements of the ordinance. Usually, when this occurs, our office is subsequently inundated with emails, calls and visits from the applicant, his/her friends, elected officials, and others to be more lenient, to which we reply that our job is to uphold the letter of the Ordinance, as adopted by those we serve. This exercise is exhausting and time-consuming, and it is a source of ill will between our department and the community.

In addition to all the steps listed above, a completeness review is conducted, and applicants are notified of possible missing items all before the Building Inspector begins his technical code review. Once code review is initiated, it is possible that additional submission requirements may be identified. As such, it is not at all unreasonable for an applicant to be contacted weeks after the submission of an application with a request for more information. This is neither a sign of disorganization nor delinquency. It is an inherent aspect of any thorough review process.

Response Time Policies

As mentioned above, it is not uncommon for our office to become inundated with inquiries regarding a single issue. Often, we have already issued an appropriate response, and the additional inquiries serve to do nothing other than bog us down and to displace actual permit review with meaningless exchanges. However, as Carter wisely identified, when we don't respond to emails and calls, we create a diversion from the substance at hand, and we give those who would rather not follow the necessary steps something to grab ahold of. As such, I believe it is appropriate for us to set a policy of responding to inquiries within 3 business days. In order to meet this commitment, it may be necessary to issue boilerplate responses in many cases, particularly when applicants are lodging redundant communications.

* * *

Made up of just 5 people who operate under the spotlight, the Land Use Office bears the unenviable but important responsibility of independently upholding the rules and regulations that either the State has mandated, or the Moultonborough Community has chosen. As such, we rely on the support of our elected officials to maintain our ability to operate efficiently. We thank the Board of Selectmen for taking this opportunity to learn more about what we do and how we do it. Further, we look forward to working with—and taking direction from—the Board of Selectmen in further refining our operations and interactions with the public.

As suggested by Carter, we propose taking an initial step of holding a “Development Roundtable” during which Jeff and Clayton can present new and important information regarding building code, subsurface/shoreland requirements etc. and builders and developers can express their challenges and concerns.

Land Use Department Responsibilities

Building Permits						CEO	IT
	application processing	zoning review	building code review	inspections	code enforcement		IT/ data management (data storage and availability, online permitting, GIS development and administration)
past	CT,JP	DS,CT	JB	JB	JB	DS,CT	
2024 +	JP,JC	CT,DS	JB	JB	VV,DS,JB	CT,DS	

Land Use Board Applications						Community Development			
	application processing	application review	meeting coordination	meeting attendance	board administration (rules of procedure, subdivision, site plan review amendments,etc.)	administration of board decisions (administration of conditions of approval, project oversight, annual SW inspections, etc.)	zoning amendments	infrastructure, recreation and commercial development	master planning
past	JC	DS,JC	JC,DS	JC,DS	DS,JC	DS,JB,JC,CT	DS,JB,JC,CT	BOS, TA	DS,JC
2024 +	JC	DS,CT	JC,CT	DS,JC,CT	DS,CT,JC	CT,JB,VV,DS	DS,JB,JC,CT,VV	BOS, TA, DS	DS,JC,CT

JP (Janine) Building Permit Clerk

CT (Clayton) LU Admin > Land Use Technician

JC (Jenny) LU admin > Land Use Admin

JB (Jeff) Building Inspector

DS (Dari) Planner

VV (vacant) CEO

As highlighted in the **dark blue cells**, and as previously discussed during the annual budgeting process, Clayton is progressively taking on new and more complex responsibilities.

As highlighted in the **plum cells**, Bonnie was--and Jenny will be--closely involved in all aspects of the administration of Land Use Board cases and meetings.



Moultonborough Police Department



Dispatch: (603) 476-2305

Chief of Police
Peter W. Beede, Jr.
pbeede@moultonboroughnh.gov

Office: (603) 476-2400

P.O. Box 121, 1035 Whittier Highway - Moultonborough, NH 03254
Fax: (603) 476-2657

Board of Selectmen Agenda Report

Date: December 1, 2024

To: Honorable Board of Selectmen

From: Peter W. Beede, Jr., Chief of Police

Subject: Replacement of 2016 Ford Police Interceptor Utility with 2024 Ford Police Interceptor Utility

Recommended motion: *"To authorize the Police Chief to expend up to \$80,000.00 to purchase and equip one (1) 2024 Ford Police Interceptor Utility, and to purchase said cruiser for \$44,750.00 from McFarland Ford Sales Inc. of Exeter, NH, to replace the 2016 Ford Police Interceptor Utility (Car 161), approved in Article 16 of the 2024 Warrant, and to retain the 2016 Ford Police Interceptor Utility (Car 161) for use by the Community Service Officers of the Moultonborough Police Department."*

Background/Issue: The 2016 Ford Police Interceptor Utility (Car 161) was approved for replacement in Article 16 of the 2024 Warrant for \$80,000.00. After difficulty in locating a replacement, Chief Beede located a 2024 Ford Police Interceptor Utility at McFarland Ford Sales Inc. in Exeter, NH, that fits the department's specifications and was quoted at \$44,750.00. McFarland Ford Sales Inc of Exeter, NH, is an approved vendor under the State of New Hampshire Department of Administrative Services Division of Procurement and Support Services Bureau of Purchase and Property bid process.

Chief Beede is seeking to retain the 2016 Ford Police Interceptor Utility (Car 161) for use by the Community Service Officers of the Moultonborough Police Department, as the department currently does not have a vehicle for their use 7 days a week and only have use of the Code Enforcement vehicle on weekends.

Fiscal Impact (If any): Funding was approved in Article 16 of the 2024 Warrant for \$80,000.00.

151 PORTSMOUTH AVE
EXETER, NH 03833
Phone: 603-772-5953

MCFARLAND FORD SALES INC.

Deal #0026786
Cust #060995
Stock #11921

SOLD TO: TOWN OF MOULTONBOROUGH
ADDRESS 1035 WHITIER HIGHWAY
MOULTONBOROUGH, NH 03254

PHONE #

DATE 11/18/2024

2025 HOLIDAY SCHEDULE
TOWN OF MOULTONBOROUGH

HOLIDAY	TOWN DAY OFF	TRANSFER STATION DAY OFF
New Year's Day	January 1, 2025 (Wednesday)	Close Fri, Jan. 3, 2025 or get a floater day?
Martin Luther King Day	January 20, 2025 (Monday)	January 20, 2025 (Monday)
President's Day	February 17, 2025 (Monday)	February 17, 2025 (Monday)
Easter Holiday		April 20, 2025 (Sunday)
Memorial Day	May 26, 2025 (Monday)	May 26, 2025 (Monday)
Independence Day	July 4, 2025 (Friday)	July 4, 2025 (Friday)
Labor Day	September 1, 2025 (Monday)	September 1, 2025 (Monday)
Columbus Day	October 13, 2025 (Monday)	October 13, 2025 (Monday)
Veterans Day	November 11, 2025 (Tuesday)	November 11, 2025 (Tuesday)
Thanksgiving Day	November 27, 2025 (Thursday)	November 27, 2025 (Thursday) Floating Holiday for Easter
Day after Thanksgiving	November 28, 2025 (Friday)	November 28, 2025 (Friday)
Christmas Day	December 25, 2025 (Thursday)	December 26, 2025 (Friday)

Town of Moultonborough, NH

POSITION: Human Resource Director
FLSA STATUS: Exempt
APPROVED BOS:

DEPARTMENT: Administration
REPORTS TO: Town Administrator
REVISION DATE:

GENERAL SUMMARY

Highly confidential position operating under the general direction of the Town Administrator, assists in planning, organizing, developing, and directing the overall operation of Human Resources in accordance with current federal, state, and local standards, guidelines, and regulations, established policies and procedures, may be directed; to assure, employee financial and health information and training needs of the Town are met/maintained. Independently renders judgment to employees and managers on personnel matters. Assists with general assistance to citizens in need through the Human Services office.

ACCOUNTABILITY

Day to day work is performed under the general supervision of the Town Administrator who outlines general policy, assigns work, and evaluates work in terms of effectiveness. Alerts supervisor to personnel problems of policy, administration, and performance nature.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Coordination of human resources functions for Town departments and personnel, to include wage and salary administration, position descriptions and job classifications, grievance procedure administration, program administration, performance evaluations and fringe benefit oversight; oversees the maintenance of centralized personnel files.
- Develop recruitment procedures and direct recruitment efforts; advertise and post vacancies; review applications and screen for entrance requirements; assist with candidate interviews, as needed; may make recommendations to hiring authorities in accordance with established guidelines; ensure legal compliance.
- Coordinate background and record checks (criminal, credit and/or driving) for employee candidates.
- Develop procedures for and oversee the required documentation and orientation of new employees; review, maintain and revise Employee Handbook. Ensure compliance with labor laws and personnel policy, including receipt of written conditional offer prior to completing paperwork, etc. Prepare Personnel Action Reports in conformance with personnel policy.
- Assist with conduct of exit interviews with departing employees; uses information to

improve the operation, organization and culture of the individual department, administrative policies, and the Town as a whole.

- Develop, conduct, or provide for training for Town officials and employees as needed in federal, state, and local statutes, policies and by-laws related to human resources issues; develop training topics and conduct training for the professional development of the staff.
- Oversee and coordinate with both employees and insurance carriers on administration of benefits, including health, dental, retirement, disability, payroll and FMLA.
- Processes paperwork related to Worker's Compensation claims, short- and long-term disability, FMLA, and tracks and co-ordinates the associated leaves.
- Reviews and updates of employee job descriptions.
- Prepares and distributes Employee Benefit Statements on an annual basis and provides notices to employees when necessary, regarding benefit changes, options, etc.
- Oversee and coordinates the Town's Employee Assistance Program through contracted vendor services.
- Field questions from supervisors, employees, and potential employees on human resource matters.
- Active participation in the Joint Loss Management Committee (JLMC), providing information on safety training and safety program updates.
- Acts as Town's Human Services Director responsible for the coordination of all municipal welfare/general assistance activities, including direct assistance, determination of eligibility, oversight of individual cases, and client advocacy.

OTHER

- Performs other related duties as requested.
- The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

- Knowledge of the services and operations of public sector organizations.
- Knowledge of human resources principles, practices, methods, and benefit administration as applicable to a municipal setting.

- Knowledge of applicable federal and state statutes, and other applicable regulations affecting human resources activities.
- Knowledge of standard office practices and procedures, records maintenance, business English, grammar, punctuation, spelling, and arithmetic.
- Skill to demonstrate sensitivity to employee related matters and for all factors affecting EEO and affirmative action.
- Skill in the use of personal computer, software related to work, calculator, and reference books.
- Ability to exercise a high degree of diplomacy, judgment, discretion, and confidentiality.
- Ability to communicate effectively orally and in writing. Excellent interpersonal skills.
- Ability to work with all levels of the organization, i.e., appointed, and elected boards, department heads, and front-line staff, as well as legal counsel, consultants, and the public.
- Ability to identify goals and objectives and organize workload.
- Ability to administer and interpret regulations, policies, and procedures firmly, tactfully, and impartially, while maintaining flexibility to compromise and reach consensus.

QUALIFICATIONS

Minimum of a bachelor's degree in human resources, social services, public administration, or related field required. Demonstrated oral and written communications skills. Ability to interpret and apply rules, regulations, and statutes. Familiarity with human resources, rules, and statutes. Knowledge and understanding of legal ramifications including liability of the Town. Seven years of progressively responsible related professional experience in human resources, preferred, or any equivalent combination of education and experience which demonstrates possession of the required knowledge, skills, and abilities.

SUPERVISION EXERCISED

None

LICENSING AND CERTIFICATION

None.

TOOLS AND EQUIPMENT USED

Computers, calculator, copier, fax machine, phone, and other general office equipment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms and speak, see, and hear. The employee must occasional lift/move up to 25 pounds, bend, stoop, or crouch.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is primarily performed in office setting. Some travel to offsite locations may be required.

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case-by-case basis.

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

Town of Moultonborough, NH

POSITION: Executive Assistant
FLSA STATUS: Non-Exempt

DEPARTMENT: Administration
REPORTS TO: Town Administrator

GENERAL SUMMARY

Highly confidential position operating under the general direction of the Town Administrator providing the primary clerical and support functions for the Select Board and Town Administrator.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Attends and Prepares Agenda's and Minutes for the Select Board Meetings.
- Acts as lead manager of the Town website; Maintains all Town Departments webpages in the maintenance and postings of their individual web pages.
- Responsible for managing/performing website editorial activities to enhance the value of the website.
- Compiles, proofs, and produces, the Annual Town Report, Town Administrators Weekly Report, and similar public relations publications, news releases and postings.
- Assists in the maintenance of cemetery records, produces/processes cemetery deeds.
- Prepares Copies of town documents requested by the public; collects and records payments.
- Maintains roster of all appointed boards, committees and rosters including terms of office, issues reminder to the Town Administrator when terms are about expire or vacancies occur and prepares Notices of Appointment.
- Receives public inquiries, provides available responses and performs research as needed.
- Prepares and processes Leases for Lees Mills Docks and similar Town properties.
- Receives and processes Fishing Tournament requests.
- Receives and processes Adopt-A-Spot Program requests and administers program.
- Order supplies for the building.
- Phone System Management.
- Maintain the contents of the "Gold Box". Provide back-up coverage for the Administrative Assistant in processing requests for and issue permits for entrance to Town Facilities, collects and records payments.

OTHER DUTIES AND RESPONSIBILITIES

Performs other related duties as requested.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience

Associate's Degree in business or a related field and three years of general experience in an equivalent office environment is required, and/or any equivalent combination of education and experience which demonstrates possession of the required knowledge, skills, and abilities

Knowledge, Skills and Abilities

- Knowledge of RSA-91-A, and NH Statutes governing municipalities.
- Superior knowledge of office computer systems and applications, including word processing, spreadsheets, database, desktop publishing and information systems applications.
- Advanced office skills and transcription skills.
- Public relations and accurate telephone communications, including the consistent use of a pleasant phone presence.

- Ability to defuse problematic confrontations and ability to make knowledgeable decisions.
- Ability to know what constitutes confidentiality and maintain the same in an environment driven by the public's right to know.

SUPERVISION EXERCISED

Coordinates activities of front-line Administrative Assistant.

LICENSING AND CERTIFICATION

Notary Public upon appointment or obtaining the same within 6 months of entry into the position.

TOOLS AND EQUIPMENT USED

Computers, calculator, copier, fax machine, phone and other general office equipment.

PHYSICAL DEMANDS

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

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms and talk, see and hear. The employee must occasionally lift/move up to 25 pounds, bend, stoop or crouch.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Work is primarily performed in an office setting. Attendance at night meetings is required. Some travel to offsite locations may be required.

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

Town of Moultonborough, NH

POSITION: Administrative Assistant
FLSA STATUS: Non-Exempt

DEPARTMENT: Administration
REPORTS TO: Executive Assistant

GENERAL SUMMARY

Operates under the general direction of the Executive Assistant providing customer front line services and performing administrative work in the support of the Administration & Finance units.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Answer all incoming phone calls and directs calls to the correct department.
- Greets residents and directs them to where they need to go.
- Acts as a problem identification and resolutions resource, answering questions, providing guidance, troubleshooting and following up with the public in resolving problems; may coordinate (or act as liaison) between departments as required to facilitate problem resolution.
- Processes requests for and issues permits for entrance to all Town Facilities; collects and records payments.
- Accept and process Community Garden applications, collects and records payments.
- Prepares copies of town documents requested by the public; collects and records payments charged for copies
- Receives daily mail, opens, date stamps and dispenses to proper departments, makes copies and distributes as material may indicate.
- Provide back-up coverage for the Administration Office to cover Board and Committee Meetings and prepare and post related minutes as occasionally needed.
- Post Bids, Job Descriptions, and other web postings as needed.
- Compiles, proofs, and produces the Town Newsletter to be included in the tax bill mailings and similar publications
- Provide Notary Services to the public.
- Performs routine help desk PC and software support.
- File timecards and payables.

OTHER DUTIES AND RESPONSIBILITIES

Performs other related duties as requested.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience

High school diploma or equivalent, documented training in computer, secretarial and clerical skills, and one year of general experience in an office environment is required, and/or any equivalent combination of education and experience which demonstrates possession of the required knowledge, skills, and abilities.

Knowledge, Skills and Abilities

- Knowledge of office computer systems and applications including word processing, spreadsheet, database, desktop publishing and information systems applications.
- Public relations and accurate telephone communications, including the consistent use of a pleasant phone presence.
- Advanced office and transcription skills.
- Ability to defuse problematic confrontations and ability to make knowledgeable decisions.

SUPERVISION EXERCISED

None.

LICENSING AND CERTIFICATION

Notary public or ability to obtain certification within six months of appointment.

TOOLS AND EQUIPMENT USED

Computers, calculator, copier, fax machine, phone and other general office equipment.

PHYSICAL DEMANDS

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

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms and talk, see and hear. The employee must occasionally lift/move up to 25 pounds, bend, stoop or crouch.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Work is primarily performed in an office setting. Occasional attendance at night meetings is required. Some travel to offsite locations may be required.

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.