



Settled 1752
JAMESTOWN
NORTH CAROLINA

Special Meeting of the Town Council
May 11, 2022
9:00 am in the Civic Center
Agenda

- I. **Call to Order-**
 - A. Roll Call
 - B. Pledge of Allegiance
 - C. Moment of Silence
 - D. Approval of Agenda

- II. Presentation of Revenue Neutral Rate- Judy Gallman, Finance Director

- III. Updates to Capital Improvement Program (CIP)- Judy Gallman, Finance Director

- IV. Discussion of Budget FY 2022/2023- Matthew Johnson, Town Manager

- V. Adjournment

Mayor
Lynn Montgomery

Town Manager
Matthew Johnson

Town Attorney
Beth Koonce



Council Members
Martha Stafford Wolfe, Mayor Pro Tem
Rebecca Mann Rayborn
John Capes
Lawrence Straughn

TOWN OF JAMESTOWN AGENDA ITEM

ITEM ABSTRACT: Presentation of Revenue Neutral Rate

AGENDA ITEM #: 11

CONSENT AGENDA ITEM

ACTION ITEM

INFORMATION ONLY

MEETING DATE: May 11, 2022

ESTIMATED TIME FOR DISCUSSION: 5 Minutes

DEPARTMENT: Finance

CONTACT PERSON: Judy Gallman, Finance Director

SUMMARY:

Revaluation and Revenue-Neutral Tax Rate

Counties (and therefore the municipalities in those counties) must conduct reappraisals (revaluations) of real property at least every eight years. When a reappraisal occurs, the tax base for that county and its municipalities changes because real property values are put back to market value. When the tax base changes, that local government would experience a change in revenue if its tax rate were to remain unchanged for the new fiscal year. The revenue-neutral tax rate is intended to show the tax rate that would keep the local government's revenue neutral (keep it the same) given its new tax base. If the tax base increases due to the reappraisal, the revenue-neutral tax rate will be lower than the current tax rate. Since Jamestown's overall tax base increased due to the revaluation, the revenue-neutral rate (\$.4687/\$100 value) is lower than the current tax rate (\$.485/\$100 value). To some degree, the revenue-neutral rate is based upon estimations of the tax base because appeals of assessments will not be resolved at the time the rate is published. Successful taxpayer appeals will lower the revaluation year tax base further.

ATTACHMENTS: None

RECOMMENDATION/ACTION NEEDED:

BUDGETARY IMPACT:

SUGGESTED MOTION:

FOLLOW UP ACTION NEEDED:

Mayor
Lynn Montgomery

Town Manager
Matthew Johnson

Town Attorney
Beth Koonce



Council Members
Martha Stafford Wolfe, Mayor Pro Tem
Rebecca Mann Rayborn
John Capes
Lawrence Straughn

TOWN OF JAMESTOWN AGENDA ITEM

ITEM ABSTRACT: Updates to Capital Improvement Program (CIP)

AGENDA ITEM #: III

CONSENT AGENDA ITEM

ACTION ITEM

INFORMATION ONLY

MEETING DATE: May 11, 2022

ESTIMATED TIME FOR DISCUSSION: 10 Minutes

DEPARTMENT: Finance

CONTACT PERSON: Judy Gallman, Finance Director

SUMMARY:

Updated CIP sheets are attached

ATTACHMENTS: Updated CIP sheets

RECOMMENDATION/ACTION NEEDED:

BUDGETARY IMPACT:

SUGGESTED MOTION:

FOLLOW UP ACTION NEEDED:

Town of Jamestown
Capital Improvement Program - DRAFT
General Fund

	Department	Priority	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25	FY 2025/26	FY 2026/27	Beyond 5 Years	Total
Sidewalk - Cavale Rd (Phase 3) (Capital Project Fund)	Planning	Must Do		640,000	(7)(B)					640,000
Sidewalk - Penny Rd (Main St - HP Greenway) (Capital Project Fund)	Planning	Must Do		800,000	(7)(B)	405,000				1,205,000
Sidewalk - Cavale Rd (Phase 2) (Capital Project Fund)	Planning	Must Do		160,000	(7)(B)					160,000
Recreational Maintenance Building	Golf - Maint	Must Do		1,100,000	(7)					1,100,000
Totals for Capital Project Funds				2,600,000	405,000					3,005,000
Operating Budget Items:										
New bathrooms for golf course	Golf - Maint	Must Do (A)	120,000	240,000	(2)					240,000
Roadway improvements (paving)	Public Services/Powell Bl	Must Do		300,000	(1)	200,000	(1)		400,000	(1)
Paving - Crookewalk Improvements (slumping, etc)	Public Services/Streets	Must Do (A)	35,000	35,000	(2)				35,000	
New Sanitation Truck	Public Services/Sanitation	Must Do (A)	220,000	220,000	(6)	375,000	(6)			595,000
Civic Center Improvements	Admin - Building	Must Do		150,000	(2)					150,000
Civic Center Sound System	Admin - Building	Must Do		75,000	(2)					75,000
Construct offices at town hall	Admin - Building	Must Do		250,000	(2)					250,000
Storm Drainage - Street Improvements	Public Services-Streets	Should Do (A)	142,000	142,000	(2)					142,000
Stormwater Mapping Project - Withers Ravenel	Public Services-Streets	Should Do		25,000	(2)					25,000
Stormwater Audit Prep and Inspection - Blue Stream	Public Services-Streets	Should Do		5,000	(2)					5,000
Snow plow	Public Services-Streets	Should Do		8,500	(2)					8,500
Replace drainage system at golf course	Golf - Maint	Should Do						40,000		40,000
Repair cart paths	Golf - Maint	Should Do (A)	25,000	50,000	(2)	75,000	(2)	240,000		425,000
Butcher Construction	Golf - Maint	Should Do				500,000	(2)			500,000
2 Greensmaster TriFlex 3300 mowers	Golf - Maint	Should Do		116,000	(2)					116,000
Groundsmaster 7200 mower	Golf - Maint	Should Do		27,924	(2)					27,924
Verticutters	Golf - Maint	Should Do		11,950	(2)					11,950
Groundsmaster 4700 mower	Golf - Maint	Should Do				107,000	(2)			107,000
Driving Range improvements	Golf Shop	Should Do		60,000	(2)					60,000
Painting interior of golf shop	Golf Shop	Should Do		30,000						30,000
Strategic plan for Golf Course	Golf	Should Do		29,500	(2)					29,500
Wrenn Miller bathrooms	Recreation	Should Do (A)	172,000	300,000	(2)					300,000
Pave shelter parking lot	Recreation	Should Do				75,000	(2)			75,000
New bathrooms at shelters	Recreation	Should Do						100,000		100,000
New Park Shelter - replacement of shelter #3	Recreation	Should Do								13,000
Stanton Sprayer/Sprayer	Recreation	Should Do				13,000	(2)			13,000
Recreation Master Plan - FY 2019-2024 expenditures	Recreation	Should Do				430,410	(11)			430,410
Inclusive Playground Structure & Surface	Recreation	Should Do				650,000	(12)			650,000
Updates to Land Development Ordinance	Planning	Should Do				50,000	(2)			50,000
Main Street Corridor Study	Planning	Should Do (A)	25,000	50,000	(2)					50,000
Crosswalk at Mendham Homeplace	Planning / Streets	Should Do (A)	20,000	20,000	(2)					20,000
Improvements to library building	Building	Should Do		60,000	(2)					60,000
HVAC system replacements	Building - Town Hall	Should Do		30,000	(2)	15,000	(2)			45,000
Painting exterior of fire station	Building - Fire Station	Should Do		30,000	(2)					30,000
Paving at golf shop including driveway into parking lot	Golf Shop	Could Do				65,000	(2)			65,000
Shelter at Wrenn Miller Park	Recreation	Could Do				20,000	(2)			20,000
Baseball Field Improvements										
Baseball Field Improvements - Dugouts (4) - in-house construction	Recreation	Could Do						70,000		70,000
Pave baseball parking lot	Recreation	Could Do						45,000		45,000
Renovate/Replace Bathrooms at Baseball Complex	Recreation	Could Do						40,000		40,000
Replace drainage system at baseball fields and re-grade	Recreation	Could Do						75,000		75,000
Baseball field lights	Recreation	Could Do						112,000		112,000
Updates to Comprehensive Pedestrian Transportation Plan										
Intersection Improvements - Guilford Rd at Wynewood	Planning	Could Do						50,000		50,000
Sidewalk - Potter - (Main to Mendham to Guilford Rd)	Planning	Could Do						70,000		70,000
Sidewalk - Scientific St (Main St to Shannon Gray Ct.)	Planning	Could Do						182,900		182,900
Sidewalk - Forestdale (Main St-Woodland)	Planning	Could Do						126,000		126,000
Sidewalk - Forestdale (Woodland-Oak)	Planning	Could Do						207,375		207,375
Sidewalk - Cloverbrook (Forestdale-Guilford)	Planning	Could Do						209,250		209,250
Deep River Paddle Trail/Greenway Trail (Phase I, II & III)	Planning	Could Do						240,000		240,000
								650,000		650,000
Total Projects, General Fund (excludes capital project funds)				\$ 2,265,874	\$ 1,985,410	\$ 590,000	\$ 60,000	\$ -	\$ 2,900,525	\$ 7,801,809
FUNDING SOURCE - Operating Budget only										
(1) Powell Bl current yr and reserve fund balance				300,000		200,000			400,000	900,000
(2) Operating budget / fund balance				1,745,874	1,250,205	300,000	60,000			3,448,079
(3) Federal STP-EB funds										
(4) NCDOT										
(5) NCDOT Enhancement funding										
(6) Installment financing				220,000						220,000
(7) Transfer from General Fund to Capital Project Fund										
(8) CMAQ Funding										
(9) HP MPO										
(10) NC Rural Economic Development Grant										
(11) PARTE funding					215,205					215,205
(12) AFP funding					570,000					570,000
Amount unfunded									2,500,525	2,500,525
Total for Budget Year				\$ -	\$ 2,265,874	\$ 1,985,410	\$ 590,000	\$ 60,000	\$ 2,900,525	\$ 7,801,809

(A) Budget not used in FY 21/22, moved to FY 22/23

These items are not truly capital, but projects that we thought should be here

For truck ordered in July 2021, but will not receive until FY 22-23
Estimates only - no quotes received

Design work for bunker construction in FY 22/23

Total project = \$40,000, HP MPO pays other \$20,000

Town of Jamestown
Capital Improvement Program
Water/Sewer Fund

	Department	Dept. Priority	Priority	FY 2022/23	FY 2023/24	FY 2024/25	FY 2025/26	FY 2026/27	Beyond 5 Years	Total
Jamestown's portion of Eastside improvements (7.692%)										
Odor Control Project	Public Services	City of HP	Must Do	23,000 (1)	23,000 (1)	23,000 (1)	23,000 (1)	23,000 (1)	138,000 (1)	253,000
Eastside UV System Upgrade	Public Services	City of HP	Must Do			557,840 (1)				557,840
Pre-Heat Burner						40,000 (1)				40,000
Ash Decant Line Replacement - Eastside	Public Services	City of HP	Must Do	16,000 (1)						16,000
Eastside Expansion	Public Services	City of HP	Must Do						8,016,000 (2)	8,016,000
Riverdale Forcemain - Addtl	Public Services	City of HP	Must Do	596,960 (1) A.						596,960
Riverdale Pump Station Expansion Phase 1	Public Services	City of HP	Must Do	2,310,371 (1),(3) A.						2,310,371
Riverdale Pump Station Expansion Phase 2	Public Services	City of HP	Must Do				3,673,600			3,673,600
Total - Eastside / Riverdale				2,946,331	23,000	620,840	3,696,600		8,154,000	15,463,771

Expansion of Randleman Reservoir Treatment Plant Public Services PTRWA Must Do 4,000,000 4,000,000 Estimated year of completion

Sewer System Improvements - slip lining	Public Services		Must Do	600,000 (1)	200,000	200,000			1,000,000 (1)	2,000,000
Plan / Survey for water line replacements	Public Services		Must Do	50,000 (1)	35,000 (1)	40,000				125,000
Main Street Water Line	Public Services		Must Do	1,050,000						1,050,000
Other Water Line projects	Public Services		Must Do	350,000 (1)	520,000	450,000				1,320,000
Vehicle Replacement	Public Services		Should Do	45,000 (1)	45,000	45,000			90,000 (1)	225,000
2 Leonard buildings	Public Services		Should Do							-
Skid Steer	Public Services		Should Do	101,000 (1)						101,000
Chipper	Public Services		Should Do	72,500						72,500
Tractor	Public Services		Should Do					50,000		50,000
Sewer Jet Truck	Public Services		Should Do					150,000		150,000

Penny Road, etc

Total Projects, Water/Sewer Fund \$ 5,214,831 \$ 823,000 \$ 1,355,840 \$ 7,696,600 \$ 23,000 \$ 9,444,000 \$ 24,557,271

FUNDING SOURCE

(1) Operating / Net Position Appropriated	5,214,831	823,000	1,355,840	\$ 7,696,600	\$ 23,000	1,428,000	\$ 16,541,271
(2) Financing - through City of High Point						8,016,000	8,016,000
(3) Transfer-in from W/S Capital Reserve Fund							-
(4) Installment financing							-

Amount unfunded

Total for Budget Year \$ 5,214,831 \$ 823,000 \$ 1,355,840 \$ 7,696,600 \$ 23,000 \$ 9,444,000 \$ 24,557,271

OPERATING BUDGET EFFECTS

HP - Jamestown's share of ownership in High Point Eastside WWTF / Riverdale Pump Station improvements

A. Projected invoice December 2022

NOTE: Jamestown is an 8% owner of Eastside WWTP and 22.96% owner in Riverdale Pump Station

Mayor
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TOWN OF JAMESTOWN AGENDA ITEM

ITEM ABSTRACT: Discussion of Budget FY 2022/2023

AGENDA ITEM #: IV

CONSENT AGENDA ITEM

ACTION ITEM

INFORMATION ONLY

MEETING DATE: May 11, 2022

ESTIMATED TIME FOR DISCUSSION:

DEPARTMENT: Administration

CONTACT PERSON: Matthew Johnson, Town Manager

SUMMARY:

The Town Council requested a Special Meeting to discuss the Budget and CIP for fiscal year 2022/2023. Staff is available to answer any questions that you may have.

ATTACHMENTS: Proposed Org Chart, Job Descriptions for Proposed Positions, and Assignment of Grades to Classes

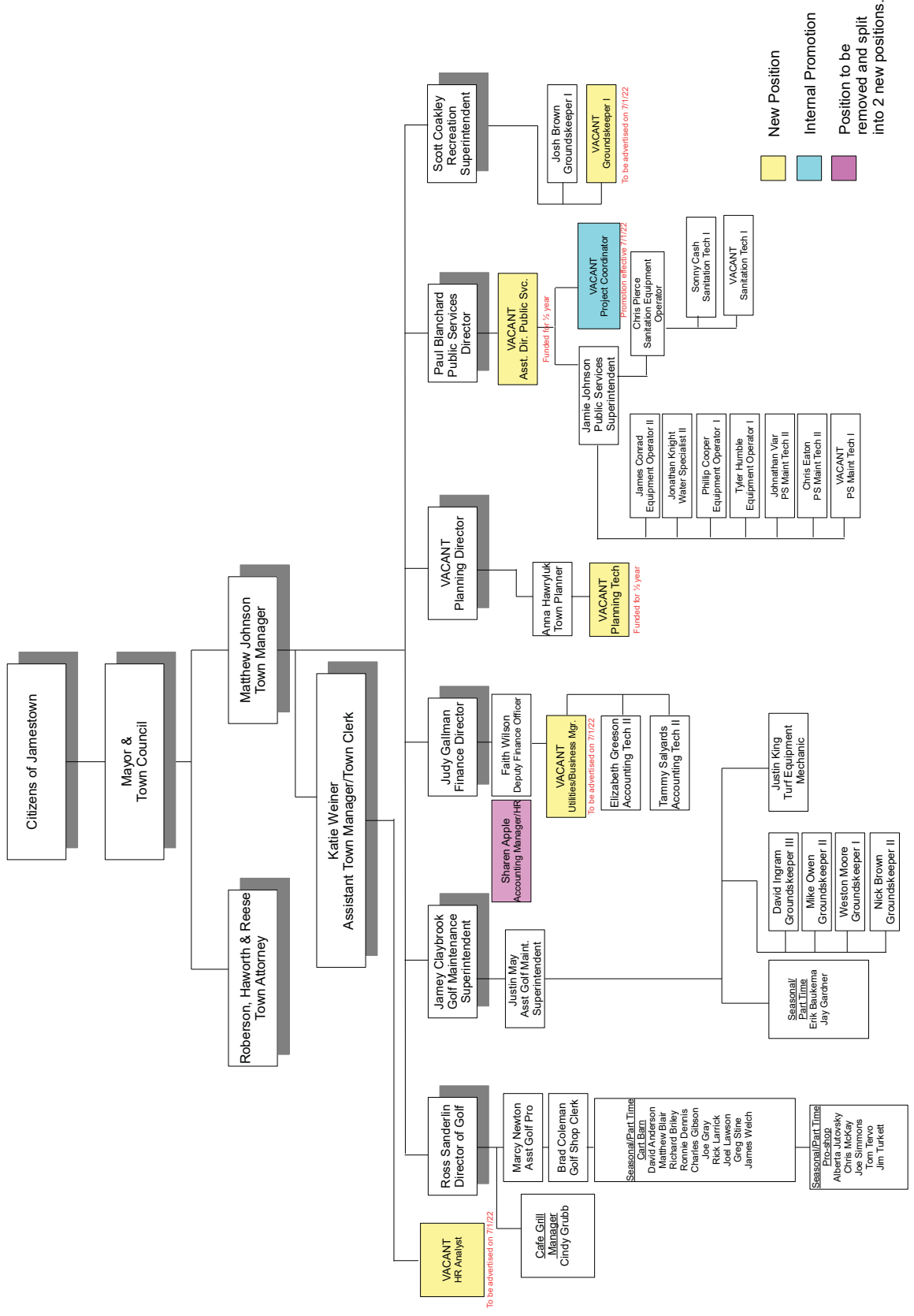
RECOMMENDATION/ACTION NEEDED:

BUDGETARY IMPACT:

SUGGESTED MOTION:

FOLLOW UP ACTION NEEDED:

Town of Jamestown, North Carolina
Organizational Chart
PROPOSED FY 22-23



New Position
 Internal Promotion
 Position to be removed and split into 2 new positions.

ASSISTANT PUBLIC SERVICES DIRECTOR

GENERAL STATEMENT OF DUTIES

Performs difficult professional, administrative and managerial work in directing the varied public utilities and public works services for the Town. Includes water distribution, wastewater collection, solid waste management, street maintenance, and stormwater drainage for the Town.

ORGANIZATIONAL INFORMATION

Salary grade: 22. Exercises limited supervision over all Public Services staff positions. Generally scheduled between the hours of 8AM-5PM, Monday-Friday. Hours may vary due to emergency response issues. Reports directly to Public Services Director.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class plans, organizes, and manages daily work activities for the department. Work includes inspection, reviewing and approving town construction projects; daily operational management of Operations staff; public and customer interaction on complaints, requests, etc.; and participation in budget development and administration. The employee provides technical advice and assistance to the Public Services Director and participates in the long-range planning, construction, improvement, and maintenance of water and environmental resources, streets and other infrastructure. The employee represents the town to a variety of citizens, developers, state and federal regulatory officials, etc. Work requires strong staff and resource management skills, conflict management skills, public contact and customer service skills, and construction management and some engineering knowledge. Work is performed under the general supervision of the Public Services Director and is evaluated by review of reports, conference, and acceptance of the community.

ILLUSTRATIVE EXAMPLES OF WORK

- Participates with the Director in planning, organizing and directing the functions of the department; provides guidance to staff; reviews and collaborates on staffing, budget development and administration, and long-range planning for capacity and regulatory compliance.
- Plans and manages various infrastructure construction and maintenance projects including road work, drainage work, water meter installations, etc.; coordinates designs with engineers and in-house staff; estimates costs on smaller scale projects; oversees construction phase in coordination with engineers; performs some construction inspection; recommends acceptance of completed projects.
- Meets with citizens concerning service request and complaints; researches and recommends short term and long-range plans and strategies for meeting citizen service needs or needed operational changes and recommends to Public Services Director.
- Performs selection, promotion, training, counseling, and disciplining of department staff in consultation with Public Services Director and Town management; meets frequently with subordinate supervisors to solve more complex problems; sets priorities and deadlines, and provides guidance and direction.
- Attends various meetings, including Town Council meetings, and other meetings to represent the department.
- Participates in site plan review.
- Participates in inclement weather preparedness, storm debris issues, and damage assessment team functions.
- Prepares, compiles and reviews a variety of written reports and records.

- Advises the Public Services Director on a wide variety of public works and utilities matters; construction, improvement, capacity management, environmental compliance, citizen and intergovernmental relations; responds to citizen inquiries and complaints regarding infrastructure and development issues; attends staff meetings and Board meetings to make presentations or provide advice as needed.
- Reviews and prepares plans and specifications for constructions projects and developments; coordinates changes with contractors; monitors compliance with plans and specifications during the construction process; administers a wide variety of contracts.
- Plans, organizes, and monitors a variety of contracted work; coordinates with engineers and contractors; makes field inspections of public works and utilities projects to review progress and ensure completion.
- Determines needs and plans for utilities service maintenance and systems, street and related structures construction, replacement, repair and maintenance needs.
- Engages in considerable personal contact with citizens, contractors, builders, and other Town departments, county and other governmental agencies concerning service requests and complaints; investigates and decides or recommends actions; coordinates projects with other departments.
- Ensures OSHA compliance in all phases of the department's work; ensures safety training is provided and work is performed in compliance with safety standards and rules.
- Responsible for preparation, maintenance and quality of a variety of reports such as annual financial audit, Street Survey, Solid Waste Management Annual Report, Utilities Department Audit and State Reports, various annual reports for the Public Services Director.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Thorough knowledge of state and federal laws and regulations, local ordinances and standards, and departmental policies and procedures affecting municipal utilities systems and public works functions.
- Thorough knowledge of the application of information technology to construction monitoring, office systems, utility billing, and mapping.
- Considerable knowledge of the coordination and administration of governmental capital projects.
- Considerable knowledge of the Town's budgeting, purchasing, and personnel policies and procedures.
- Considerable knowledge of and demonstrated skills in using effective leadership, management and supervisory skills including hiring, mentoring, training, delegation, communication, motivation, and performance coaching and evaluation.
- Knowledge of laws and regulations related to staff hiring and management.
- Knowledge of civil engineering principles and practices.
- Skill in collaborative conflict resolution, public speaking and customer contact.
- Ability to perform cost estimations, plan, design, and manage large municipal projects.
- Ability to interpret prepare clear and concise reports and present findings and recommendations.
- Ability to maintain effective working relationships and communicate effectively with Town, State, regional and local officials and community leaders, other department heads, supervisor, employees, public, and contractors.
- Ability to present ideas effectively in oral and written form.
- Ability to exercise sound judgment and initiative.
- Ability to be tactful and to use diplomacy in dealing with the public, especially in handling and resolving complaints.

DESCRIPTION OF PHYSICAL EXERTION AND WORKING CONDITIONS

Medium Work- Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects. Employee is required to have visual acuity to determine the accuracy, neatness and thoroughness of the work assigned and to make general observations of facilities or structures.

Employee is subject to both environmental conditions: Activities occur inside and outside. Employee is subject to extreme cold: Temperatures typically below 32 degrees for periods of more than one hour. Employee is subject to extreme heat: Temperatures above 100 degrees for periods of more than one hour. Employee is subject to noise: There is sufficient noise to cause Employee to shout to be heard above the ambient noise level. Employee is subject to vibration: Exposure to oscillating movements of the extremities or whole body. Employee is subject to hazards: Includes a variety of physical conditions, such as proximity to moving mechanical parts, moving vehicles, electrical current, exposure to high heat or exposure to chemicals.

EDUCATION AND EXPERIENCE

Minimum requirements: Bachelor of Science degree in public administration, civil engineering, business or related field, coupled with a minimum of two (2) or more years of progressively responsible experience in public services, utilities management or similar field. Supervisory experience is required. Preferred: Master's degree in public administration, civil engineering, business or related field, supplemented with four (4) or more years of progressively responsible experience in a municipal public services department. Or an equivalent combination of education and experience.

SPECIAL REQUIREMENTS

- North Carolina driver's license – Class "C" is required. Commercial Driver's License is preferred.
- North Carolina Pesticide Application license is preferred.
- May require possession of wastewater collection or water distribution certification as designated by the Town.
- Professional Engineering license or Engineering Intern certification in North Carolina is preferred.

FLSA Status: Exempt

Disclaimer

This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The Town reserves the right to assign or otherwise modify the duties assigned to this classification.

Updated May 2022

HUMAN RESOURCES PERSONNEL ANALYST

GENERAL STATEMENT OF DUTIES

Serves as a human resources personnel analyst, performing administrative level work to assist the Finance Department in handling a variety of administrative matters in support of the overall management of the Human Resources components of the Town. This is including, but not limited to, technical work in the enforcement of the town's personnel policies, onboarding/processing terminations, processing worker's compensation claims, reviewing and updating the Town's Personnel Policies, and the provision of employee benefits.

ORGANIZATIONAL INFORMATION

Salary grade: 15. Reports directly to the Assistant Town Manager, or alternatively if that position is vacant, to the Finance Director. Generally scheduled between the hours of 8AM-5PM, Monday through Friday. Occasional evening meetings and extended work hours may be required to perform work in this classification.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class is responsible for providing a wide range of administrative support to the Town Manager, Assistant Town Manager and Finance Director. Tasks include assisting the Assistant Town Manager and/or Town Manager with various human resources functions such as advertising for vacancies, processing workers' compensation claims and advising employees and supervisors on personnel policies. Work requires knowledge of federal and state guidelines or internal departmental procedures for the processing and storage of personnel and workers' compensation records; work also requires significant knowledge of office technology, purchasing procedures, ability to work with elected officials, and advanced level administrative support skills. The employee works in an inside office environment. Work is performed under regular supervision and is reviewed through observation, conferences, reports, and review of work performed in the assigned function.

ILLUSTRATIVE EXAMPLES OF WORK

- Supervises and participates in administrative and administrative support work for the Town Administrative offices; orients, trains, provides performance coaching and evaluation for administrative support staff.
- Assists the Assistant Town Manager and/or Town Manager with a variety of human resources activities including hiring process; places advertisements, screens applications, assists with interviews; coordinates training programs; creates and processes personnel action forms; maintains official classification and pay plan and personnel policy.
- Posts and updates items on the Town's website such as all public notices, position vacancies, items of public interest and special reports in a timely manner.
- Provides administrative and administrative support to the Town Manager and Assistant Town Manager; drafts correspondence; compiles reports as necessary.
- Answers employee and supervisor questions on Town personnel policies and procedures; conducts research into laws and policies as directed.
- Prepares and maintains personnel files and records; administers workers' compensation program including coordination with injured employees and their supervisors, Town medical providers and

vendor; maintains records and prepares necessary reports including annual worker's compensation audit documents.

- Distributes personnel policy manuals to new employees and insures documentation of their receipt.
- Researches records as necessary and required; handles information confidentially and in accordance with laws and operating procedures.
- Completes forms and surveys; compiles information for federal reports such as EEOC and OSHA.
- Sets up organizational benefits meetings and training sessions and prepares annual employee recognition ceremony.
- Administer quarterly random drug tests; act as liaison with SAF-T-WORKS on CDL driving testing and routine license checks.
- Administer insurance and garnishment payments as required.
- Performs related duties as required.

DESCRIPTION OF PHYSICAL EXERTION AND WORKING CONDITIONS

Light Work- Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Employee is required to have visual acuity to determine the accuracy, neatness and thoroughness of the work assigned and to make general observations of facilities or structures and to perform activities such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading.

Employment activities occur primarily inside.

KNOWLEDGE, SKILLS AND ABILITIES

- Considerable knowledge of modern office technology, processes, protocols, and equipment.
- Considerable knowledge of office technology uses and applications.
- Knowledge of the laws, regulations and procedures for custody, storage, tracking and handling of town records.
- Knowledge of human resource administration including laws, regulations, benefits administration, and modern and effective principles and practices.
- Knowledge of personnel records custody, storage, access and release.
- Working knowledge of modern supervisory principles including performance coaching and evaluation and of personnel laws and regulations.
- Working knowledge of the organization's personnel and purchasing policies and procedures.
- Skill in office technology and administrative support at an advanced level.
- Skill in collaborative conflict resolution.
- Ability to maintain and update websites.
- Ability to plan and organize work, files, and records for easy retrieval.
- Ability to communicate effectively in oral and written forms.
- Ability to develop and maintain effective working relationships with Town officials, staff, and the general public.
- Ability to handle multiple priorities.
- Ability to meet deadlines and work standards which may be performed under stress.
- Ability to handle confidential information and records appropriately.
- Ability to type and perform data entry with appropriate speed and accuracy and to proof own work.

EDUCATION AND EXPERIENCE

Minimum requirements: Associates's degree in public administration, business administration, human resources, or related field. Preferred: Bachelor's degree or higher in public administration, business administration, human resources, or related field with a minimum of two (2) years of experience in a municipal/county human resources department or related entity. HR Generalist, SHRM-SCP, SHRM-CP, PHR, or similar professional designations are preferred. Or an equivalent combination of training and experience.

SPECIAL REQUIREMENTS

- North Carolina Driver's License – Class "C" is required.
- HR Generalist, SHRM-SCP, SHRM-CP, PHR, or similar professional designation are preferred.

FLSA Status: Non-exempt

Disclaimer

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Updated May 2022

PLANNING TECHNICIAN

GENERAL STATEMENT OF DUTIES

Serves as a staff planning technician, performing complex and professional level work to assist the Town Planner and/or Planning Director in handling a variety of administrative matters in support of the overall management of the Planning Department including, but not limited to, technical work in the enforcement of the town's zoning regulations, subdivision regulation, revision of town ordinances and codes, and complaint investigation.

ORGANIZATIONAL INFORMATION

Salary grade: 10. Reports directly to the Planning Director or, alternatively, to the Town Planner if the Planning Director position is vacant. Generally scheduled between the hours of 8AM-5PM, Monday through Friday. Occasional evening meetings and extended work hours may be required to perform work in this classification.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class performs technical work in the enforcement of the town's zoning regulations, subdivision regulation, revision of town ordinances and codes, and complaint investigation. Employee must exercise independent judgment and initiative in applying technical principles and land use practices in daily operations. Employee must be able to communicate technical issues effectively. Tact and courtesy are of paramount importance in frequent public contact, often under stressful conditions.

ILLUSTRATIVE EXAMPLES OF WORK

- Responds to complaints, inquiries, and requests from citizens, businesses, government or nonprofit agencies and local media; assists Planning Director and Town Planner by attending meetings of community boards and special committees.
- Interprets and enforces Town codes, ordinances, plans and policies, and State statutes; composes amendments to Town codes, ordinances, plans and policies.
- Coordinates with Planning Director and/or Town Planner the ongoing strategic vision and the setting of goals; ensures compliance with the law; and develops plans and strategies to meet Town's future needs.
- Identifies critical steps and stages for projects or programs that include physical development /construction and tracks the status and progress of the programs or projects.
- Assesses workflow and organization efficiency and assists in the installation of new programs, procedures, methods, and systems. Evaluates the need to establish new Department or Town procedures and programs that enhance services and reduce costs.
- Reviews rezoning requests with Planning Director and/or Town Planner and applicant and assists with presenting the request to Planning Board and the Town Council.
- Reviews variance requests with Planning Director and/or Town Planner and applicant and assists with process for submission to the Board of Adjustments.
- Reviews site and subdivision plans, conditional, and conditional use plans.
- Issues sign permits in accordance with the town ordinance.
- Coordinates the process for watershed development reviews.
- Reviews street renaming, renumbering, and easement cases.

- On occasion, may attend and assist with presentations to the Town Council, Parks & Recreation Committee, Planning Board, and various committees as assigned.
- Researches tax information with Guilford County Tax department and otherwise provides technical assistance to real estate professionals regarding ownership, zoning, flood plain designation, etc.
- Prepares and maintains a variety of records for State and Federal regulations compliance and information such as census information, storm water planning, environmental engineering records, hazard mitigation and flood insurance records, Water Supply Watershed Ordinance Protection Ordinance, and grant information for DOT enhancement projects.
- Maintains Town's GIS databases and creates maps necessary to communicate initiatives to the public and local elected/appointed officials.
- Assists the Planning Director and/or Town Planner by participating in the annual departmental budget & CIP processes.
- Performs related duties as required.

DESCRIPTION OF PHYSICAL EXERTION AND WORKING CONDITIONS

Light Work- Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Employee is required to have visual acuity to determine the accuracy, neatness and thoroughness of the work assigned and to make general observations of facilities or structures and to perform activities such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading.

Employee is subject to both environmental conditions: Activities occur inside and outside.

KNOWLEDGE, SKILLS AND ABILITIES

- Working knowledge of Federal/State/local planning, zoning and other code enforcement regulations.
- Working knowledge of GIS data systems, map-making, editing, and database maintenance.
- Ability to analyze facts, programs, and benefit costs and make recommendations and comprehensive reports in oral and written forms.
- Ability to communicate effectively with department heads, employees, and the public.
- Ability to solve problems involving high degree of complexity and consequence of error.
- Ability to produce written reports.
- Ability to work independently and in teams, as needed.
- Ability to exercise independent judgment and initiative in applying technical principles and land use practices in daily operations.
- Ability to communicate technical issues effectively.
- Use of tact and courtesy in frequent public contact, often under stressful conditions.

EDUCATION AND EXPERIENCE

Minimum requirements: Associates's degree in public administration, planning, business or related field. Preferred: Bachelor's degree or higher in public administration, planning, business or related field with a minimum of two (2) years of experience in a municipal/county planning department or related entity. AICP, CZO, EI or similar professional designations are preferred. Or an equivalent combination of training and experience.

SPECIAL REQUIREMENTS

- North Carolina Driver’s License – Class “C” is required.
- AICP, CZO, EI or similar professional designation are preferred.

FLSA Status: Non-exempt

Disclaimer

This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The Town reserves the right to assign or otherwise modify the duties assigned to this classification.

Updated May 2022

PUBLIC SERVICES PROJECT COORDINATOR

GENERAL STATEMENT OF DUTIES

An employee in this class is directly responsible for project coordination for the engineering and maintenance functions related to the Public Services Department. This includes responsibility for long-range proactive planning, oversight, and implementation of projects and programs that support and advance the Public Services Department towards meeting the communities needs while maintaining regulatory compliance. The position would work as a liaison with various internal and external stakeholders, design consultants, and citizens. Primary responsibilities would include reviewing and coordinating plans, detailed studies, and prioritizing capital improvement projects to ensure critical infrastructure is successfully implemented and constructed. This position would also work with various divisions, departments, and external stakeholders (development community) to review development plans. An employee in this class performs difficult technical and responsible administrative work in overseeing the inspections of engineering, utility installation and maintenance, and utility locating within the Public Services Department; does related field work as required.

ORGANIZATIONAL INFORMATION

Salary grade: 15. Reports directly to the Public Services Director or, alternatively, to the Public Services Director if that position is vacant. Generally scheduled between the hours of 8AM-5PM, Monday through Friday.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class performs technical work in the supervision of utility inspections, utility installation/maintenance, and utility locating. Employee must exercise independent judgment and initiative in applying technical principles and standards in daily operations. Employee must be able to communicate technical issues effectively. Tact and courtesy are of paramount importance in frequent public contact, often under stressful conditions.

ILLUSTRATIVE EXAMPLES OF WORK

- Assists superintendent in overseeing the planning, coordination, assignment and inspection of the work of crews engaged in water and wastewater system maintenance, installation and repair;
- Ensures that ORC responsibilities are performed including State water and sewer permitting and flow tracking;
- Consults with the superintendent and advises on the status of operational activities;
- Receives and responds to citizen inquiries and complaints;
- Performs investigation of water and sewer lines;
- Assists Director in preparation of budget and monitors expenditures;
- Requisitions necessary equipment, tools, supplies and materials;
- Maintains times and material records;
- Adjust work schedules and assignments to meet project needs;
- Responds to afterhours emergency calls;
- Performs limited supervisory functions in the absence of the superintendent;
- Coordinates work activities with other departments as required;
- Ensures the exchange of data between various internal divisions and Town departments;
- Ensures mapping records, and files are kept up-to-date;
- Provides specifications for equipment, tools, chemicals and services for the department;

- Oversees utility locators as part of internal and 811 utilities locate requests;
- Provides construction administration for departmental contracts such as ROW (Right-of-Way) maintenance, emergency repair contract, odor control, root control, corrosion control, etc.;
- Uses various means and methods to assess the condition of the Collection and Distribution systems including videos, aerial photos, plans, map data, etc.;
- Performs minor surveying of distribution and collection systems such as measuring distances and elevations;
- Coordinates between field operations and engineering services on repairs or work needed to improve the water and sewer systems.
- Writes and updates SOPs, policies, procedures, and specifications as needed.
- Assists with advertising, recruitment, interviewing and selection of employees;
- Ensures that all work is performed in accordance with OSHA and Town Safety Standards and Policies.

DESCRIPTION OF PHYSICAL EXERTION AND WORKING CONDITIONS

- Degree of physical demands typically associated with this position include:
Medium Work: Exerting up to 50 pounds of force occasionally, and/or; Exerting 20 pounds of force frequently, and/or; Exerting 10 pounds of force constantly to move objects. Requirements include: sitting, walking, stooping, kneeling, crouching, reaching, standing, lifting, bending, stretching and squatting.
- Environmental Conditions – employee is subject to inside and outside environmental conditions; Protection from weather conditions but not necessarily from temperature changes. When working in the field employee may encounter wet, hot or cold extremes. Worker will be exposed to rain, sleet, ice, snow, high winds, flooding and fog. May have to go into unsanitary areas and be in areas with offensive odors. May be required to maneuver over uneven terrain. The position is best suited for someone who does not mind getting hot, cold, wet, dirty and sweaty.
- Hazards - Employee will be exposed to trash, flowers, trees, grass, dirt, concrete, asphalt, stone, rocks, water, debris and insets, etc., and may be subject to be in confined spaces. Must negotiate uneven terrain. Exposure to dust, dirt, mud and wet conditions. Must sometimes work within areas that are in a dangerous condition. Work is subject to final standards of OSHA on bloodborne pathogens.

KNOWLEDGE, SKILLS AND ABILITIES

- Working knowledge of Federal/State/local utility regulations.
- Working knowledge of GIS data systems, site plans/blueprints, and/or engineered drawings.
- Ability to analyze facts, programs, and benefit costs and make recommendations and comprehensive reports in oral and written forms.
- Ability to communicate effectively with department heads, employees, and the public.
- Ability to solve problems involving high degree of complexity and consequence of error.
- Ability to produce written reports.
- Ability to work independently and in teams, as needed.
- Ability to exercise independent judgment and initiative in applying technical principles and utility construction and maintenance practices in daily operations.
- Ability to communicate technical issues effectively.
- Use of tact and courtesy in frequent public contact, often under stressful conditions.

EDUCATION AND EXPERIENCE

Minimum requirements: Associates' degree in construction, utility maintenance, or related field. Or, an equivalency of a High School diploma with six (6) or more years of directly related experience. Preferred: Associates' degree or higher in construction, utility maintenance, or related field with a minimum of two (2) years of supervisory experience in a municipal/county Public Services department or related entity. NC Water/Sewer Distribution credentials or other directly applicable professional designations are preferred. Or an equivalent combination of training and experience.

SPECIAL REQUIREMENTS

- North Carolina Driver's License – Class "C" is required. CDL's are preferred.
- NC Water/Sewer Distribution credentials are required as per Public Services Director, or the ability to obtain in a reasonable time period.

FLSA Status: Non-exempt

Disclaimer

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Updated May 2022

UTILITIES & BUSINESS OPERATIONS SUPERVISOR

GENERAL STATEMENT OF DUTIES

Responsible for planning and directing the customer services program of the utilities services and revenue collections for the Town. Responsible for planning, organizing, directing, and supervising employees engaged in the administration of customer services, utilities billing, and revenue collections. Functional areas managed include customer relations, customer records, and utilities billing. Employee works with Finance Department Director or Deputy Director in determining program goals and objectives, developing annual budgetary needs, and determining enhancements in customer services. Work requires the employee to assist in the development of policies and procedures in concert with the overall mission of the organization.

ORGANIZATIONAL INFORMATION

Salary grade: 15. Exercises supervision of utilities billing, revenue collections, and customer service staff. Reports directly to the Finance Director. Generally scheduled between the hours of 8AM-5PM, Monday through Friday.

DISTINGUISHING FEATURES OF THE CLASS

Serves as Utilities and Business Manager, supporting town policy and procedure. budget management, revenue collections, customer service provision, and oversight of special projects as it relates to utilities billing, revenue collections, and customer services. An employee in this class is responsible for the daily supervision of the customer service, revenue collections, and utilities billing staff. Considerable tact, courtesy, and discretion are required in frequent and varied contacts with the public.

ILLUSTRATIVE EXAMPLES OF WORK

- Plans, directs, and manages the customer services operations including customer services, customer databases.
- Plans, delegates, monitors, and evaluates work of customer service employees.
- Assists in developing and maintaining policies and procedures; provides technical advice and strategies to staff on customer relations issues and methods.
- Analyzes methods and procedures used in the customer services functions; researches and reviews improved methods of customer services; budgets and provides resources for staff and program operations.
- Meets with customers on complex situations to discuss and resolve situations beyond the control of staff; communicates problem situations and needs for change in customer services efforts to department head along with recommendations on a course of action; offers information on potential consequences for more complex customer service decisions.
- Coordinates with employees and other Town staff and departments on workflow, data maintenance and management, and integration of services to the customers.
- Trains and works with staff in interpreting and implementing policies and procedures for the benefit of the Town and to the customers served.
- Handles administrative and correspondence functions for the unit that involves more complex issues.
- Makes final decisions on utility service cutoffs and fees for delinquency of bill payment.
- Handles collections of past due accounts through online collections and debt set-off.
- Follows up on utility tampering cases; researches and prepares documentation; follows up on

each case as needed.

- Ensures that staffing is available for customer service and Town utility billing and revenue collection functions.
- Provides back-up or assistance to customer service as needed.
- Manages online payment site and assists customers with online payments.
- Prepares annual grease trap inspections reports and billing.
- Oversees backflow prevention program and assist Public Services Department by preparing correspondence as needed.
- Approves leak adjustments and oversees pool credit adjustments.
- Data analysis of water/sewer accounts as necessary to support Public Services reporting requirements.
- Assist Public Services Director and/or Assistant Director in preparing data on annual water quality report.
- Acts as administrator for water testing accounts and annual water quality report.
- Performs related duties as required.

DESCRIPTION OF PHYSICAL EXERTION AND WORKING CONDITIONS

Sedentary Work- Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Employee is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading.

Employee is not substantially exposed to adverse environmental conditions (typical office or administrative work

KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of customer relations and utilities services programs and functions.
- Thorough knowledge of laws, policies, and procedures affecting a public utility in the customer services functions.
- Considerable knowledge of current trends and methods including automation and its application to customer services programs.
- Considerable knowledge of supervisory principles and practices, including budget, personnel, purchasing, and administrative functions.
- Ability to plan, organize, supervise, and evaluate the work of staff.
- Ability to perform customer services planning functions and advise department head on formulation of sound policies, work processes, and current procedures in the utilities industry.
- Ability to establish and maintain effective working relationships with departments, customers, employees, and the general public.
- Ability to communicate effectively in oral and written forms.
- Ability to plan, organize and utilize technology and automated systems effectively.

EDUCATION AND EXPERIENCE

Minimum requirements: Bachelor's degree or equivalent with a major in business, public administration or related field; and one (1) or more years of customer services experience with some lead worker or supervisory experience; or, an equivalent combination of education and experience. Preferred: Master's

degree or higher in business, public administration, or related field with a minimum of three (3) years of experience as a supervisor, or higher level in a municipal utilities department. Alternatively, an equivalent combination of training and experience.

SPECIAL REQUIREMENTS

- North Carolina Driver’s License – Class “C” is required.
- Notary Public, or the ability to obtain this designation within a reasonable time period.

FLSA Status: Exempt - Administrative

Disclaimer

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Updated May 2022

Assignment of Grades to Classes
Proposed FY 22-23

Grade	Salary Range				Classification
	Minimum		Midpoint	Maximum	
1	-	-	-	-	
2	-	-	-	-	
3	-	-	-	-	
4	32,887.92	-	42,754.30	52,620.67	Golf Shop Clerk
5	34,532.32	-	44,892.01	55,251.71	Sanitation Technician I Public Services Maintenance Tech. I
6	36,258.93	-	47,136.61	58,014.29	Groundskeeper I Sanitation Technician II
7	38,071.88	-	49,493.44	60,915.01	Public Services Maintenance Tech. II
8	39,975.47	-	51,968.11	63,960.76	Groundskeeper II
9	41,974.25	-	54,566.52	67,158.79	Golf Professional, Assistant Clubhouse Café Manager Equipment Operator I Accounting Technician I
10	44,072.96	-	57,294.85	70,516.73	Accounting Technician II Groundskeeper III Public Services Water Specialist I Park Maintenance Technician Planning Technician
11	46,276.61	-	60,159.59	74,042.57	Sanitation Equipment Operator

						Equipment Operator II Golf Professional
12	48,590.44	-	63,167.57	-	77,744.70	Recreation Supervisor Accounting Specialist
13	51,019.96	-	66,325.95	-	81,631.93	Turf Equipment Mechanic Public Services Water Specialist II
14	53,570.96	-	69,642.24	-	85,713.53	Asst. Golf Maint Superintendent
15	56,249.50	-	73,124.36	-	89,999.21	Accounting Manager Deputy Clerk Human Resources Personnel Analyst Public Services Project Coordinator Utilities & Business Operations Supervisor
16	59,061.98	-	76,780.57	-	94,499.17	Parks & Recreation Superintendent
17	62,015.08	-	80,619.60	-	99,224.13	Town Clerk Town Planner
18	65,115.83	-	84,650.58	-	104,185.33	Golf Maintenance Superintendent
19	68,371.62	-	88,883.11	-	109,394.60	Deputy Finance Officer
20	71,790.20	-	93,327.27	-	114,864.33	Public Services Superintendent Golf & Recreation Director Planning Director
21	75,379.72	-	97,993.63	-	120,607.54	
22	79,148.70	-	102,893.31	-	126,637.92	Assistant Director of Public Services
23	83,106.14	-	108,037.98	-	132,969.82	
24	87,261.44	-	113,439.88	-	139,618.31	Finance Director Asst Town Manager/Town Clerk Public Services Director

25	91,624.51	-	119,111.87	-	146,599.22
26	96,205.74	-	125,067.46	-	153,929.18
27	101,016.03	-	131,320.84	-	161,625.64
28	106,066.83	-	137,886.88	-	169,706.93
29	111,370.17	-	144,781.22	-	178,192.27
30	116,938.68	-	152,020.28	-	187,101.89

Town Manager

*Town Manager assigned by Council