



Town of Truro
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STAFF MEMORANDUM

To: Truro Select Board
Truro Budget Task Force
Truro Housing Authority
Darrin Tangeman, ICMA-CM, Town Manager
Kelly Clark, Assistant Town Manager
Alex Lessin, Director of Finance
Trudi Brazil, Town Accountant

From: Barbara Carboni, Town Planner/Land Use Counsel, Planning Department

Date: January 20, 2023

Re: Proposal for creation of **Housing Coordinator** position

"The Housing Coordinator position has been the number one key to the success of the Brewster Housing Program. . . Working in conjunction with Town Administration, the Housing Coordinator has been instrumental in multiple housing initiatives, both in the development and support of community housing."¹

"[The Town of Dennis], with the hiring last year of the housing coordinator, now has the resources and staffing to get the work done. Private projects now have a dedicated local contact to guide them through the development process. The Town has an individual who can initiate and guide town projects. The Town now has an individual charged with tracking all deed restricted units for local compliance."²

I. Introduction

This memorandum does not describe the Town's (and region's) acute housing needs; these are well-known and well-documented in the Housing Needs Assessment and Housing Production Plan prepared by JM Goldson. Rather, this memorandum proposes a tool essential to pursuing

¹ 2021 Application for Community Preservation Act (CPA) funding, Town of Brewster (submitted by Assistant Town Administrator).

²2017 Application for CPA funding (submitted by Dennis Planning Department).

many of the goals and strategies identified in the HPP. The HPP's goals cannot be achieved without expanding the Town's capacity – *time and expertise* - to pursue these and other strategies. This memo proposes the creation of a Housing Coordinator to expand the Town's capacity to realize the potential of the HPP.

The Need: Housing is an increasingly complex and specialized field. Programs and projects are governed by complicated federal and state regulatory schemes, and are driven by an ever-changing landscape of funding sources, policies and initiatives. Neither a generalist town planner, nor a volunteer board has the time or expertise to research and pursue rising opportunities; manage existing and new programs; or lead a multi-phase project. Recognizing the specialized knowledge and dedicated staff time required to navigate this field, an increasing number of Massachusetts towns have added Housing Planner or Housing Coordinator positions, typically within to their Planning or Community Development departments. Not surprisingly, towns on the Cape are among those who have created such positions. These positions are surveyed below.

The Potential: Truro has demonstrated an ongoing commitment to creating and supporting affordable housing. This commitment is expressed through Town Meeting votes to acquire property; allocate funds; and support projects in Truro and the region. The commitment is also expressed through housing-forward policy development, and through the yeoman's work of housing advocates on volunteer boards. Clearly, the will is there.

With the completion of the Housing Production Plan, the roadmap is also there. However, the will and the Plan are not sufficient, on their own, to achieve the Town's housing goals. What is missing is the capacity to undertake the work necessary to achieve these goals. Such capacity would be provided by a Housing Coordinator.

A Housing Coordinator could provide value in two additional ways: first, in monitoring compliance with regulatory requirements and deed restrictions relating to residential units (a responsibility not currently assigned); and second, in undertaking program administration currently performed on a contract basis with outside consultants.

II. Survey of Cape Cod Towns

Ten towns on the Cape have expanded their capacity to achieve housing goals through the creation of a Housing Coordinator position: seven full-time (Provincetown, Eastham, Chatham, Harwich, Yarmouth, Barnstable and Falmouth), and three part-time (Orleans, Brewster, and Dennis).³ Sandwich, Mashpee, Bourne, and Wellfleet do not have Housing Coordinator positions.

³ Official job descriptions are provided for a number of towns; these are included in the Appendix. Job descriptions for the other towns could be obtained as desired.

Full Time

Provincetown: Community Housing Specialist

The Community Housing Specialist is a full-time, salaried position with benefits. Truro resident Michelle Jarusiewicz serves Provincetown in this position, and in fact is responsible for its evolution from a grant-funded, part-time position. The Community Housing Office was established in 2007 and initially funded by Community Preservation Act (CPA) funds. In FY 2021, the Housing Office was folded into the Town's operating budget. Per the FY 2023 budget, the Community Housing Specialist salary is \$99,630.

The Housing Specialist "serves as the Town's point person on all community housing plans, proposals, and activities, as well as other related housing work." Given Provincetown's broad array of housing activities and ambitious housing goals, this is a substantial portfolio.

The Community Housing Specialist is equivalent to the Town Planner, and reports to the Community Development Director/Assistant Town Manager.

Attached in Appendix:

Excerpt from Town of Provincetown Annual Budget FY 2023 (proposed)

Eastham: Housing Coordinator

The Housing Coordinator job is a full-time, salaried position with benefits; the salary is currently \$66,100 (per posted FY 2023 budget). The position was previously part-time and funded by CPA funds. The current year is the position's first in the operating budget. Rachel Butler started in December 2021. She previously worked at Community Housing Resource, Inc.⁴

The Housing Coordinator job has evolved somewhat since its origination; it currently includes some property management duties.

The Housing Coordinator position is in the Department of Community Development, which also includes the Director/Town Planner and Economic Development Coordinator. The Housing Coordinator reports to the Director of the Department, but also to Town Administration, as the Select Board is very involved in housing initiatives.

Attached in Appendix:

Town of Eastham Position Description - Housing Coordinator

Chatham: Housing and Sustainability Director

The Housing and Sustainability Director job is a full-time, salaried Town position with benefits; it was created in 2022 and posted with a salary range of \$87,921 - \$92,331. Prior to the creation of this job, the Town had contracted since 2018 with CDP for services as Affordable Housing

⁴Where known, the jobs held previously by the current Coordinators are identified to give a sense of the potential talent pool.

Coordinator, funded by Community Preservation Act (CPA) funds. In 2022, \$30,000 of CPA funds were approved "to continue the contract with CDP to provide continuity as the Town seeks to employ a Housing & Sustainability Director to provide this service full-time." Gloria McPherson was hired as the Housing and Sustainability Director in August 2022, out of a field of 11 applicants. She was previously Town Planner in Provincetown.

Interestingly, as reported by the Town's Director of Community Development, the "sustainability" in the job title includes *economic* sustainability - evidently a recognition of the connection between housing and the local economy.

The Housing and Sustainability Director is within the Community Development Department and reports to the Department's Director. This Department also includes the Town Planner.

Attached in Appendix:

Employment Posting - Housing and Sustainability Director

Harwich: Housing Advocate

The Housing Advocate job was created last year; it is a full-time, salaried Town position with benefits, with a FY2022 range of \$70,538-\$87,988. CPA funds had previously funded a part-time position.

The Town had initially posted the Housing Advocate job as a part-time position, without success. Funding for a full-time position was approved at Town Meeting in May 2022, and the job posting drew several applicants. Brianna Nickerson started in December 2022. She worked previously at the Housing Assistance Corporation.

The Town Administrator deliberately titled the position "Housing Advocate," rather than "Housing Coordinator," and established a new and separate department, the Department of Housing Advocacy, for its home. (The Housing Advocate is a department head position). Both choices were intended to signal the administration's view of the significance and mission of the Housing Advocate's work.

The Housing Advocate reports directly to the Town Administrator. One reason provided is that the Town Administrator and Select Board are closely involved in many housing initiatives. The Advocate also works with the Town Planner.

Attached in Appendix:

Harwich Housing Advocate Job Description

Housing Advocacy home page, including mission statement

Yarmouth: Affordable Housing /CDBG Program Administrator

This is blended position, currently paying \$69,000, funded in part by the Town's Affordable Housing Trust, and in part by Yarmouth's share of the CDBG funds. The position is held by Mary Waygon, who has worked for the Town for eighteen years. Ms. Waygon's description of her job indicates a particularly broad portfolio, including work with committees, residents, and developers:

"I administer the Town's Affordable Housing Program: I staff the Community Housing Committee and the Affordable Housing Trust (write and post agendas, staff meeting, prepare minutes), assist residents find housing, provided technical assistance to developers of affordable housing, help the Trust issue RFPs and award funds, hover over all related legal documents (grant agreements, contracts, regulatory agreement, deed riders, mortgages), manage all resales and monitoring, speak on affordable housing."

The position is located in the Department of Community Development. This Department includes the Director of Community Development and the Town Planner.

Attached in Appendix:

Email from Mary Waygan dated January 19, 2023

Barnstable: Housing Coordinator

The Town of Barnstable recently (December 2022) advertised for a full-time Housing Coordinator, at a salary of \$1,592/week with benefits (\$82,784/year). It appears that this position has existed for at least several years. The position is located with the Planning and Development Department, which contains six programs, one of which is Housing and Community Development. Of all Housing Coordinator positions surveyed, Barnstable's requires the most work experience: 7 years with a Bachelor's degree in planning or related field; 6 years with a Master's degree.

Attached in Appendix:

Job posting on MassPlanners listserv

Falmouth: Housing Coordinator

The Housing Coordinator job is a full-time, salaried Town position with benefits, posted most recently with a salary range of \$67,745 - \$88,337. The job was created in 2016, with \$300,000 in CPA funds allocated to fund the position for three years in a newly-created Department of Community Development. The position is currently held by Kimberly Fish. She was a previously a paralegal in the Town Counsel's office.

The Housing Coordinator spends significant time staffing the Falmouth Housing Trust, a Community Development Corporation (CDC) independent of (but working with) the Town. The Coordinator also reviews and prepares comment all applications to the Falmouth Affordable Housing Fund, whose trustees are the Select Board. Meeting with developers is also a part of the Coordinator's job.

The Housing Coordinator position is located within the Town's Community Development Department, technically reporting to the Town Planner; at times there is direct report to the Town Manager. The Planning division of the Department includes a Town Planner; a Community Development Planner; an Assistant Town Planner; and the Housing Coordinator.

Attached in Appendix:

Housing Coordinator Job Description

Falmouth Affordable Housing Fund Application Review Process

Part-time

Orleans: Housing Coordinator

The Housing Coordinator is a half-time position, paying \$37,379 (FY 2023). It was created in 2020. Marsha Allgeier currently holds the position.

The Housing Coordinator works under the supervision of the Director of Planning and Community Development.

Attached in Appendix:
Housing Coordinator Job Description

Brewster: Housing Coordinator

The Housing Coordinator position was created in 2017 at 19 hours per week, funded with CPA funds. In 2020, the position was increased to 25 hours per week, then in 2022 to 30 hours a week. CPA funds are used to fund the Housing Coordinator's salary (in FY2022, \$66,900.00); benefits for the position are provided from the Town's budget.⁵ Jill Scalise has held the position since 2017. She was previously a Homeless Ministries case manager for the Cape Cod Council of Churches.

The 2022 application for CPA funding for the Housing Coordinator (submitted by the Assistant Town Administrator), seeking the increase to 30 hours per week, noted that "[w]orking in conjunction with Town Administration, the Housing Coordinator has been instrumental in multiple housing initiatives, both in the development and support of community housing" and that "[t]he Housing Coordinator position has been the number one key to the success of the Brewster Housing Program."

As the Housing Coordinator's monthly updates indicate - noting, for each action item, the HPP strategy or Select Board Strategic Plan goals associated with that item - the Coordinator's job is closely tied to the execution of these Plans.

Organizationally, the Brewster Housing Office is listed as a department, physically located within the Planning Department. The job description states that the position "is under general supervision of the Town Planner," but it is evident that the position works closely with Town administration.

Attached in Appendix:

Brewster Housing Coordinator Job Description, supplemented by email from Jill Scalise
Brewster Housing Coordinator Updates
Application for Community Preservation Act Funding for FY 2022

⁵ \$22,250, inferred from \$89,150 "Total Cost of Proposed Project" indicated on application.

Dennis: Housing Coordinator

This is a contract, part-time (19 hours/week) position. It originated in 2016 with CPA funding. It appears that it may be currently funded through the Affordable Housing Trust (per 2021 Select Board meeting minutes). Maggie Spade-Aguilar started as Housing Coordinator in September 2022.

The Housing Coordinator position is within the Planning Department, which also includes the Town Planner. The Coordinator also works with Community Development staff in Yarmouth; for example, on a joint "Ready Renter" list. The position was most recently (2021) advertised as "Dennis Municipal Affordable Trust Housing Coordinator," suggesting close work with that body.

In its 2017 application for CPA funding (\$23,600), the Planning Department noted:

"The town, with the hiring last year of the housing coordinator, now has the resources and staffing to get the work done. Private projects now have a dedicated local contact to guide them through the development process. The Town has an individual who can initiate and guide town projects. The Town now has an individual charged with tracking all deed restricted units for local compliance."

Attached in Appendix:

Application to the Dennis Community Planning Committee, May 5, 2017 (excerpts)

Remaining towns

Bourne:

The Town of Bourne does not appear to have a housing coordinator on staff. The Town's Affordable Housing Trust, a five-member body appointed by the Select Board, has an administrative assistant. Its page notes that the Trust is provided part-time staff support by the Affordable Housing Programs Administrator, and a part-time administrative assistant through cooperation with the Bourne Housing Partnership and the use of CPA funds.

The Town's Planning Department includes a Town Planner and Assistant Town Planner.

Mashpee:

The Town of Mashpee does not appear to have a housing coordinator position. The Planning Department includes the Town Planner.

Sandwich:

Sandwich does not have a housing coordinator position. The Planning and Development Department includes the Director of Planning and Economic Development and a Town Planner/Special Projects Administrator.

Wellfleet:

The Town of Wellfleet does not currently have a housing coordinator position. However, there is interest in creating such a position, and Town administration has started to explore possible models and funding sources. There has been some informal staff-to-staff discussion about the possibility of a position jointly serving Wellfleet and Truro. At this point, it appears that discussion in Wellfleet is geared more towards creation of a part or full-time Wellfleet staff position. No doors have yet been closed, however.

Wellfleet has a Town Planner, who is also the Assistant Town Administrator.

III. Job Creation Options

As the above survey indicates, there are several options available for creating and funding a Housing Coordinator position in Truro.

Full time Housing Coordinator

Truro could join Provincetown, Eastham, Chatham, Harwich, Yarmouth, Falmouth and Barnstable in creating a full-time, salaried staff position. The Housing Coordinator could be located within the Planning Department (as is typical), or it could be a separate department head position (as in Harwich, the Department of Housing Advocacy).

As noted by staff in several towns, this position works closely with Town administration, particularly where the Select Board is involved in housing issues. Given the Truro Town Manager's prioritization of, and involvement in housing, it would seem most productive to have the Truro Housing Coordinator report directly to the Town Manager.⁶

The significance of a Housing Coordinator to the Town - and the impact a Coordinator will have on achieving the Town's housing goals - would justify creating a permanent position, funded in the Town's operating budget.

Proposing a new staff position will always elicit the question "does the Town really need this?" From the Planning Department's perspective, the answer is a categorical "yes." As discussed above, a Housing Production Plan and a consensus on the urgency of housing needs is not enough to move the needle. The increased capacity provided by a Housing Coordinator unlocks the Town's potential to achieve the goals of the Town's HPP- and to capitalize on future opportunities as yet unknown.

Moreover, the creation of a full-time Housing Coordinator could enable the Town to bring the administration of certain programs, such as Rental Assistance and CDBG Housing

⁶ A direct report to the Town Planner would be neither logical nor efficient, as there is no basis (or need) for the Town Planner to "supervise" the Housing Coordinator's work. Such work is specialized and outside the Planner's area of expertise.

Rehabilitation, in-house. This would result in significant savings in fees currently paid to consultants for these services under contract.⁷ Also of significance, a Housing Coordinator could undertake the monitoring of regulatory requirements and deed restrictions applicable to residential units – a task not currently assigned – which is essential to maintaining the long-term affordability of such units, and to maintaining a supply of year-round rental units created through ADUs.⁸

An alternative funding source might be allocations from the Affordable Housing Trust Fund (assuming permissible).⁹ However, having the Coordinator's salary contingent every year on a discretionary allocation would not seem consistent with the significance of this job, nor would it provide the job stability that most candidates seek. The same would be true for annual funding through CPA funds by Town Meeting vote, assuming such use of funds is lawful.¹⁰ The creation of a full-time Housing Coordinator would require approval of a warrant article by Town Meeting, and presumably approval of a ballot question authorizing an override.

Part-time Housing Coordinator

Truro could join Orleans, Dennis, and Bourne in creating a part-time Housing Coordinator position, from the half-time model to the more robust, 30 hours/week model (Orleans). The part-time Housing Coordinator could be located within the Planning Department, as is typical - and as might be warranted for organizational efficiency.¹¹ A direct report to the Town Manager would be possible; as noted above, given the Town Manager's prioritization of, and involvement in housing, it would seem most productive.¹²

⁷ Brewster is among the Towns whose Housing Coordinator performs these functions. See email of Jill Scalise dated January 9, 2023 (#2). Brewster's position is 30 hours/week; it is possible that a part-time position in Truro could also absorb these functions.

⁸ For example, the Zoning Bylaw requires that either an Accessory Dwelling Unit (ADU) or the principal dwelling on a lot with an ADU must be leased for a term of at least twelve (12) months. The purpose of this requirement is to increase the number of year-round rental units in the Town. A Zoning Bylaw amendment proposed by the Planning Board to reinstate duplex use will contain the same requirement. Without structured and consistent monitoring, the requirement of a 12-month lease will exist on paper only, and the Town will likely see an increase in short-term rentals only.

⁹ Subject to the opinion of Town Counsel.

¹⁰ Another question for Town Counsel.

¹¹ Given the more limited time a part-time Coordinator would spend in Town Hall, as compared to a full-time Coordinator.

¹² To the extent the part-time nature of the job did not fully lend itself to a direct report to the Town Manager, report could be to the Town Manager and Town Planner.

The part-time Housing Coordinator position could be funded through incorporation into the operating budget. The absence of benefits would soften impact on the budget. In the alternative, the position could be funded by yearly allocations of CPA funds (or Affordable Housing Trust Funds, under a consultant model.¹³The drawback of this funding model with respect to stability - having the Coordinator's salary contingent every year on discretionary allocations - would also apply to a part-time position, but perhaps less so.

The creation of a part-time Housing Coordinator position, assuming it is not a salaried position incorporated into the Town's operating budget, would require annual CPA articles recommended by the Community Preservation Committee and approved by Town Meeting.

"The no-build" option - create no Housing Coordinator position

A project alternatives analysis always includes a "no-build" scenario, and in fact the analogy is apt here. Failure to create a part-time or full-time Housing Coordinator position will be a choice by the Town *not to build the capacity* needed to pursue the strategies in the HPP and to achieve its goals.

Full-time vs. part-time position

A part-time position funded year-to-year through CPA funds would be the least costly, most flexible way of creating a Housing Coordinator position for the Town. This option would allow the Town to build the position incrementally, assessing operation and value yearly, and increasing the number of hours as needed. A full-time, salaried staff position could evolve over time; this has been the pattern in several towns, as described above.

Notwithstanding the appeal of incremental change and lower cost, there are two overriding factors that render a full-time position the better option for a Truro Housing Coordinator.

First, the Housing Coordinator position must be an attractive proposition for potential applicants. The experience of Harwich is instructive. A part-time job listing drew no interest; a subsequent full-time job listing was competitive, drawing four applications, and leading to the hiring of a highly-qualified and mission-driven applicant. Although there may certainly be qualified individuals seeking part-time work (for any number of personal reasons), Truro cannot ignore the fact that it took a *full-time* position with benefits to draw out applicants for a job in a mid-Cape town.

Second, while a part-time Housing Coordinator would certainly be of benefit the Town, more substantial progress on housing goals would be made through the capacity-building potential of a full-time Coordinator. Such accelerated capacity-building is needed *now*. We have used the term "five alarm fire" to describe the housing situation in Truro and attendant need for immediate action. The five alarm fire calls for the maximum response we can muster.

¹³ This has been the model used to fund the services of the incomparable Leedara Zola as Housing Consultant, chiefly working for the Truro Housing Authority.

The Planning Department's recommendation is to seek Town Meeting approval for a full-time, salaried Truro Housing Coordinator position, to be followed by a ballot question for an override as needed.

Previously-allocated CPA funds as back-up or bridge

The Town Accountant advises that there are CPA funds allocated in previous years to fund the housing consultant's contract work. These funds (\$65,850) could be repurposed to fund the services of a consultant as part-time Housing Coordinator. Such repurposing would require Town Meeting approval in April.

It is recommended that a warrant article be prepared authorizing the repurposing of these funds, or a portion of them, from use for a Housing Consultant to use for a Housing Coordinator. If the full-time Housing Coordinator position is not approved by Town Meeting or by ballot question, the CPA funds could be used to contract for a part-time Housing Coordinator. The work of the Housing Coordinator would establish the value of such position, and likely build support for creating and funding a full-time Coordinator position in the future.

IV. Job description and requirements

A draft Housing Coordinator job description is below.

TOWN OF TRURO

HOUSING COORDINATOR

Position Purpose:

The purpose of this position is to lead initiatives that promote Truro's housing goals and policies; to perform professional, technical and administrative work in support of housing-related programs, projects and activities; and to coordinate with Town departments on the implementation of strategies to meet the Town's housing goals.

Supervision:

Supervision Scope: Exercises sound judgment and initiative in the development of procedures for Housing Advocacy; in coordinating with departments, boards and committees; and in interaction with public. Employee exercises considerable judgment to work independently. Performs a variety of responsible functions in accordance with state statutes/regulations and local bylaws.

Supervision Received: Work is performed under the general direction of the Town Administrator, in occasional consultation with Town Planner/Land Use Counsel, in accordance with applicable Massachusetts General Laws, town policies, town bylaws and relevant state, federal, and local regulations and standards.

Supervision Given: Currently none.

Job Environment:

Work is performed under typical office conditions; work environment is moderately noisy.

Operates computer and general office equipment, such as calculator, copier, facsimile machine, and telephone.

Makes frequent contacts with the public, state, and regional agencies, Town departments; personnel in other towns, consultants, vendors, developers, and financial institutions. Most contacts require an information exchange dialogue.

Has access to confidential information pertaining to residents, employees and other participants in housing programs, which requires the application of appropriate judgment, discretion and professional protocols.

Essential Functions:

(The essential functions or duties listed below 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).

Provides professional-level support to the Truro Housing Authority (THA), Community Preservation Committee (CPC), and other boards/committees for housing-related projects and initiatives. Attends regular meetings of the THA and other board/committee meetings as needed.

Research and prepare memoranda, program support documents and other materials (e.g., FAQ sheets).

Coordinates with and assists Town Administration in setting annual priorities for implementation of the Town's Housing Production Plan.

Administers town-supported housing assistance programs, such as Rental Assistance Program and CDBG Housing Rehabilitation.

Maintains an inventory of the Town's Subsidized Housing Inventory (SHI) and monitors compliance with affordability requirements.

Identifies affordable housing opportunities, including maintaining list of suitable Town-owned parcels; identifying potential public-private partnerships; and seeking available grant opportunities.

Advises and assists Town departments in implementing strategies to meet the goals of the Town's Housing Production Plan (HPP).

Collaborates with local, regional and state agencies to preserve existing affordable housing units. Monitors resale of affordable units; advises property owners of resale requirements.

Advocates for allocation of Community Preservation Act funds for affordable housing projects and purposes. Ensures compliance of funded projects with terms of award and contract.

With respect to any Town-initiated affordable housing projects, works with Town Administration, Planning Department, and Truro Housing Authority in developing scope, schedule and terms of requests for proposals (RFPs) and other project documents; coordinates review by other Town boards and departments and public comment. Coordinates plan review with technical experts and consulting engineers, as needed.

Assists the Town Planner/Land Use Counsel in preparing and/or reviewing proposed Zoning Bylaw amendments, as well as amendments to Town board regulations.

Provides outreach to the community about housing programs and opportunities. Develops and executes housing-related public educational programs and events.

Responds to questions and requests for information from the public and other Town departments. Provides guidance and technical assistance as necessary. Refer residents to appropriate services.

Collaborates with local housing organizations and neighboring towns.

Keeps current with state and federal housing policy issues.

Attends regional and professional development meetings as necessary.

Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education and Experience:

Associate's degree in government, business, planning or related field; one to three years experience in housing, government administration, planning or related field; or any equivalent combination of education and experience that provides the required knowledge, skills and abilities to perform the essential functions of the job. Previous experience in housing strongly preferred. Previous experience in project administration preferred.

Knowledge, Ability and Skill:

Knowledge: Well-developed understanding of affordable housing issues. General understanding of the functions of municipal government; of Massachusetts General Laws with respect to housing and zoning; and of the interaction between local, state and federal government. Good working knowledge of office practices and procedures, forms and equipment.

Ability: Ability to interact effectively and appropriately with the public; boards and committees, and other Town personnel. Ability to prioritize and complete multiple tasks in a timely, detailed and accurate manner. Ability to communicate effectively in written and oral form. Ability to work independently and to maintain sensitive, confidential information.

Skill: Planning and organizational skills. Skills in oral and written communication and in presentation. Skill in computers and appropriate software applications.

Physical Requirements:

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

Regularly required to maintain a stationary position, move about the inside of the building, position self to reach low objects (objects under desks, in filing cabinet drawers); must be able to manipulate objects, tools or controls, and be able to pick up and use paper, books, and other common office objects. Ability to communicate with members of the public and exchange accurate information. Ability to view computer screens and work with details for extended periods of time. Ability to operate a keyboard and calculator at an efficient speed. Ability to move/ set up small equipment (up to 30 lbs).

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