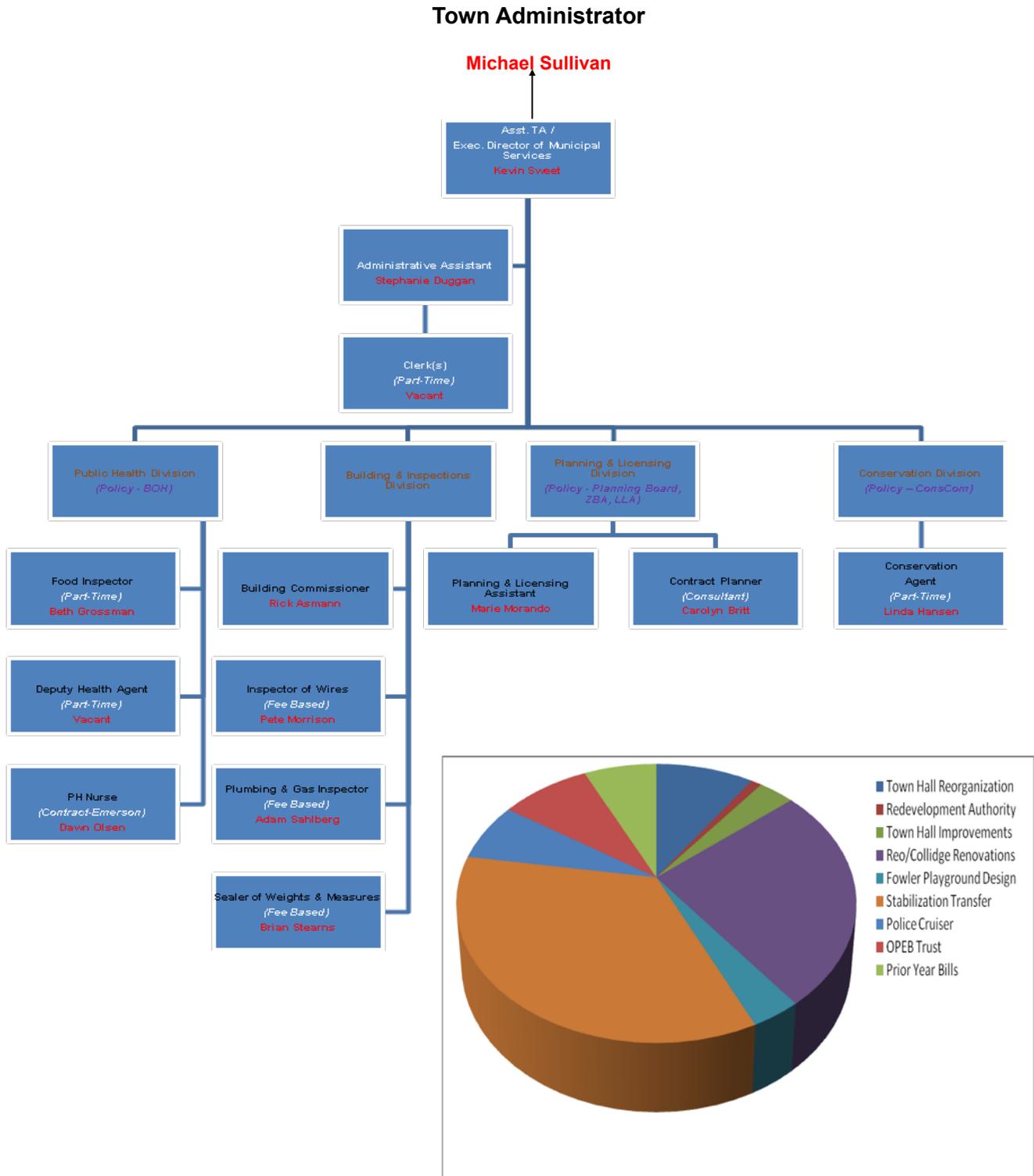


Appendix “B”

This appendix is to assist residence in reviewing the reorganization plan as presented to the Board of Selectmen at a public hearing held on April 17, 2012. This message is to further facilitate a citizen understanding the value of importance of this change to public service in regards to permitting, planning, licensing and related services. The critical need to co-locate the services in an area convenient to the public is necessary to the success of this plan



The Office of Municipal Services manages and operates the planning, economic development and regulatory service functions of the Town. The Office is a customer service department oriented to the review and inspection process that provides for the necessary public health, safety, environmental and community concerns in an efficient, effective, timely and cost efficient manner. The Office is managed by the Asst. Town Administrator/Executive Director of Municipal Services whom is the Department Head, reporting directly to the Town Administrator.

The Office of Municipal Services integrates the following different regulatory divisions: Public Health, Building & Inspections, Planning & Licensing and Conservation. These separate departments were merged into one office which has been focused to better serve the citizens, business permit holders and contractors by enhancing the management and communication ability among all of these entities. These divisions working independently and collaboratively enforce all codes, laws, and ordinances relating to their respective divisions. Staff provides support to the Town's regulatory boards and commissions respectively: the Board of Health, Planning Board, Board of Appeals, Local Licensing Authority and Conservation Commission.

- The Office of Municipal Services integrates several different regulatory services in order to streamline code enforcement, outreach and educational services.
- Through this collaborative effort, the Office can better manage the many and varied changes that occur as the community develops.
- The Office provides the community with a comprehensive perspective on the impact of regulations on both public and individual issues.

Department Personnel

The following are not to be considered complete job descriptions; they are overviews for conceptual understanding.

Assistant Town Administrator / Executive Director of Municipal Services (Department Head) –

The ATA/Director has management responsibility and general supervision over the functions, programs, services, operations, activities and facilities of the Office of Municipal Services. Supervises the personnel in the Department and assigns tasks and establishes priorities, deadlines and work schedules as needed. Prepares, monitors and administers the budget for the Department. Determines the priorities of the Department and prepares plans and objectives in accordance. Assists the Town Administrator on a variety of broad-based management issues; assists in the planning, analysis and implementation of Town-wide projects and initiatives; participates in various working groups/committees; develops complex analytical reports; and coordinates projects for the Town Administrator. Perform related duties as assigned by the Town Administrator.

Administrative Assistant, Municipal Services - The Administrative Assistant shall perform senior level administrative, secretarial and clerical duties for the Department. Is responsible for developing office

procedures and supervising/coordinating activities of the Clerks. Provides direct administrative support to the ATA/Director. Calculates and prepares department payroll information. Maintains records related to the department's budget; is responsible for budget details, accounts and summaries; monitors expenditures and balances within accounts; assists ATA/Director with preparation of annual budget; prepares and/or coordinates the processing of purchase orders; payment of bills and processing of invoices. Perform related duties as assigned by the ATA/Director.

Municipal Services Clerk(s) - The Municipal Services Clerk shall perform a variety of clerical and customer service work to support the overall functioning of the Department. Performs basic office tasks such as answering phones and routing calls; preparing spreadsheets, correspondence and other documents; and processing incoming and outgoing mail. Coordinates intake of department applications/documents and reviews for completeness. Routes applications to necessary staff for comment, tracks application process, and closes when appropriate action is taken. Responsible for maintaining a variety of print and electronic files and records. Performs related duties as assigned by the Administrative Assistant.

Public Health Division:

Health Inspector/Deputy Agent – The Health Inspector/Deputy Agent shall assist with carrying out the regulatory and inspectional services programs and activities of the Public Health Division including; investigating complaints and enforcing the state sanitary codes, policies, by-laws and regulations adopted by the Board of Health. Coordinates inspection and enforcement activities with other agencies. Keeps the ATA/Director informed of the status of health inspection and enforcement issues, and performs related duties as assigned.

Food Inspector – The Food Inspector shall assist with carrying out the food inspectional services program including investigating complaints, conducting inspections, plan reviews, drafting letters, etc. Keeps the ATA/Director informed of the status of food inspection and enforcement issues, and performs related duties as assigned.

Public Health Nurse (Emerson Home Care) – The Public Health Nurse through Emerson Homecare provides skilled-care nursing services to elderly patients from Maynard at the time of discharge from Emerson Hospital, conducts all epidemiological investigations, and staffs employee and senior health clinics. Utilizes the Massachusetts Virtual Epidemiologic Network (MAVEN) through the Massachusetts Department of Public Health, to directly receive and investigate epidemiological incidents.

Building & Inspections Division:

Building Commissioner / ZEO – The Building Commissioner shall enforce all provisions of the State Building Code and any other applicable state and local statutes, rules, regulations or By-Laws. Acts as the Town’s Zoning Enforcement Officer under Chapter 40A of the General Laws of Massachusetts, enforces the Zoning By-Laws of the Town of Maynard. Responds to and investigates complaints and concerns of the public regarding potential Zoning or Building Code violations. Keeps the ATA/Director informed of the status of inspections and enforcement issues, and performs related duties as assigned.

Inspector of Wires – The Wiring Inspector shall carry out the duties and responsibilities of an Inspector of Wires. Keeps the ATA/Director informed of the status of inspections and enforcement issues.

Plumbing & Gas Inspector – The Gas/Plumbing Inspector shall carry out the duties and responsibilities of an Inspector of Plumbing and Gas. Keeps the ATA/Director informed of the status of inspections and enforcement issues.

Sealer of Weights & Measures – The Weights and Measures Inspector shall carry out the duties and responsibilities of a Sealer of Weights and Measures. Keeps the ATA/Director informed of the status of inspections and enforcement issues.

Planning & Licensing Division:

Planning & Licensing Assistant - The Planning & Licensing Assistant shall provide general administrative, technical and clerical assistance to the Planning Board, Board of Appeals and Local Licensing Authority. Attends all meetings of the Planning Board, Board of Appeals and ancillary committees, as needed. Sets agendas, takes minutes of meetings and provides general advice to the Boards, as needed. Coordinates the submission and review of all applications, assists with updating the Town’s Zoning Bylaws, Master Plan and Open Space Plan. Provides assistance to individuals looking to develop property or locate a business in the Town as to what approvals may be required and what (if any) issues may be present. Keeps the ATA/Director informed of issues, and performs related duties as assigned.

Conservation Division:

Conservation Agent – The Conservation Agent shall conduct inspections to evaluate applicability to Wetlands Protection Act and assess environmental impact of projects; analyze inspection results; oral and written reports summarizing results; attend Conservation Commission meetings; enforcement of state and local laws, rules and regulations protecting the environment; assist and advise citizens of their

rights and obligations under the Wetlands Protection Act; drafts decisions, issues permits; writes correspondence; cites violations and issues legal enforcement orders.

Related Boards and Commissions:

Board of Health - There shall be within the Department a Board of Health which is comprised of 3 members appointed by the Board of Selectmen. The Board of Health shall perform such duties and exercise such powers as prescribed by law.

Conservation Commission - There shall be within the Department a Conservation Commission comprised of 5 members appointed by the Board of Selectmen. The Conservation Commission shall perform such duties and exercise such powers as prescribed by law.

Planning Board - There shall be within the Department a Planning Board comprised of 5 members appointed by the Board of Selectmen. The Planning Board shall perform such duties and exercise such powers as prescribed by law.

Board of Appeals - There shall be within the Department a Zoning Board of Appeals comprised of 5 members appointed by the Board of Selectmen. The Board of Appeals shall perform such duties and exercise such powers as prescribed by law.

Local Licensing Authority – The Maynard LLA is made up of the elected 5 member Board of Selectmen. The LLA performs such duties and exercises such powers as prescribed by law.