

Attachment A
Town of Tyngsborough
Application
Senior Citizen Property Tax Work-off Abatement Program

JOB APPLYING FOR: _____

Name: _____

Address: _____

Telephone: () _____

The applicant may attach additional information as appropriate.

Are you over the age of 60? (as of today) yes no

Have you owned and resided at the above property for at least 1 year? See requirements. yes no

Do you plan to continue to own and reside at the above property for at least 1 year? See requirements. yes no

Do you owe real estate taxes on the above property? yes no

Have you attached a copy of your real estate tax bill? yes no

Have you previously participated in the program? yes no

Education: (highest level achieved) _____

Employment History/Experience/Profession: _____

Skills, Abilities, Knowledge (Please provide an attachment if necessary): _____

Typing/keyboarding: _____ words per minute

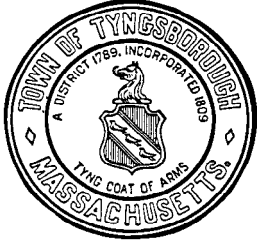
Computer Skills: Microsoft: Word Excel Access

Other Skills: _____

I certify that all statements made on or in connection with this application are true, complete and correct to the best of my knowledge and belief, and are made in good faith. I understand that incomplete, false, or inaccurate information may result in the rejection of this application and that false information may result in my dismissal if selected for participation in this program. I understand that I will receive compensation in the form of a Property Tax Abatement. I understand that I can earn an abatement of no more than \$1,000 per fiscal year at a rate set by the Board of Selectmen.

Applicant Signature

Date



TOWN OF TYNGSBOROUGH

Board of Selectmen

25 Bryants Lane

Tyngsborough, MA 01879

Tel: 978 649-2300 Ext. 100 Fax: 978 649-2320

Senior Citizen Property Tax Work-Off Abatement Program

(M.G.L. Chapter 59, Section 5K)

Accepted:

Annual Town Meeting

May 15, 2007

Local Regulations:

Board of Selectmen's Meeting December 3, 2007

Implemented:

January 1, 2008

Updated: January, 2014

Town of Tyngsborough

Senior Citizen Property Tax Work-off Abatement Program

(M.G.L. Chapter 59, Section 5K)

About the Senior Tax Work-Off Program

The goals of the program are as follows:

1. To employ qualified senior citizens whose earnings will be applied towards their property tax bill.
2. To increase the involvement of senior citizens in Town government.
3. To enhance municipal services by utilizing the skills of resident senior citizens.

Positions:

1. A variety of positions may be available; duties will be data entry, filing, customer service, light labor, and general administrative duties.
2. The program administrator will attempt to match the skills and interests of applicants to the needs of Town departments.

Eligibility and Program Guidelines:

1. Age

Taxpayers must be over 60 years of age to earn a property tax abatement under this program.

2. Property Ownership

Taxpayers must be an assessed owner of the property as of January 1 of the applicable assessment year or, if the property is subject to a trust, the senior must have legal title, (i.e., be one of the trustees) to the property on which the tax to be abated is assessed. When there is a question about this issue, the Board of Assessors will make a final determination. All other issues will be decided by the Board of Selectmen as provided in Section 8 below.

The taxpayer must have owned and resided at the property in Tyngsborough for at least one (1) year immediately prior to submitting an application for this program, and must continue to reside at the property through November 30th of the year in which he/she participates in the program. In the event of death or sale of the property, the amount of the abatement will be pro-rated as necessary.

Only one qualifying owner of the parcel may earn an abatement under this program per fiscal year. If a selected owner cannot fulfill the commitment for all hours, another owner of the same property may complete the program if he/she meets eligibility criteria and meets the requirements of the position.

3. Maximum Abatement and Hourly Rate

The maximum abatement taxpayers may earn is \$1,000.00 per fiscal year. The number of taxpayers who can earn a maximum abatement of up to \$1,000.00 depends on the available balance in the overlay account and must be approved by the Board of Assessors for each fiscal year.

Participants will be compensated at a rate set by the Board of Selectmen.

4. Qualifications

Taxpayers must complete an application form (*Attachment A*) and participate in a selection process. Seniors must be qualified to perform the essential functions of the position under this

program with or without reasonable accommodations as outlined in the job description for the position for which he/she is applying (*Attachment B*).

All applications will be submitted to the Selectmen's Office. Eligible applications will be reviewed by the Selectmen and Town Administrator. The Selectmen will inform the Department Head of eligible applications. Senior citizens may be asked to interview for a position. A recommendation for selection will be made to the Board of Selectmen who will approve and assign the program participants to the positions.

Program selection is valid for one year. Applicants must re-apply annually if they wish to continue participation. While preference will be given to first-time applicants, the Town reserves the right to employ prior participants to finish ongoing special projects.

If a senior citizen leaves the program before the full number of hours is worked, and no other owner of the parcel is qualified and can complete the hours, another taxpayer owning another parcel may work the remaining number of hours not worked by the previous senior citizen and receive an abatement for his/her hours worked.

5. Selection

Upon approval and appointment of the Board of Selectmen, selected individuals will receive written confirmation from the Town Administrator stating their job duties, location of job, name of supervisor, scheduled hours, and hourly rate of credit to be earned. They will receive necessary tax forms to be completed and a general orientation regarding their participation in the program.

Hours worked are documented on a monthly attendance sheet and signed by the volunteer and his/her supervisor. (*Attachment C*).

6. Certification

At the time the senior citizen has worked the required hours or voluntarily ends participation in the program, the Department Head will complete a timesheet indicating the number of hours worked and the Town Administrator will certify the amount of the abatement earned by the senior citizen and it will be forwarded to the Board of Assessors (*Attachment D*).

Certification must be submitted before the actual tax for the fiscal year is committed. As a result, hours worked and credit earned between March 3, 2014 and September 30, 2014 will be certified for Fiscal Year 2015 which begins on July 1, 2014. The tax bill issued in December 2014 and March 2015 will reflect the credit earned.

7. Tax Withholdings

The abatement earned is subject to federal withholdings (Social Security, Medicare) and the senior citizen is responsible for filing the income earned. The abatement is not subject to state income tax withholdings.

8. Appeals

A dispute may be appealed to the Board of Selectmen, except as noted in Section 2, paragraph 1. The appeal must be made in writing within ten (10) days of the cause of the dispute and must set forth the specific claims. The Selectmen's decision shall be final and binding.

9. Questions

Questions regarding the program may be directed to the Selectmen's Office, 25 Bryants Lane, Tyngsborough, MA 01879 by email (nnazarian@tyngsboroughma.gov) or by calling (978-649-2300 x109).

Senior Tax Work-Off 2018 Program Schedule

September 1, 2017:	Applications Available
September 30, 2017:	Deadline to submit applications to Board of Selectman
October 3-7, 2017:	Interviews Conducted for new applicants
October 17, 2017:	Participants appointed by Board of Selectman
October 18, 2017:	Program Begins
September 30, 2018:	Last Possible Day of Work for Participants
October 13, 2018:	Deadline for Department Heads to submit all paperwork To Town Administrator
October 16, 2018:	Town Administrator forwards paperwork to Board of Assessors
Late Oct/Early Nov 2018:	Board of Assessors approves paperwork and notifies Town Treasurer
Early November 2018:	Town Treasurer notifies Tax Collector of abatement for Participating senior citizens
Mid-December 2018:	Tax Collector applies abatement to tax bills of Participating senior citizens
December/January:	Participants will receive written notification of Completion of program, including a copy of Attachment D

Attachment B
Town of Tyngsborough
Senior Citizen Property Tax Work-Off Abatement Program

2018 Positions

There will be an estimated 15 positions for the 2018 program.

<u>Position</u>		<u>Annual Hours</u>
Inspectional Department Aide	(1)	125
Council on Aging Aides	(8)	125
Library Aides	(5)	125
Old Town Hall Host	(1)	125

Subject to change based on needs in the other departments.

See attached job descriptions.

Attachment C
Town of Tyngsborough
Senior Citizen Property Tax Work-off Abatement Program
Record of Hours Worked

NAME OF SENIOR CITIZEN: _____

OFFICE/DEPARTMENT: _____

DATE	HOURS	TOTAL
X	TOTAL HOURS WORKED:	

I certify under penalties of perjury that I have worked the hours as recorded above.

Signature of Senior Citizen

Date

I have reviewed and approved the record of hours worked for the above-named senior citizen.

Signature of Department Head

Date

Attachment D
Town of Tyngsborough
Senior Citizen Property Tax Work-off Abatement Program
(M.G.L. Chapter 59, Section 5K)
Certificate of Completion of Volunteer Services

To: Board of Assessors:

I hereby certify that _____, the owner of a parcel at
(Taxpayer's name)
_____, has completed _____ hours of volunteer work
(Property Address)
to be credited toward the fiscal year _____ tax assessed on the parcel at the address noted above
at the rate of \$ _____ per hour. The abatement amount earned as of today is \$ _____.

Signature of Town Administrator

Date

Assessors' Use Only

Parcel ID # _____

Abatement Earned (\$1,000 Max)	\$ _____	+	CPA Tax Adj. \$ _____
Plus: Social security	\$ _____		
Plus: Medicare /FICA	\$ _____		

Total Charged to Overlay Account (Includes municipal share of Soc. Sec. and FICA)	\$ _____
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Total Net Abatement Credited to Tax Bill (includes CPA Tax) \$ _____

To: Town Treasurer:

Please issue a payroll (Soc. Sec. + FICA only) to the above named property owner in the amount
of \$ _____ for the abatement earned pursuant to the STW Abatement Program and charge said
earnings to the Allowance for Abatements and Exemptions account (overlay) for Fiscal _____.

Signature of Assessor

Date

Signature of Assessor

Date

Signature of Assessor

Date

I acknowledge that a payroll (Soc. Sec. + FICA only) was processed on _____ for the above named
(date)
property owner of parcel ID # _____.

Signature of Treasurer

Date

Town of Tyngsborough, MA
Position Description

Job Title: Clerical Aide (Senior Program)
Department: Shared Position in the Town Administrator's and Assessors Office
Reports to: Assistant Town Administrator and Chief Assessor
Prepared Date: February 2015

SUMMARY

Performs a variety of routine and moderately difficult clerical and record keeping work to support the Town Administrator's and Assessors Offices.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Works under the general direction of the Assistant Town Administrator or the Chief Assessor, depending on which office requires assistance.

Performs a variety of clerical duties in accordance with prescribed policies and procedures.

Makes frequent contacts with the general public, town departments, and others requiring perceptiveness and patience.

Answers telephone, takes messages and answers general inquiries.

Assists with department filing and mail. For periodic mailings, inserts forms into envelopes.

Performs other similar or related duties as required and/or assigned.

SUPERVISORY RESPONSIBILITIES

None

DESIRED MINIMUM QUALIFICATIONS

Education and/or Experience:

- A. High school graduate or equivalent;
- B. Two years experience in a responsible office position;
- C. Any equivalent combination of education and experience.

Knowledge, Skills and Abilities:

- A. Working knowledge of modern customer service practices;
- B. Working knowledge of modern office practices and procedures;
- C. Ability to establish and maintain effective working relationships with employees, town officials, citizens and outside contractors;
- D. Ability to maintain confidential information;
- E. Ability to operate listed tools and equipment;
- F. Ability to communicate effectively orally and in writing;
- G. Ability to work independently; and

- H. Knowledge or interest in executing Energy Efficiency programs for Town buildings is highly desirable.

TOOLS AND EQUIPMENT

Personal computer, including spreadsheet and word processing, telephone, calculator, copy machine, fax machine, postage machine, document shredder; and digital camera.

PHYSICAL DEMANDS

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

While performing the duties of this job, the employee is frequently required to sit, stand, see, talk, and hear. The employee is occasionally required to walk; use hands to operate, handle or feel objects, tools or controls, reach with hands and arms; and to occasionally required to operate their own personal motor vehicle.

WORK ENVIRONMENT

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

The noise level in the work environment is usually moderate.

Town of Tyngsborough, MA
Position Description

Job Title: Clerical Aide (Senior Program)
Department: Board of Health
Reports to: Health Agent
Prepared Date: February 2015

SUMMARY

Performs a variety of routine and moderately difficult clerical, record keeping, and customer service work to support the Board of Health Office.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Works under the general direction of the Health Agent.

Provides assistance to the Board of Health and performs a variety of clerical duties in accordance with prescribed policies and procedures.

Makes frequent contacts with the general public, town departments, and others requiring perceptiveness and patience.

Answers telephone, answers inquiries, and/or takes messages.

Assists with organization of the filing system, including the use of a computer and software.

Performs other similar or related duties as required and/or assigned.

SUPERVISORY RESPONSIBILITIES

None

DESIRED MINIMUM QUALIFICATIONS

Education and/or Experience:

- A. High School graduate or equivalent;
- B. Two years experience in a responsible office position; and
- C. Any equivalent combination of education and experience.

Knowledge, Skills and Abilities:

- A. Working knowledge of modern customer service practices;
- B. Working knowledge of modern office practices and procedures;
- C. Ability to establish and maintain effective working relationships with employees, town officials, citizens, and outside contractors;
- D. Ability to maintain confidential information;
- E. Ability to operate the listed tools and equipment;
- F. Ability to communicate effectively orally and in writing; and
- G. Ability to work independently.

TOOLS AND EQUIPMENT

Personal computer, including spreadsheet and word processing software; telephone; calculator; typewriter; copy machine; fax machine.

PHYSICAL DEMANDS

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

While performing the duties of this job, the employee is frequently required to sit, stand, see, talk and hear. The employee is occasionally required to walk; use hands to operate, handle or feel objects, tools or controls; and reach with hands and arms.

WORK ENVIRONMENT

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

The noise level in the work environment is usually moderate.

Town of Tyngsborough, MA
Position Description

Job Title: Clerical Aide (Senior Program)
Department: Building Department
Reports to: Building Commissioner and Administrative Assistant
Prepared Date: February 2015

SUMMARY

Performs a variety of routine and moderately difficult clerical and record keeping work to support the Building Department in the electronic logging of inspections and maintaining the filing system.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Works under the general direction of the Building Commissioner and Building Department Administrative Assistant.

Provides assistance to the Building Department and performs a variety of clerical duties in accordance with prescribed policies and procedures.

Makes frequent contacts with the general public, town departments, and others requiring perceptiveness and patience.

Answers telephone, answers inquiries, and/or takes messages.

Assists with the electronic logging of inspections and maintaining the filing system.

Performs other similar or related duties as required and/or assigned.

SUPERVISORY RESPONSIBILITIES

None

DESIRED MIMIMUM QUALIFICATIONS

Education and/or Experience:

- A. High School graduate or equivalent;
- B. Two years experience in a responsible office position;
- C. Any equivalent combination of education and experience.

Knowledge, Skills and Abilities:

- A. Working knowledge of modern customer service practices;
- B. Working knowledge of modern office practices and procedures;
- C. Ability to establish and maintain effective working relationships with employees, town officials, citizens, and outside contractors;
- D. Ability to maintain confidential information;
- E. Ability to operate the listed tools and equipment;
- F. Ability to communicate effectively orally and in writing; and
- G. Ability to work independently.

TOOLS AND EQUIPMENT

Personal computer, including spreadsheet and word processing software; telephone; calculator; typewriter; copy machine; fax machine.

PHYSICAL DEMANDS

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

While performing the duties of this job, the employee is frequently required to sit, stand, see, talk and hear. The employee is occasionally required to walk; use hands to operate, handle or feel objects, tools or controls; and reach with hands and arms.

WORK ENVIRONMENT

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

The noise level in the work environment is usually moderate.

**Town of Tyngsborough
Position Description**

Job Title: Senior Aide (Senior Program)
Department: Council on Aging – Clerical/Office Work
Reports to: Director of Elder Services
Prepared Date: February 2014

SUMMARY

Performs a variety of routine and moderately difficult clerical, record keeping work and general tasks to support various town departments.

DUTIES AND RESPONSIBILITIES

Works under the general direction of the Council on Aging Director.

Provides assistance to Council on Aging, and performs a variety of clerical and general duties in accordance with prescribed policies and procedures.

Makes frequent contacts with the general public, town departments, and others requiring perceptiveness and patience.

Answers telephones, answers inquiries, and/or takes messages.

Assists the public in completing forms.

Assists with filing and mail. For periodic mailings, inserts information into envelopes.

Assignments at the Senior Center could vary. An assignment might involve assisting with the nutrition program and following health, sanitary, and safety regulations if working around food.

Performs other similar or related duties as required and/or assigned.

SUPERVISORY RESPONSIBILITIES

None

DESIRED MINIMUM QUALIFICATIONS

Education and/or Experience:

- A. High School graduate or equivalent;
- B. Two years experience in a responsible office position;
- C. Any equivalent combination of education and experience.

Knowledge, Skills and Abilities:

- A. Working knowledge of modern customer service practices;
- B. Working knowledge of modern office practices and procedures;
- C. Ability to establish and maintain effective working relationships with employees, town officials, citizens, and outside contractors;
- D. Ability to maintain confidential information;
- E. Ability to operate the list tools and equipment;
- F. Ability to communicate effectively orally and in writing;
- G. Ability to work independently.

TOOLS AND EQUIPMENT

Personal computer, including spreadsheet, word processing software and Myseniorcenter program; telephone; calculator; copy machine; fax machine; kitchen equipment.

PHYSICAL DEMANDS

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

While performing the duties of this job, the employee is frequently required to sit, stand, see, talk and hear. The employee is occasionally required to walk; use hands to operate, handle or feel objects, tools or controls; reach with hands and arms; and lift items up to 10 pounds.

WORK ENVIRONMENT

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

The noise level in the work environment ranges from moderate to high.

**Town of Tyngsborough
Position Description**

Job Title: Senior Aide (Senior Program)
Department: Council on Aging – Volunteer Coordinator
Reports to: Director of Elder Services
Prepared Date: February 2014

SUMMARY

Recruits and schedules volunteers for daily tasks, events, and special events at the Senior Center.

DUTIES AND RESPONSIBILITIES

Works under the general direction of the Council on Aging Director.

Provides assistance to Council on Aging, and performs a variety of clerical and general duties in accordance with prescribed policies and procedures. Primary focus on recruiting and scheduling volunteers for daily tasks, events, and special events at the Senior Center.

Makes frequent contacts with the general public, town departments, and others requiring perceptiveness and patience.

Answers telephones, answers inquiries, and/or takes messages.

Assists the public in completing forms.

Assignments at the Senior Center could vary. An assignment might involve assisting with the nutrition program and following health, sanitary, and safety regulations if working around food.

Performs other similar or related duties as required and/or assigned.

SUPERVISORY RESPONSIBILITIES

None

DESIRED MINIMUM QUALIFICATIONS

Education and/or Experience:

- A. High School graduate or equivalent;
- B. Two years experience in a responsible office position;
- C. Any equivalent combination of education and experience.

Knowledge, Skills and Abilities:

- A. Working knowledge of modern customer service practices;
- B. Working knowledge of modern office practices and procedures;
- C. Ability to establish and maintain effective working relationships with employees, town officials, citizens, and outside contractors;
- D. Ability to maintain confidential information;
- E. Ability to operate the list tools and equipment;
- F. Ability to communicate effectively orally and in writing;
- G. Ability to work independently.

TOOLS AND EQUIPMENT

Personal computer, including spreadsheet, word processing software and Myseniorcenter program; telephone; calculator; copy machine; fax machine; kitchen equipment.

PHYSICAL DEMANDS

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

While performing the duties of this job, the employee is frequently required to sit, stand, see, talk and hear. The employee is occasionally required to walk; use hands to operate, handle or feel objects, tools or controls; reach with hands and arms; and lift items up to 10 pounds.

WORK ENVIRONMENT

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

The noise level in the work environment ranges from moderate to high.

NOTE:

Volunteers are needed for the following:

- Greeters: greet people, answer phones, help fill out forms, answer questions, hand out newsletters, etc.
- Regular Volunteers:
 - Bingo Callers
 - Brown Bag Helpers
 - Newsletter Helpers
- Special Event Volunteers:
 - Event Set Up
 - Event Servers
 - Event Clean Up
- Other:
 - As needed

**Town of Tyngsborough
Position Description**

Job Title: Senior Aide (Senior Program)
Department: Council on Aging - Greeter
Reports to: Director of Elder Services
Prepared Date: January 2015

SUMMARY

Greets visitors at the Senior Center. This is a 'shared' position with other volunteers to coordinate 30 hours a week of coverage at the greeter desk.

DUTIES AND RESPONSIBILITIES

Works under the general direction of the Council on Aging Director.

Provides assistance to Council on Aging, and performs a variety of general duties in accordance with prescribed policies and procedures. Primary focus on greeting visitors at the Senior Center.

Makes frequent contacts with the general public.

Answers telephones, answers inquiries, and/or takes messages when required.

Assists the public in completing forms, hand out newsletters, flyers and general information regarding the center.

Performs other similar or related duties as required and/or assigned.

SUPERVISORY RESPONSIBILITIES

None

DESIRED MINIMUM QUALIFICATIONS

Education and/or Experience:

- A. High School graduate or equivalent;
- B. Two years experience in a responsible office position;
- C. Any equivalent combination of education and experience.

Knowledge, Skills and Abilities:

- A. Working knowledge of modern customer service practices;
- B. Working knowledge of modern office practices and procedures;
- C. Ability to establish and maintain effective working relationships with employees, town officials, citizens, and outside contractors;
- D. Ability to maintain confidential information;
- E. Ability to operate the list tools and equipment;
- F. Ability to communicate effectively orally and in writing;
- G. Ability to work independently.

TOOLS AND EQUIPMENT

Personal computer, including spreadsheet, word processing software and Myseniorcenter program; telephone; calculator; copy machine; fax machine; kitchen equipment.

PHYSICAL DEMANDS

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While performing the duties of this job, the employee is frequently required to sit, stand, see, talk and hear. The employee is occasionally required to walk; use hands to operate, handle or feel objects, tools or controls; reach with hands and arms; and lift items up to 10 pounds.

WORK ENVIRONMENT

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The noise level in the work environment ranges from moderate to high.

**Town of Tyngsborough
Position Description**

Job Title: Senior Aide (Senior Program)
Department: Council on Aging – Kitchen Worker
Reports to: Director of Elder Services
Prepared Date: January 2015

SUMMARY

Provides assistance with the food operation at the Senior Center.

DUTIES AND RESPONSIBILITIES

Works under the general direction of the Council on Aging Director.

Assists with kitchen and food preparation for meals-on-wheels and on-site meals.

Assists with clean-up of kitchen and equipment.

Assists with ordering supplies for the kitchen.

Assists with daily, weekly, and monthly records of meals.

Follows health, sanitary and safety regulations.

Is attentive to the needs of senior citizens visiting the Senior Center.

Performs other similar or related duties as required and/or assigned.

SUPERVISORY RESPONSIBILITIES

None

DESIRED MINIMUM QUALIFICATIONS

Education and/or Experience:

- A. High School graduate or equivalent;
- B. Two years experience in a responsible office position;
- C. Any equivalent combination of education and experience.

Knowledge, Skills and Abilities:

- A. Working knowledge of modern customer service practices;
- B. Working knowledge of modern office practices and procedures;
- C. Ability to establish and maintain effective working relationships with employees, town officials, citizens, and outside contractors;
- D. Ability to maintain confidential information;
- E. Ability to operate the listed tools and equipment;
- F. Ability to communicate effectively orally and in writing;
- G. Ability to work independently.

TOOLS AND EQUIPMENT

Kitchen equipment; telephone; calculator; copy machine; fax machine.

PHYSICAL DEMANDS

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

While performing the duties of this job, the employee is frequently required to sit, stand, see, talk and hear. The employee is occasionally required to walk; use hands to operate, handle or feel objects, tools or controls; reach with hands and arms; and lift items up to 10 pounds.

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The noise level in the work environment ranges from moderate to high.

Town of Tyngsborough, MA
Position Description

Job Title: Clerical Aide (Senior Program)
Department: Conservation/Planning/Zoning
Reports to: Conservation Director & Conservation/Planning/Zoning Administrative Assistant
Prepared Date: February 2015

SUMMARY

Performs a variety of routine and moderately difficult clerical, record keeping, and customer service work to support the Conservation, Planning, & Zoning Office. The position also supports customer service needs in the Building Department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Works under the general direction of the Conservation Director and Conservation/Planning/Zoning Administrative Assistant. May also work under the direction of the Building Commissioner and/or Administrative Assistant of the Building Department from time to time.

Provides assistance to the Conservation, Planning, & Zoning Offices and performs a variety of clerical duties in accordance with prescribed policies and procedures.

Makes frequent contacts with the general public, town departments, and others requiring perceptiveness and patience.

Answers telephone, answers inquiries, and/or takes messages.

Assists with organization of the filing system.

Performs other similar or related duties as required and/or assigned.

SUPERVISORY RESPONSIBILITIES

None

DESIRED MIMIMUM QUALIFICATIONS

Education and/or Experience:

- A. High School graduate or equivalent;
- B. Two years experience in a responsible office position; and
- C. Any equivalent combination of education and experience.

Knowledge, Skills and Abilities:

- A. Working knowledge of modern customer service practices;
- B. Working knowledge of modern office practices and procedures;
- C. Ability to establish and maintain effective working relationships with employees, town officials, citizens, and outside contractors;
- D. Ability to maintain confidential information;
- E. Ability to operate the listed tools and equipment;
- F. Ability to communicate effectively orally and in writing; and
- G. Ability to work independently.

TOOLS AND EQUIPMENT

Personal computer, including spreadsheet and word processing software; telephone; calculator; typewriter; copy machine; fax machine.

PHYSICAL DEMANDS

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

While performing the duties of this job, the employee is frequently required to sit, stand, see, talk and hear. The employee is occasionally required to walk; use hands to operate, handle or feel objects, tools or controls; and reach with hands and arms.

WORK ENVIRONMENT

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

The noise level in the work environment is usually moderate.

**Town of Tyngsborough
Position Description**

Job Title: Information Technology Aide
Department: Information Technology Department
Reports to: Town Administrator and/or designee and Media Program Coordinator
Prepared Date: February 2015

SUMMARY

Provides assistance with maintaining and managing Town Hall server and workstations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Assists with routine server maintenance.

Assists with deploying different Information Technology (IT) appliances.

Assists with low-level IT troubleshooting.

Assists with new server setup (e.g. imaging hard drives).

Performs other similar or related duties as required and/or assigned.

SUPERVISORY RESPONSIBILITIES

None

DESIRED MINIMUM QUALIFICATIONS

Education and/or Experience:

- A. High School graduate or equivalent;
- B. Experience in Information Technology and/or Computer Science field / Windows Essentials
- C. Any equivalent combination of education and experience.

Skills, Knowledge and Abilities:

- A. Ability to interact in a positive and professional manner with town staff.
- B. Ability to work in a team environment and to work effectively.
- C. Good organizational skills.
- D. Ability to work with Windows Essentials 2008/2012, Windows 7, Microsoft Office

TOOLS AND EQUIPMENT

IT equipment, telephone, calculator, computer, copy machine.

PHYSICAL DEMANDS

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

While performing the duties of this job, the employee is frequently required to stand, walk, talk, hear, see, and read. The employee is required to use hands to operate, finger, handle or feel objects, tools, equipment, or controls; and reach with hands and arms. The employee is occasionally required to sit, stoop, or crouch. The employee must occasionally lift and/or move up to 10 pounds.

WORK ENVIRONMENT

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

This is a typical office and recreational environment that may be subject to noise and frequent interruptions. The noise level varies.

**Town of Tyngsborough, MA
Position Description**

Job Title: Library Aide (Senior Program)
Department: Library
Reports to: Library Director
Prepared Date: December 2007

SUMMARY

This position includes shelving library materials, shelf-reading of shelves to make sure that items are in order, straightening up the library stacks, processing library materials, and assisting with other clerical tasks to help with library services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Works under the general supervision of the Library Director.

Performs a variety of well-defined duties in accordance with established procedures, requiring some judgment and initiative.

Shelves library materials in all formats (books, audio-visual, magazines, etc.).

Shelf-reads collection and puts books in order.

Straightens library materials on the shelves.

Unpacks interlibrary loan crates and prepares for check-in (removing from crates, removing paperwork and elastics).

Labels library materials for interlibrary loan shipment.

Processes library materials (affixes labels, stamps pages, etc.).

Reproduces library forms.

Performs other similar or related duties as required and/or assigned.

SUPERVISORY RESPONSIBILITIES

None

DESIRED MIMIMUM QUALIFICATIONS

Education and/or Experience:

- A. High School graduate or equivalent;
- B. Library experience preferred;
- C. Any equivalent combination of education and experience.

Knowledge, Skills and Abilities:

- A. Ability to accurately maintain library filing systems and inventory;
- B. Ability to establish and maintain effective working relationships with patrons, employees, supervisors, and the general public;
- C. Ability to communicate orally effectively; and
- D. Ability to operate the listed tools and equipment.

TOOLS AND EQUIPMENT

Personal computer, telephone, calculator, typewriter, copy machine, fax machine, paper cutter.

PHYSICAL DEMANDS

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

While performing the duties of this job, the employee is frequently required to stand, walk, talk, hear, see, and read. The employee is regularly required to use hands to operate, finger, handle or feel objects, tools, equipment, or controls, and reach with hands and arms. The employee is occasionally required to sit, climb, balance, stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 10 pounds.

WORK ENVIRONMENT

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

The noise level in the work environment is usually quiet.

Town of Tyngsborough, MA
Position Description

Job Title: Old Town Hall Host (Senior Program)
Department: Office of the Town Administrator and Board of Selectmen
Reports to: Town Administrator and/or designee
Prepared Date: February 2015

SUMMARY

Responsible for the oversight of approved events and/or viewings of the Old Town Hall (OTH) in the Town of Tyngsborough. The individual will be asked to work a combination of hours during days, evening, and weekends.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Unlocks/locks the OTH doors, arms/disarms OTH security system, and adjusts the temperature settings. Completes a walk through, following a checklist of items, to ensure that the OTH is in the same condition as it was prior to an event or showing.

Provides access to needed tools, equipment, and furnishings in the OTH (e.g. cleaning equipment/supplies, technology equipment, tables/chairs, etc.) to facilitate the proper clean up and break down of the OTH.

Makes frequent contact with the general public, town departments, and others requiring perceptiveness and patience.

Observes and reports to the Town Administrator and/or designee, any inconsistencies between an executed "Hall Use Agreement and Liability Waiver" and an ongoing or concluded event.

Makes suggestions for improvements in any matters relating to the day-to-day operation of the OTH.

Perform any other similar or related duties, under either heading as directed by the Town Administrator and/or designee.

SUPERVISORY RESPONSIBILITIES

None

DESIRED MINIMUM QUALIFICATIONS

Education and/or Experience:

- A. High School graduate or equivalent;
- B. Experience in hosting events, preferably for a wide variety of groups;
- C. Any equivalent combination of education and experience.

Knowledge, Skills, and Abilities:

- A. Understands the Old Town Hall Use Policy as amended from time to time;

- B. Willingness and ability to work effectively with individuals and small groups to facilitate successful events at the OTH;
- C. Ability to communicate effectively orally and in writing;
- D. Self-motivated, organized, and detail oriented;
- E. Timely and prompt (i.e. to open & prepare the OTH for an event or viewing); and
- F. Ability to operate the listed tools and equipment.

TOOLS AND EQUIPMENT

Kitchen equipment, elevator, telephone, computers, printers, and alarm systems.

PHYSICAL DEMANDS

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

Moderate physical effort is required to perform duties. The employee is frequently required to sit, stand, hear, and view.

WORK ENVIRONMENT

Work is performed generally under indoor conditions. The noise levels vary.