



The Metropolitan District
water supply · environmental services · geographic information

**PERSONNEL, PENSION & INSURANCE COMMITTEE
REGULAR MEETING
MONDAY, JUNE 24, 2024
4:00 PM**

<u>Location</u>	<u>Commissioners</u>	
Board Room	Avedisian	Magnan
District Headquarters	Currey (Ex-Officio)	Patel
555 Main Street, Hartford	Desai	Salemi
	Drake	Steuber
Dial in #: (415)-655-0001	Gentile	Taylor (C)
Access Code: 2304 980 6390#	Lester	Woulfe (VC)
Meeting Video Link		
	Quorum: 6	

1. CALL TO ORDER
2. PUBLIC COMMENTS RELATIVE TO AGENDA ITEMS
3. APPROVAL OF MEETING MINUTES OF MAY 20, 2024
4. DISCUSSION RE: 2024-RFI-02 “INDUSTRY INFORMATION ON TECHNOLOGY FOR CONDUCTING EMPLOYEE CLIMATE SURVEY”
5. DISCUSSION RE: EMPLOYEE BUYBACK OF PENSION CREDITED SERVICE TIME
6. REPORT RE: PRIOR MONTH’S RETIREMENTS, RESIGNATIONS, TERMINATIONS INCLUDING EMPLOYEE’S YEARS OF SERVICE, GENDER, RACE & CLASSIFICATION
7. OPPORTUNITY FOR GENERAL PUBLIC COMMENTS
8. COMMISSIONER REQUESTS FOR FUTURE AGENDA ITEMS
9. ADJOURNMENT

RFI Number 2024-I-02 - Industry Information on Technology for Conducting an Employee Climate Survey

Amazing Workplace

Amazing Workplace, Inc., is a provider of comprehensive employee climate and engagement systems, surveys, services, and solutions. Amazing Workplace is a very different type of organization in the space: deeply focused on understanding and improving employee happiness to drive engagement, increase retention, improve productivity, and foster a richer company culture. Unlike other providers, our organization is outcome driven, and begins each partnership by identifying and focusing on the operational and business outcomes our clients need and want.

Amazing Workplace is headquartered in Florida with major operations in Bend, Oregon and Los Angeles, California. It also has remote workers across US time zones.

Amazing Workplace's software development teams are exclusively based out of the United States. Our technology and our support teams are ready to immediately deploy solutions to clients of any size. Amazing Workplace has a proven track record of highly successful partnerships with small organizations (fewer than 20 employees) and large organizations (over 5,000 employees). Our client feedback shows 100% satisfaction for our client delivery, client success, and client support experience.

Amazing Workplace's own culture is deeply tied to its purpose: Improving people's lives. This simple purpose drives us to provide employee-centered solutions that also create significant improvements to business metrics. Amazing Workplace clients frequently note our unique ability to help identify and implement low-investment, high reward improvements in the workplace experience. We are dedicated to ensuring each of our clients' success — it's what we do.

Our Call to Action

Amazing Workplace's call to action is to improve people's lives by bringing much-needed change to the employee survey industry. Despite many companies' best efforts, employee engagement scores have remained flat for decades — no improvement. Amazing Workplace is bringing Employee Engagement back to its roots, as initially laid out by William Kahn.

We are responding to the needs of businesses and employees in a rapidly changing world. Today's workplace and talent revolution is having an incalculable impact on organizations as they try to rapidly evolve in an environment of constant change. Success ahead largely relies on an organization's most critical resource: its people. Attracting and retaining top talent (and enabling them to be as productive as possible) is more important than before.

In 2024 and beyond, there will be a continuing shift in trends that will impact the future of work in how employees both shape that imperative, and how they are also impacted by it. The most notable trends will be a continued focus on internal talent mobility and upskilling without changing headcount. There will also be an emphasis on increasing focus on the employee experience and flexible work schedules. Addressing mental health and wellbeing will be critical for sustainable employee performance in a post-pandemic era and is being directed by many Boards. There will also be an ever-increasing scrutiny on AI in recruitment processes for ethical and regulatory compliance, as well as the need to rethink talent pipelines along these lines.

Economic challenges and uncertainty will have an adverse impact on employees due to the fear of layoffs and downsizing. Engagement, defined by Gallup as the involvement and enthusiasm of employees in both their work and workplace, dropped 3 percentage points to 30% in the first quarter of 2024. In real numbers, that means about 4.8 million fewer workers are engaged with their work. While the United States still has some of the highest employee engagement rates, things like poor managers, a lack of growth opportunities and news of layoffs continue to weigh on employees.

Amazing Workplace is uniquely well-situated to power organizations through these challenges. Our employee experience solutions are research-backed, proven successful, and agile. Our high-touch client relationships help ensure that solutions are tailored to each client's needs. Ultimately, Amazing Workplace empowers organizations to get and keep the best people, and to develop their talent despite headwinds in the economy and in the labor force.

Request for Information Detailed Response

Provide a detailed explanation of the most current industry trends and standards in software technology or cloud-based applications for conducting a successful employee climate survey.

Current trends in employee climate survey technology reflect a focus on:

1. **Driving participation.** Organizations struggle with low participation, reaching employees in the field, employees dropping out of the process. The best solutions

- are highly engaging and provide support and communication tools that are agile enough to reach employees and keep them involved.
2. **Ease of use.** Many users are seeking a better, easier, and more beautiful experience. The best solutions are simple to start, easy to understand, and provide a pleasant user experience with no load-times during responses.
 3. **Employee communication functionality.** Keeping employees up to date at each step of the process is critical to obtaining the benefit of employee climate surveying. The best solutions provide thoughtfully crafted templates, automated communications, and live assistance with meeting communication goals.
 4. **Gathering actionable information.** Organizations and employees want to do surveys that lead to action. The best solutions provide results that highlight focus areas and identify possible solutions.
 5. **Guaranteed anonymity.** Employees increasingly worry about being identified and facing retaliation for negative feedback. They expect a third-party survey provider who can explain how and why their responses are anonymous. The best solutions provide strong encryption and appropriate handling of client data.

Standards for best-in-class products for employee surveys include:

1. Ability to deploy surveys invitations across multiple channels including email, text messaging, embedded links, landing pages, and QR codes. This enables employers to successfully reach employees who work in multiple settings from offices, to home desks, to job sites and customer-facing counters.
2. Available surveys, feedback tools, and conversations that are written in plain language, with definitions provided for topics and key terms.
3. Functions to generate announcements, presentations, and follow-up communications and deploy them to employees. This supports employees feeling heard and valued.
4. Robust action planning functionality with the ability to invite users across the organization to participate in completing planned actions.
5. Automated analysis of results that identifies focus areas and suggested actions to address employee feedback.
6. Enhanced customer/employer support with project management, technical support, and consulting support across the climate survey lifecycle.

Detailed information of the features of the application(s) and/or software available that are important to the District include:

- *Questionnaire design features for the development of key questions that are quantitative, concise, clear, specific, and unbiased in order to elicit meaningful results, essential to gaining positive employee engagement and feedback.*

The Amazing Workplace Employee Happiness Management System (EHMS) and Survey Studio offer our industry exclusive Conversations, a feedback system that is delivered like

a survey but mimics a two-person communication. Conversations prompt and guide employees with simple and concise questions, opportunities to gauge their feelings on topics with our trademark Happiness Scale, visual nudges that prompt employees to expand on their thoughts in writing, and our patent-pending Happiness Verification tool, that check with employees at the end of the process to see if they agree with the overall assessment of their feelings.

Our Survey Studio enables customization of Conversations and Surveys and comes with over 100 conversation and survey templates related to engagement, climate, and specific topics within those areas. Our surveys are created by a team of successful leaders, employee engagement experts, and top content writers to ensure they are easy to understand, engaging, and even fun to complete. They have been tracked carefully over the years and refined to be as useful as possible.

- *Security features for the protection of employee anonymity and confidentiality of survey responses.*

Amazing Workplace Conversations and surveys are built for gathering anonymous responses. They use best-in-class encryption to separate employee contact information from results during the participation process. Amazing Workplaces anonymous results do not contain employee identities — they are managed through “group” demographics. Even on the back end, Amazing Workplace itself cannot identify the individuals connected to particular results. Groups with fewer than three participants are by default not included in results; while the employer can change this default before a Conversation or survey is sent.

The EHMS provides functions to limit user access to particular groups or particular areas of the system. This enables employers to bring in managers from particular departments or areas of the organization, while preventing them from viewing results and comments from other groups that they do not work in.

- *Reporting and data analytics features including benchmarking of peer organizations as well as internal benchmarking over time.*

EHMS provides the ability to interact with results in every combination of filtering and sorting across groups, locations, and topics. Automation identifies risk areas and suggests actions. Views are available to compare any groups and to compare one set of results to another. Amazing Workplace has benchmarks from internal data and from other open-source employee climate and engagement surveys. Benchmark data can be added to employer’s accounts in customizable widgets so users can keep an eye on performance against these benchmarks over time.

- *Employee communication features (both pre- and post-) to ensure employees understand the purpose of the climate survey and how their input can contribute to positive changes in the workplace.*

EHMS features communication tools to announce Conversations and surveys, explain key steps, to present and explain results, and to communicate and manage action plans throughout every step of the process. EHMS also has two-way feedback systems through the unique Weekly Report tools for leaders and managers.

Communication templates for both written and oral (live) communication are provided through the platform. Introducing surveys properly is one of the most important parts of increasing participation and actionable feedback. These templated communications can be sent through the platform or copied and distributed via other systems.

- *Management communication features (post-) to ensure management is prepared to take action on feedback to maintain and/or improve employee workplace experiences.*

Action planning in EHMS allows an unlimited number of leaders and managers to join in the process of creating or completing action plans. Managers can have credentials to view plans and complete them, or to create and edit them. System reminders can nudge users to check up on committed actions before deadlines hit, and leaders and HR staff can monitor plan progress and receive digests and updates as things get done.

Further, coaching and communication templates are provided around how to message the action which will be taken based on employee feedback. Choosing the right information to share, how it is shared, the tone and so forth are all important to get right. The results shared should fairly represent the workplace and not focus only on problems and should be presented alongside commitments to improve a few things. Amazing Workplace provides coaching and communication templates to empower clients to get this right.

Pricing estimate for License and or Software as a Service cost to the organization assuming both single and multi-year license or subscription options.

(Note, this section in bold is confidential per Conn. Gen. Stat. § 1-210(b)(5)(B).)



Based on the technology solution(s) identified in this submission, provide information regarding any additional industry standard scope requirements the District should consider in its procurement planning for conducting a successful employee climate survey.

Comprehensive action planning, with the ability to assign access to any members of your teams to build and follow-up on actions.

Full-service support, training, guidance, and consultation with industry-seasoned professionals; proactive project management to ensure clients get business results (not just data).

EHMS and Survey Studio, featuring additional, research-backed surveys on topics including balance, belonging, pay and benefits, culture, leadership, empowerment, and many others. Survey Studio also includes Conversations and surveys with other functions such as onboarding, offboarding, and 360-degree assessments.

Verified results. Conversations and surveys with ability to check employee sentiment in real time during the feedback process.

Provide a detailed description of the Respondent's company and industry experience.

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If a software or application provider, include reference(s) and summary example(s) of successful use cases for client(s) of similar size as the District, 6 preferably public entities such as municipalities, state agencies, or public utilities.

(Note, this section in bold is confidential per Conn. Gen. Stat. § 1-210(b)(2).)

[Redacted content]

If an employee climate survey project provider, include summary example(s) of successfully delivered projects for client(s) of similar size as the District, preferably public entities such as municipalities, state agencies, or public utilities. Summary(s) should highlight project scope, technology utilized, employee participation rates achieved, approximate cost, and general results of the survey.

In Q2 of 2023 Amazing Workplace contracted with a federally-funded preschool provider in Texas to provide the Employee Happiness Management System (EHMS). This client had approximately 450 employees across 20 centers and offices around a large metro area. Over the prior several years, the client organization had struggled with increasing voluntary employee turnover (rising to 20%), impaired ability to recruit talent, and high absenteeism.

After initial consultations, Amazing Workplace conducted an organization-wide Employee Happiness Survey. Despite cultural resistance and concerns about anonymity, the survey received 57% participation. Results revealed the client had a strong, purpose-driven culture and a good sense of cooperation and fun among rank-and-file employees. Results also showed the client had significant unhappiness around feeling rewarded, feeling productive, and feeling safe and authentic at work.

Amazing Workplace's Client Delivery team and Happiness Coach developed a comprehensive action plan for the client, utilizing built-in action ideas from EHMS as

well as original solutions to fit the client's unique needs. The team leveraged detailed results to target root causes of unhappy results in the most affected teams and locations. The action plan capitalized on the organization's strengths in purpose, mission, and culture to increase effectiveness.

The client subsequently invited Amazing Workplace team members to give a detailed presentation on the results and action plans at the client's annual all-staff retreat. The plan and results were very well received. Over the following months, as planned actions occurred, Amazing Workplace continued to assist the client with communications and support. Client reported increased morale, and by Q1 of 2022 client's internal tracking showed definitive improvements in voluntary turnover (already down almost 2%) and recruiting performance.

This client reported they were very happy with all aspects of the Amazing Workplace process and the EHMS, especially noting the client service, support, and hands-on coaching and consultation.

Employee Happiness Management System (EHMS)[™]

The Best Way to Measure and Improve Employee Happiness.

EHMS is software that provides accurate, actionable people information to make informed business decisions. Understand your people, make informed decisions, and drive success with EHMS.



Strengthen recruiting:

People prefer to work for a company where people are happy.



Increase productivity:

Happy employees are more productive.



Reduce turnover:

Happy employees stay. Unhappy employees leave.



And so much more...



What people are saying about Amazing Workplace

5000+ reviews & counting

“ I wish we had done this years ago. My advice to anyone – don’t wait – EHMS lives up to the hype.

“ I love that the focus is on our happiness. I’m not sure how a workplace becomes a "best place to work", without having THIS HAPPINESS SURVEY available to employees.

“ We reduced turnover by 87% in 9 months, wow, just wow.

“ Our employees love the focus on happiness, when someone says “amazing” employees will respond “workplace.” This process has truly transformed our culture.

“ We are really seeing the difference in our recruiting, candidates always ask about our focus on happiness.

“ Asking about employee happiness shows that our company really cares about employees.

“ We used CultureAmp for years. EHMS is just better. Have anyone call me, anytime.

“ We used to use Qualtrics. EHMS is hands down easier to use, the surveys are far better, and employees overwhelmingly prefer the experience.

“ EHMS is so easy to use and creates meaningful change.

“ I've never experienced better customer support anywhere.

“ We struggled to get engagement from our Gallup surveys and results. EHMS has been a game changer – just look at the difference in our workplace – focusing on happiness is the key!

“ This is great. The information here helps to substantiate changes I want to roll out. Being able to quantify it, to say, “See? We need to change this.”— this helps so much!

“ Perfect, perfect, perfect— you guys think of everything!

“ We used to spend countless hours in meetings trying to understand what to do next. Some of the results in other surveys were just frustrating. EHMS made it easy to understand what we needed to do and we were able to use it without spending extra hours trying to figure things out.

Employee Happiness Management System (EHMS)TM

Unique.

The only system that validates
how employees feel.

Who is Amazing Workplace?

1

Why EHMS?

- Measure

2-4

- Understand

5-7

- Act

8-10

- Return on Investment

11-13

- Technology & Security

14

Who is Amazing Workplace?

People.

Our team doesn't just talk about improving employee happiness – we've done it.

Our team leverages in-depth knowledge and education to bring the best solutions to clients everywhere.

As a women owned business, we believe that diversity empowers us to create and deliver solutions that work.

Experienced

250+

Top Workplace Awards



Educated



Diverse



Why EHMS? Loved.

A system people love

- 10,000+ employee reviews
- 98% completion rate
- 97% liked or loved these surveys

Fun and fast, what's not to love?"

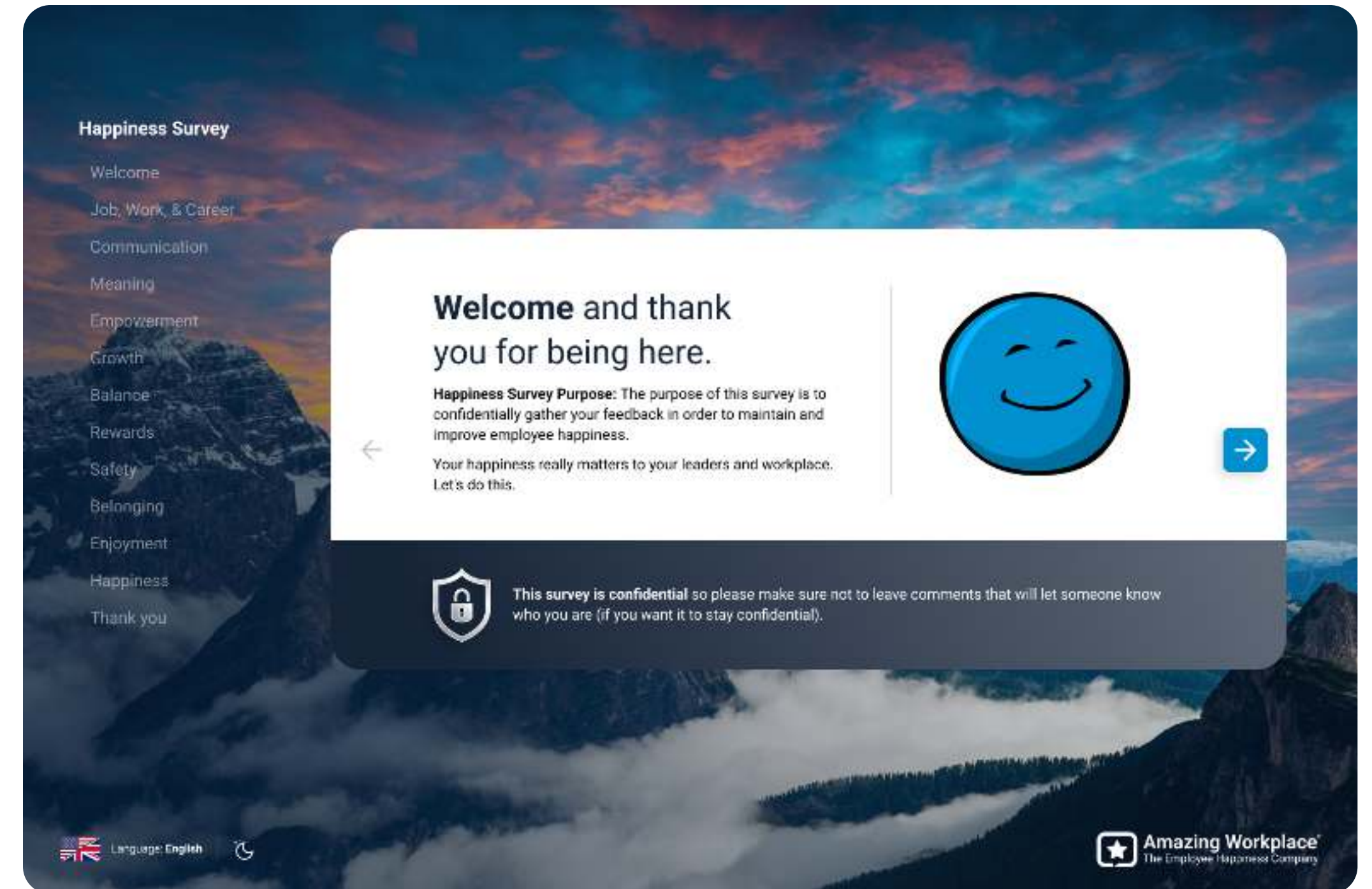
"The questions were easy to understand."

"I loved this survey."

"Loved it!"

"Whoever create this system is a genius!"

"I love the focus on happiness."



"Really different and cool."

"I loved the questions – really smart."

"This survey made me feel cared for. I love that."

"I loved the faces (may seem silly, but they were really cool)."

"Best ever."

"I loved the questions"

Why EHMS? Different.



Confidential



Under 10 minutes



Easy to Understand



Verified Results

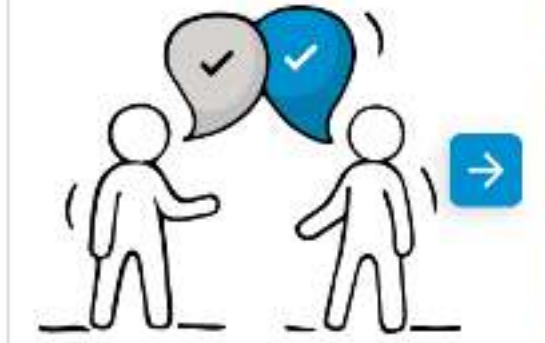
- Job, Work, & Career
- Communication
- Meaning
- Empowerment
- Growth
- Balance
- Rewards
- Safety
- Belonging
- Enjoyment
- Happiness
- Thank you

Communication: Explained

Communication is the process of sharing an idea or thought and getting understanding on the other end. When someone understands, they can be said to "know" something. The origin of the word communicate comes from Latin and means "to share something and get understanding".

At work, communication is the sharing of ideas with the goal of understanding. When understanding is not achieved, the result is confusion. Confusion is simply defined as a lack of understanding. When something is not understood at all, or partially understood, or even mostly understood; there exists some amount of confusion.

Confusion is the largest source of mistakes in a workplace. Confusion can lead to feelings of frustration, uncertainty, slight upset, a desire to do something else, and even people quitting their job.



Happiness Survey

- Welcome
- Job, Work, & Career
- Communication
- Meaning
- Empowerment
- Growth
- Balance
- Rewards
- Safety
- Belonging
- Enjoyment
- Happiness
- Thank you

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1. My leader (manager) is easy to talk to and understand.

Yes No

2. I feel understood by the people around me at work.

Yes No

3. I feel like leadership keeps people informed of what is going on in the workplace.

Yes No

4. I feel like my workplace listens to and understands employee feedback.

Yes No

Happiness Survey

- ✓ Welcome
- ✓ Job, Work, & Career
- ✓ Communication
- ✓ Meaning
- ✓ Empowerment
- ✓ Growth
- ✓ Balance
- ✓ Rewards
- ✓ Safety
- ✓ Belonging
- ✓ Enjoyment

Based on your answers in this survey...

It sounds like you often feel **Happy** at work.



If that sounds right, please continue.

If not, please select how you feel.

MEASURE

Why EHMS? More.

More surveys.
Less time.
Fully customizable.



OVER 400 SURVEY TEMPLATES

- Recruiting
- Culture
- Engagement
- Exit
- 360 Feedback
- Leadership
- Onboarding
- Net Promoter Score
- New hire
- Benefits
- Diversity
- Safety

and so much more...

UNDERSTAND

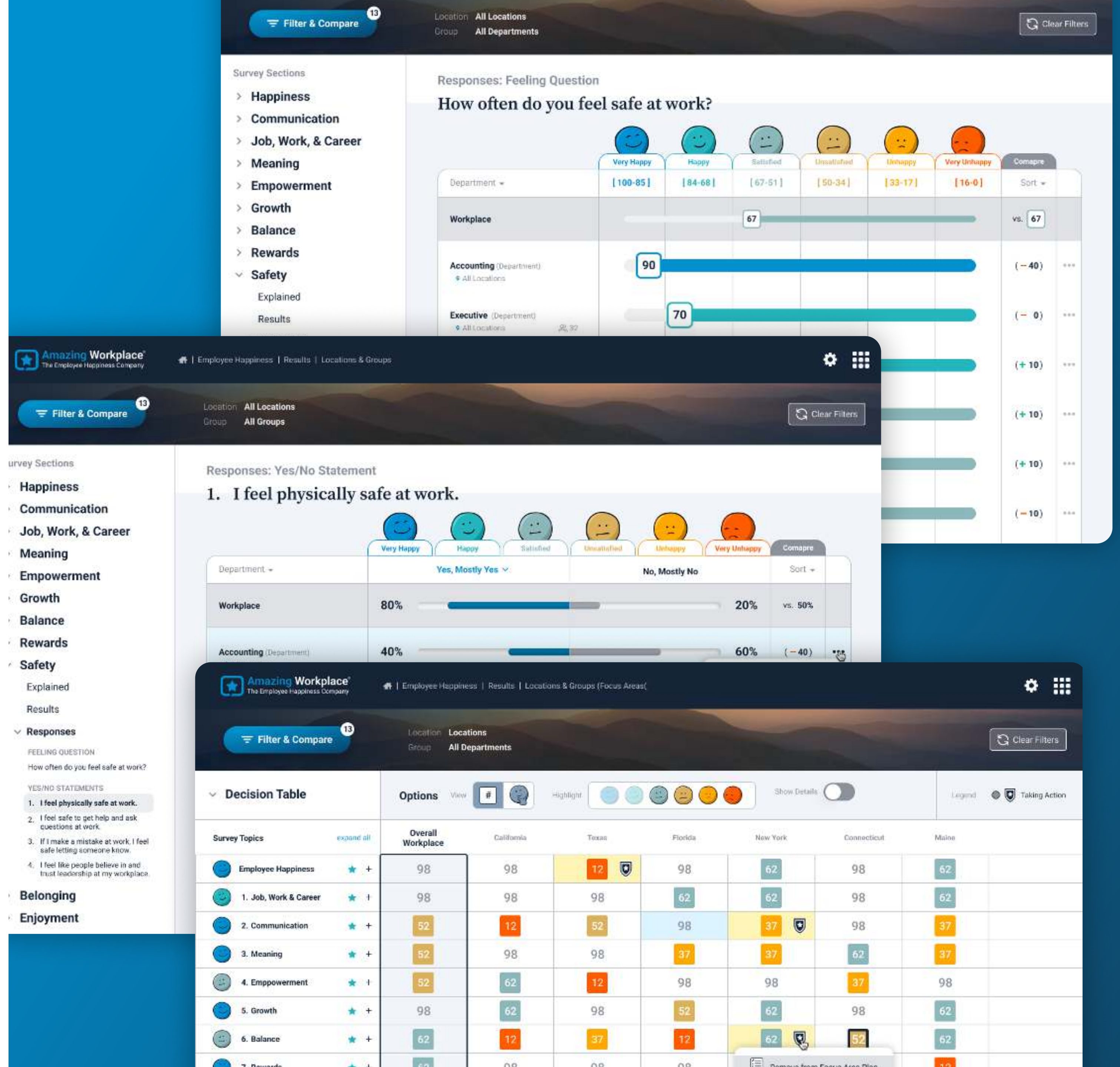
Why EHMS? Brilliant.

 Advanced filters

 Focus areas

 Comparisons

 Trends & more...







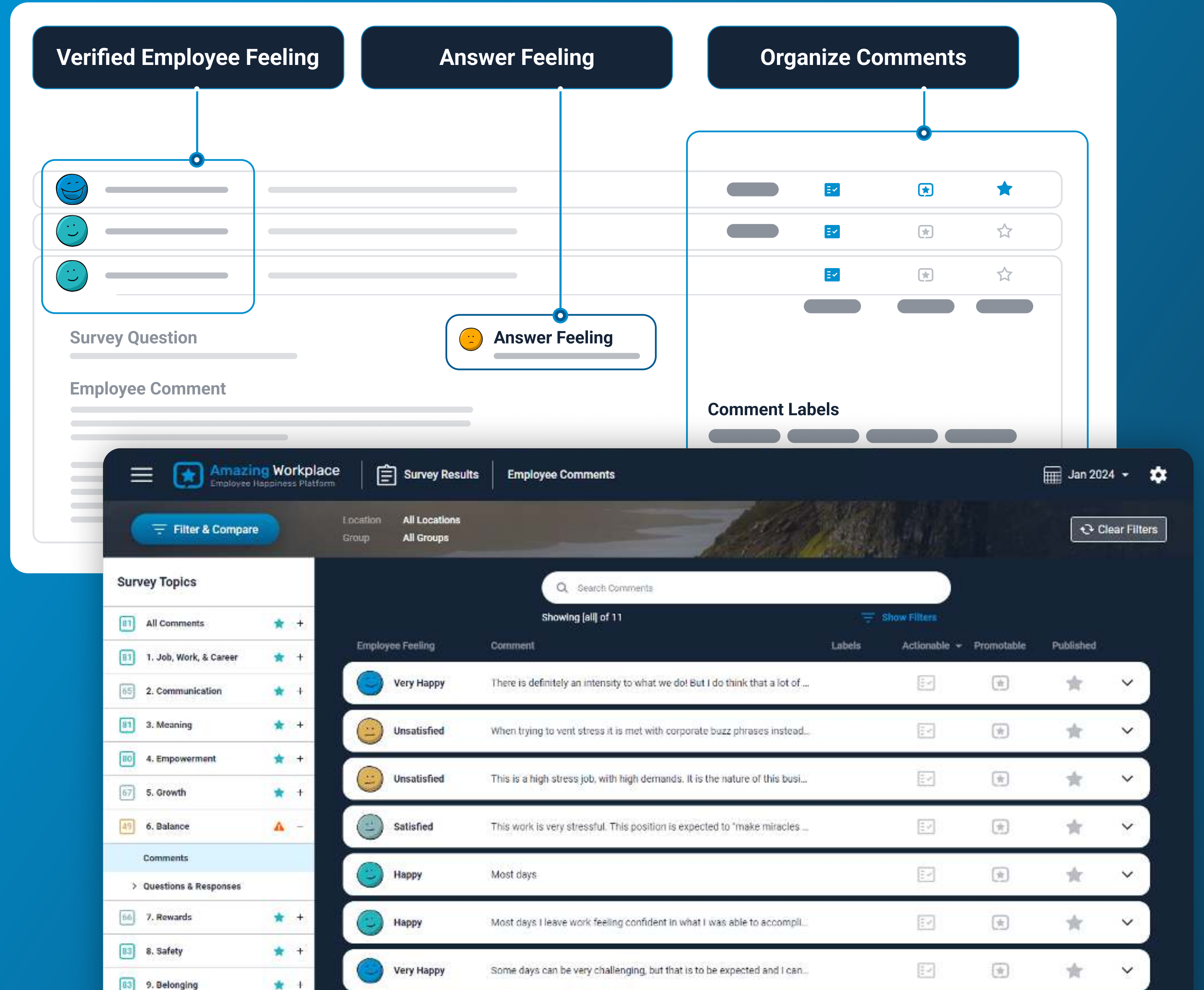
The dashboard displays survey results for 'Feeling Question' and 'Yes/No Statement'. The 'Feeling Question' section shows a bar chart for 'How often do you feel safe at work?' with a scale from 'Very Happy' to 'Very Unhappy'. The 'Yes/No Statement' section shows a bar chart for '1. I feel physically safe at work.' with a scale from 'Yes, Mostly Yes' to 'No, Mostly No'. The dashboard also includes a 'Decision Table' with columns for 'Survey Topics' and 'Locations' (California, Texas, Florida, New York, Connecticut, Maine).

Survey Topics	Overall Workplace	California	Texas	Florida	New York	Connecticut	Maine
Employee Happiness	98	98	12	98	62	98	62
1. Job, Work & Career	98	98	98	62	62	98	62
2. Communication	52	12	52	98	37	98	37
3. Meaning	52	98	98	37	37	62	37
4. Empowerment	52	62	12	98	98	37	98
5. Growth	98	62	98	52	62	98	62
6. Balance	62	12	37	12	62	52	62
7. Rewards	62	98	98	98	62	62	12

Understand how employees feel *before* reading what they have to say.

Why EHMS? Genius.

-  Search engine
-  Organize comments
-  Advanced filters
-  Verified employee reviews



The screenshot displays the 'Amazing Workplace Employee Happiness Platform' interface. At the top, there are three main sections: 'Verified Employee Feeling', 'Answer Feeling', and 'Organize Comments'. Below these, there are input fields for 'Survey Question' and 'Employee Comment'. A 'Comment Labels' section is also visible. The main content area shows a list of survey topics and a table of employee comments with their corresponding feelings.

Survey Topics	Employee Feeling	Comment	Labels	Actionable	Promotable	Published
All Comments	Very Happy	There is definitely an intensity to what we do! But I do think that a lot of ...				
1. Job, Work, & Career	Unsatisfied	When trying to vent stress it is met with corporate buzz phrases instead...				
2. Communication	Unsatisfied	This is a high stress job, with high demands. It is the nature of this busi...				
3. Meaning	Satisfied	This work is very stressful. This position is expected to "make miracles ...				
4. Empowerment	Happy	Most days				
5. Growth	Happy	Most days I leave work feeling confident in what I was able to accompli...				
6. Balance	Very Happy	Some days can be very challenging, but that is to be expected and I can...				

Why EHMS? Easy.

 Action Reports

 Turnover Risk Assessment

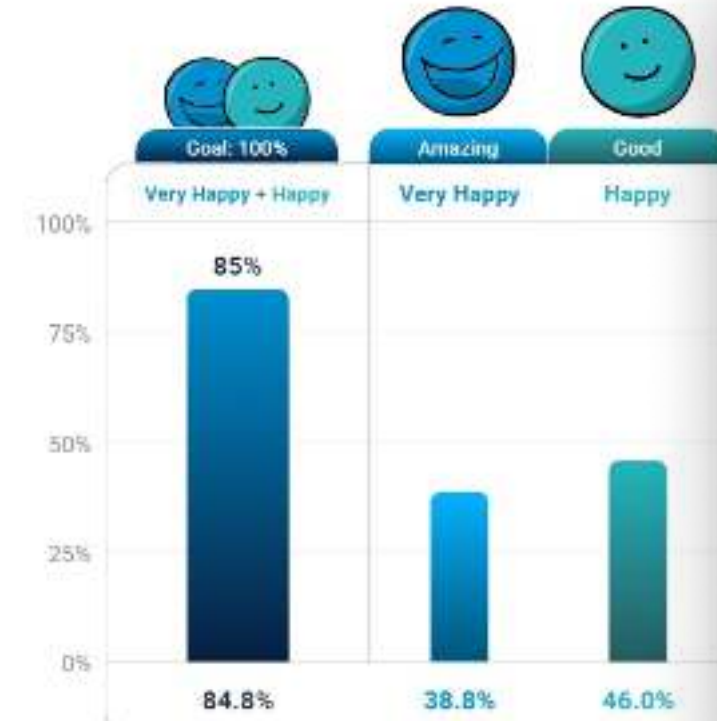
 Step-by-step improvement

 Downloadable

Location: All Group: All Page 3

85 Workplace

Employee Happiness




Very Happy + Happy: 85%
Very Happy: 38.8%
Happy: 46.0%

Goal: 100%

Approach

Use the Overall Successful Approach to communicate these results to the workplace group.

ACTION TYPE	OVERALL SUCCESSFUL
 Maintain	Excited & Enthusiastic Acknowledge, Celebrate Congratulations - these are amazing results - overall. This is an amazing achievement and should be celebrated. Make time to do this. Let the workplace know that they are doing well. Let the workplace know that they are doing well. Let the workplace know that they are doing well.

Review the Where to Take Action & Action Types Section below for more information.

Location: All Group: All Page 8

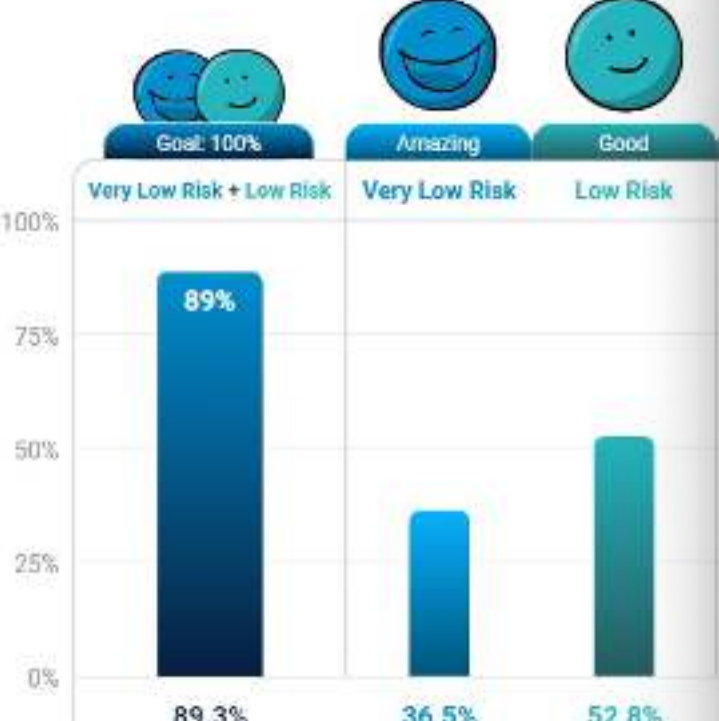
85 Workplace

Turnover Risk Assessment

89% Employee Retention
Employees are Happy or Very Happy and Want to Stay

11% Turnover Risk
Employees are Not Happy and Do Not Want to Stay

Survey Question:
Do you see yourself still working here in a year from now?



Very Low Risk + Low Risk: 89.3%
Very Low Risk: 36.5%
Low Risk: 52.8%

Goal: 100%

How to Reduce Turnover

Take Action. Using the questions and responses below, create an Action Plan at the end of this Action Report, titled "How to Improve Turnover Risk".

- 62 Do you have opportunities to get promoted?
- 78 Do you feel people are treated fairly?
- 89 Do you see yourself still working here a year from now?
- 89 How do you feel about your benefits?
- 97 How do you feel about your workplace's mission or purpose?

Location: All Group: All Page 8

85 Workplace

How to Improve these Results

- 1. Communicate:**
 - 1. Start by genuinely thanking the group for their valuable feedback. Without them, none of this would be possible.
 - 2. Next, acknowledge and celebrate high scoring results. Talk about how each member of the team made these results possible.
 - 3. Next, openly acknowledge that there are focus areas for improvement. Thank the group for caring enough to speak up and let us know.
 - 4. Next, let the workplace group know that there is always room for improvement and that changes will be made and they will be kept up to date as they happen.
 - 5. Lastly, remind the team that the workplace is committed to improving employee happiness (which is why all of this is being done). There will be future surveys to see how we did.
- 2. Create Action Plan:**
 - Review employee comments and Amazing Workplace Recommendations to create an Action Plan.
- 3. Take Action:**
 - Complete Action Plan.
- 4. Update Workplace:**
 - Make time to communicate when actions are complete. Thank Workplace Group for their help, remind Workplace Group that none of this would be possible without their valuable feedback.
- 5. Launch Next Survey:**
 - Everything gets better when a workplace commits to improving employee happiness.

Why EHMS? Fast.



Action Plans



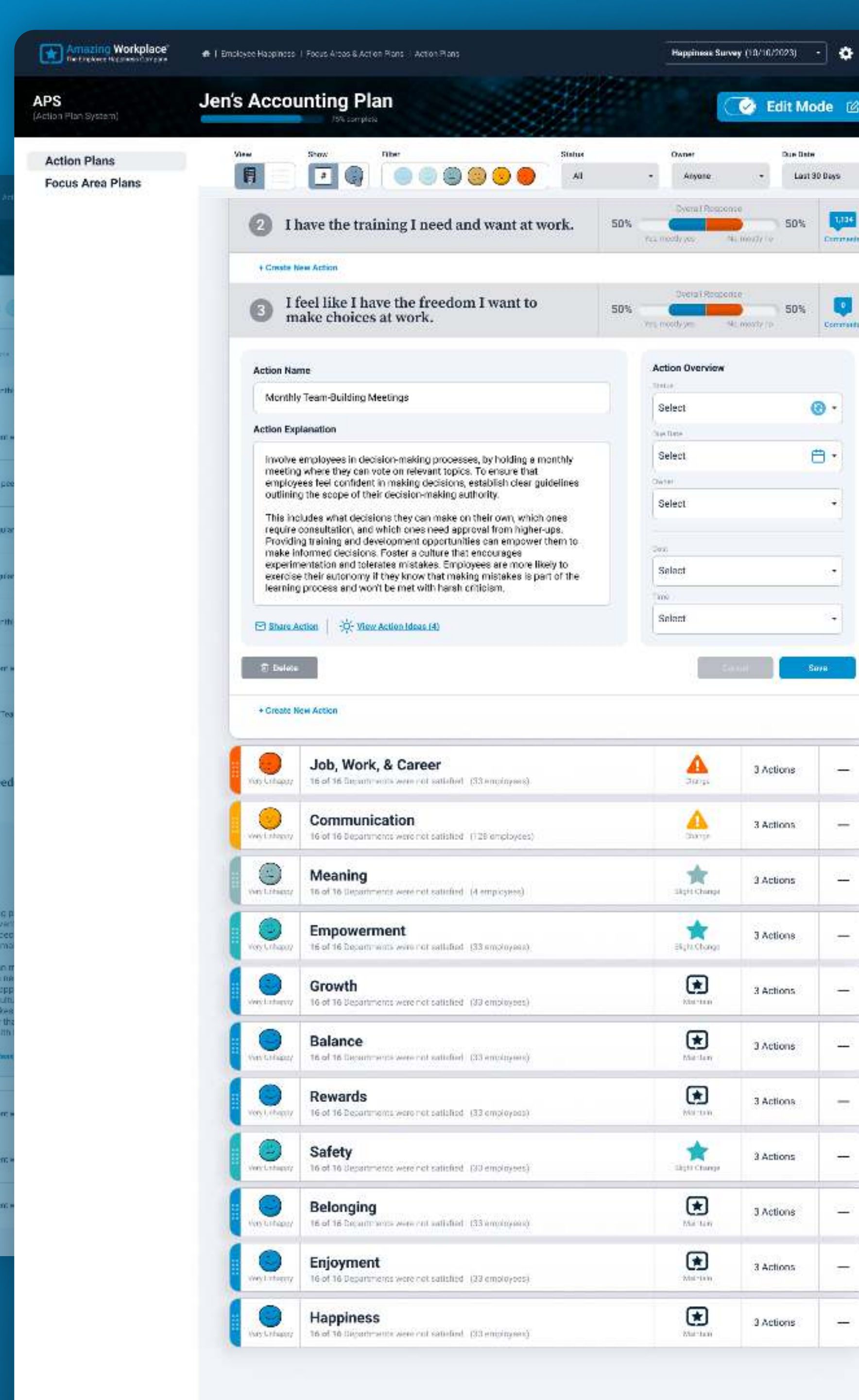
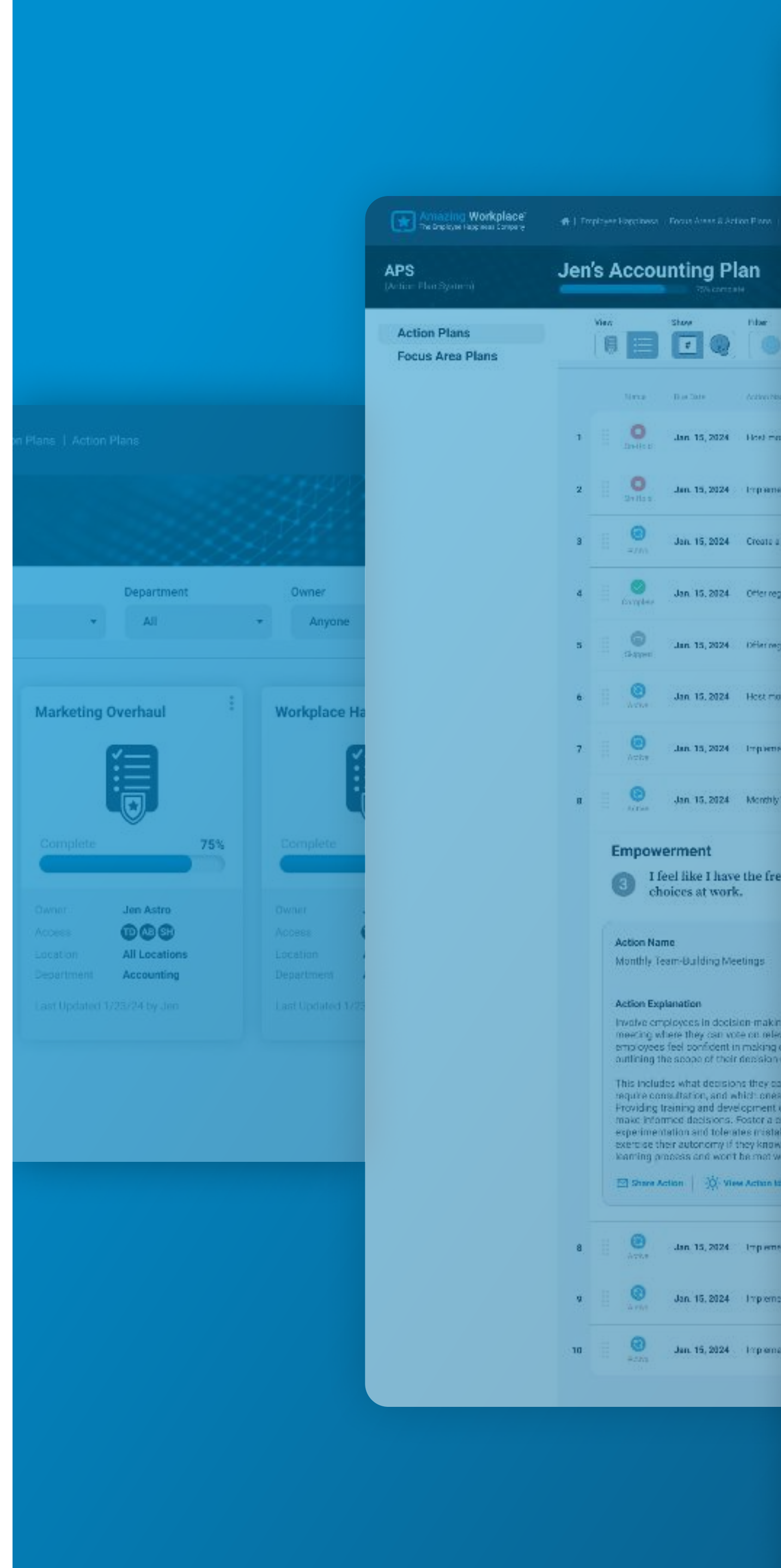
Instantly share







Quickly implement



Action idea library



Why EHMS? Time.

-  Easy to use
-  Simple layout
-  Individual access
-  Save time



Why EHMS?

Recruiting.

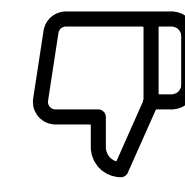
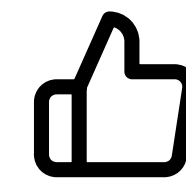
SUCCESS STORY



Law Firm attracts the best candidates and finally handles "online review websites..."

“ applicants read our verified employee reviews instead of Glassdoor! ”

- Large Law Firm, Head of HR



Why EHMS?

Productivity.

SUCCESS STORY



Record Revenues follow Employee Happiness focus by large Oil & Gas Industry Company...

“ we broke revenue records in 2023. Our focus on employees and their happiness was a huge part of this outcome. ”

- Oil & Gas, Chief People Officer



1 year revenue increase

Why EHMS?

Turnover.

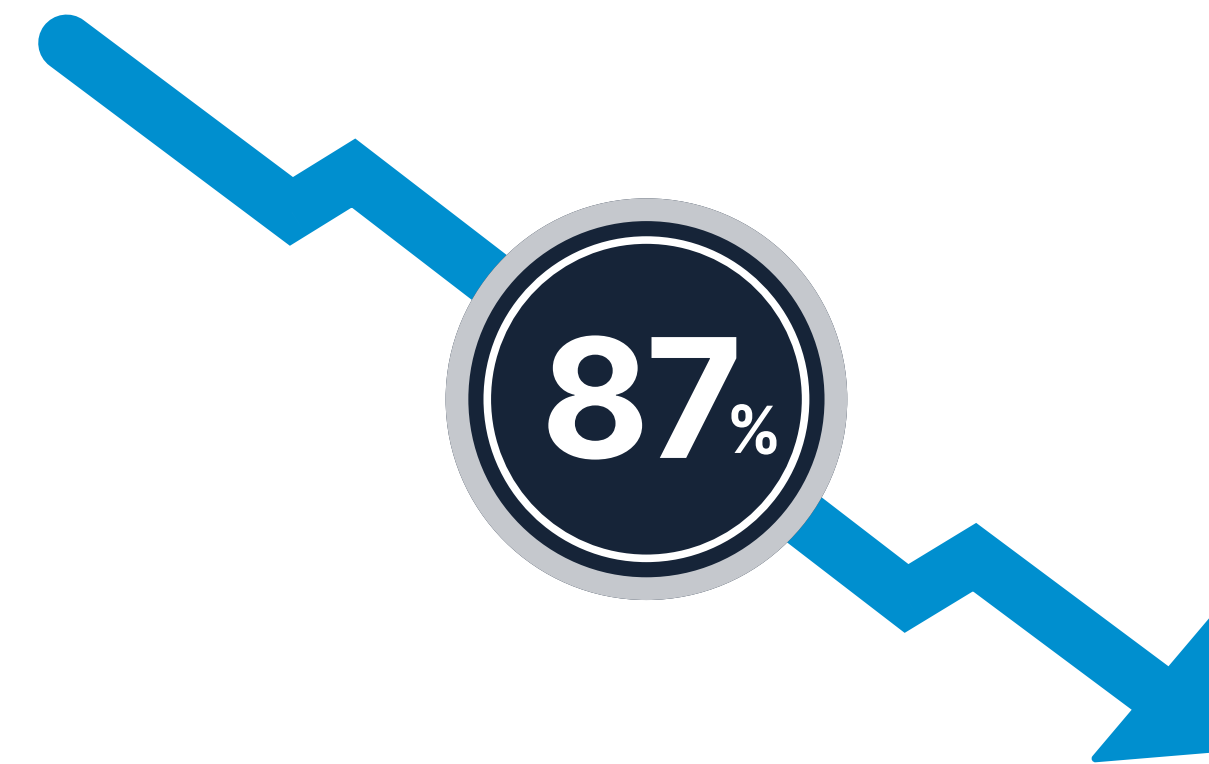
SUCCESS STORY



Large manufacturer reduces turnover by 87% using Amazing Workplace.

“ we focused on happiness - what matters most to our employees. The reduction in turnover speaks for itself.. ”

- Large Manufacturer, HR Director



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**PERSONNEL, PENSION AND INSURANCE COMMITTEE
REGULAR MEETING
The Metropolitan District
555 Main Street, Hartford
Monday, May 20, 2024**

Present: Commissioners John Avedisian, David Drake, Byron Lester, Bhupen Patel, Alvin Taylor, James Woulfe and District Chairman Donald Currey (7)

Remote

Attendance: Commissioners Dimple Desai, Joan Gentile and Maureen Magnan (3)

Absent: Commissioners Pasquale Salemi and David Steuber (2)

Also

Present: Commissioner William DiBella
Commissioner Allen Hoffman
Commissioner Jacqueline Mandyck
Commissioner Jean Holloway
Scott Jellison, Chief Executive Officer
Christopher Stone, District Counsel (Remote Attendance)
John S. Mirtle, District Clerk
Christopher Levesque, Chief Operating Officer
Kelly Shane, Chief Administrative Officer
Robert Barron, Chief Financial Officer (Remote Attendance)
Jamie Harlow, Director of Human Services
Robert Schwarm, Director of Information Systems (Remote Attendance)
Thomas Tyler, Director of Facilities
David Ruttly, Director of Operations
Rita Kelley, Equal Employment Opportunity Compliance Officer
Diana Phay, Treasury Manager (Remote Attendance)
Carrie Blardo, Assistant to the Chief Executive Officer
Victoria Escoriza, Executive Assistant
Dylan Pecego, IT Consultant (Remote Attendance)
David Lee, Dahab Associates

CALL TO ORDER

Chairman Taylor called the meeting to order at 4:00 PM

PUBLIC COMMENTS RELATIVE TO AGENDA ITEMS

No one from the public appeared to be heard.

APPROVAL OF MEETING MINUTES

On motion made by Commissioner Drake and duly seconded, the meeting minutes of April 29, 2024 were approved. Commissioner Woulfe abstained.

Commissioner Gentile entered the meeting remotely at 4:08 PM

REPORT BY DAHAB ASSOCIATES INC. RE: 1ST QUARTER 2024 PENSION PLAN INVESTMENT PERFORMANCE

David Lee of Dahab Associates, Inc. provided a report on the 1st Quarter Pension Plan Investment Performance

REPORT BY DAHAB ASSOCIATES INC. RE: 1ST QUARTER 2024 OPEB TRUST INVESTMENT PERFORMANCE

David Lee of Dahab Associates, Inc. provided a report on the 1st Quarter OPEB Trust Investment Performance

JOB SPECIFICATION
ASSISTANT MANAGER OF BUDGETING AND ANALYSIS (E&E)

TO: Personnel, Pension and Insurance Committee for consideration on May 20, 2024.

Staff is recommending that the Job Specification and Job Classification System be amended to change the current Manager of Budgeting and Analysis (currently EE-18) to Assistant Manager Budgeting and Analysis (proposed EE-18). A copy of the revised specification is attached.

The Assistant Manager of Budgeting and Analysis role would be labor grade EE18 pay range from (range of \$ 136,259.35 to \$177,137.18). The current Manager of Budgeting and Analysis would be eliminated.

Code:
Employee Group: E&E
FLSA Status: Exempt
Labor Grade: EE-18

METROPOLITAN DISTRICT COMMISSION CLASSIFICATION DESCRIPTION

CLASSIFICATION TITLE: ASSISTANT MANAGER OF BUDGETING & ANALYSIS

JOB SUMMARY

The purpose of this classification is to assist the Controller in the management of and responsibility for the budgeting and analysis functions for the District. This position will perform professional level work managing the day-to-day operations acting as the head of the budgeting and analysis function for the organization/division. This position is responsible for the development, implementation and management of the District's financial planning and annual operating (OPEX) and Capital Improvement Planning (CIP) budgeting processes. These plans and budgets include revenue, expenses (O&M) and capital, as well as the development determination of billing and tax rates and user fees needed to satisfy annual revenue requirements. This position is responsible for the budgeting process, as well as the on-going presents the budget to management, monitors monitoring and forecasts forecasting of funds, benchmarks benchmarking performance measures and costs of business against other like organizations, and works in conjunction with internal stakeholders on capital planning and bonding requirements. Treasury on the bonding process.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

- Oversees/Manages the development of the District's Annual annual Operating operating and Capital capital Budgets budgets and rates. Works with the Controller to develop budget to actual variance reports and forecasts for management and the Board of Commissioners. Reports, tracks, and monitors key budgetary performance metrics. Monitors budget to actual variations and initiates the authorization to move budgeted funds among cost centers or budget line items.
- Develops, implements and manages the District's planning and forecasting model. Works closely with budgeting staff and all levels of senior management to ensure District financial plans and budgets achieve financial and operational objectives as outlined in the District's Strategic Plan.
- Provides direction to cost center managers and others regarding the timing, content, and objectives of the District's annual budget and forecasting process throughout the fiscal year.
- Works with the Manager of Treasury to maintain a comprehensive cash flow model for the District.
- Supports the District's other finance functions as well as all other District departments with statistical data and projections as required.
- Assists the Controller in managing any SAP financial system upgrades for the Department. Collaborates with Finance and other department staff on proposed SAP system enhancements or other District Business Enablement Team (BET) projects that have a direct impact on Budgeting and Analysis division functions and/or controls.

- ~~Develops the Budget and Analysis division budget for review.~~
- Supervises, directs, mentors, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.

~~Develops, tracks and communicates objectives and goals for Budget function personnel on an annual basis and manages the annual employee performance appraisal process. Provides timely feedback to all assigned direct reports regarding performance against objectives and goals on a quarterly basis.~~

~~Performs other duties as assigned.~~

SUPERVISION RECEIVED

Works under the general direction of the Director of Finance/Controller.

MINIMUM QUALIFICATIONS

Bachelor's degree in accounting, ~~or finance, data analytics, or related business~~ with a minimum of ~~ten-five (10)5~~ years of progressively responsible experience, including ~~three-two (32)~~ years of supervisory and/or managerial experience in accounting, finance, or ~~auditing-data analytics~~ functions for an organization with demonstrated financial modeling and budgeting experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this classification. ~~Practical experience is not an acceptable substitute for degree requirement.~~

SPECIAL REQUIREMENTS

Municipal or public utility budgeting experience preferred

Master's Degree in Business Administration, Certified Public Accountant (CPA), Certified Management Accountant (CMA), Chartered Financial Analyst (CFA) or Certified Finance Public Officer (CPFO)~~CPA, CMA or CFA preferred.CPA, CMA, CFA or CPFO preferred.~~

Driver's License Required.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to coordinate, manage, strategize, and/or correlate data and/or information. Includes exercise of judgment in determining time, place and/or sequence of operations. Includes referencing data analyses to determine necessity for revision of organizational components.

Human Interaction: Requires the ability to function in a supervisory/managerial capacity for a group of workers. Includes the ability to make decisions on procedural and technical levels.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; and may include ability to perform mathematical operations involving basic algebraic principles and formulas, and basic geometric principles and calculations.

Functional Reasoning: Requires the ability to apply principles of logical or synthesis functions. Ability to deal with several concrete and abstract variables, and to analyze major problems that require complex planning for interrelated activities that can span one or several work units.

Situational Reasoning: Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the direction, control and planning of an entire program or set of programs.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert very light physical effort in sedentary to light work, involving some reaching, handling, fingering and/or feeling of objects and materials.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual and/or auditory cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

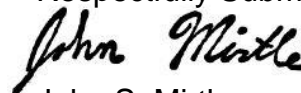
The Metropolitan District Commission is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Commission will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

It is therefore **RECOMMENDED** that it be:

VOTED: That the Personnel, Pension and Insurance Committee recommend to the District Board passage of the following resolution:

RESOLVED: That the job specification for Assistant Manager of Budgeting and Analysis attached hereto be adopted.

Respectfully Submitted,



John S. Mirtle
District Clerk

JOB SPECIFICATION **MANAGER OF TREASURY (E&E)**

TO: Personnel, Pension and Insurance Committee for consideration on May 20, 2024.

Staff is recommending that the Job Specification and Job Classification System be amended to update Manager of Treasury (currently EE-18) to EE-20. A copy of the proposed specification is attached.

The updated Manager of Treasury role would change the pay range from EE18 (range of \$ 136,259.35 to \$177,137.18) to EE20 (\$144,112.78 to \$201,757.92).

Code:
Employee Group: E&E
FLSA Exempt: Exempt
Labor Grade: EE-20

METROPOLITAN DISTRICT COMMISSION CLASSIFICATION DESCRIPTION

CLASSIFICATION TITLE: MANAGER OF TREASURY

JOB SUMMARY

The purpose of this classification is to manage revenue, bonding, and all cash of the District, perform professional tasks at the managerial level to develop, plan, and oversee the daily activities of the Treasury ~~Department~~function, including cash and liquidity management and overall financial risk management. This position ~~performs-is responsible for all~~ professional work ~~in-of management and staff under its direction~~ managing direct cash investments, bonding, accounts receivable collections and miscellaneous billings, claims, insurance risk, ~~457b-plan~~ and pension and OPEB asset allocations, ~~OPEB and~~ investment management, daily cash flow, employee benefit accounting, and financial accounting for Federal and or State of Connecticut grant programs, including but not limited to, CT Department of Public Health (CT DPH) and CT Department of Energy and Environmental Protection (DEEP)planning for Clean Water Projects.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

- Plans and directs the Finance Department's Treasury ~~division~~function, including its objectives, policies, procedures, and operations.
~~-and operations.~~
- Directs and manages the~~Oversees and supervises~~ cash and liquidity ~~management~~functions for the District, including ~~—Overseeing the management of the District's banking, Accounts—accounts Receivable receivables including collections, and miscellaneous billings~~ efforts.
- Directs and manages the debt management function for the District, including identifying appropriate level of debt to fund projects, overseeing cash flow forecasting, identifying and structuring debt arrangements, and overseeing proper debt accounting.

- Directs and manages the debt management function for the District, including identifying appropriate level of debt to fund projects, overseeing cash flow forecasting, identifying and structuring debt arrangements, and overseeing proper debt accounting.
- ~~Assists in~~ Directs and manages ~~controlling~~ risk management activities including monitoring insurance coverage and managing insurance claims.
- Maintains supporting documentation and provides funding for the administration of employee benefits, including payments to third party administrators of pension, OPEB and workers compensation programs.
- Analyzes finance information on activity effectiveness and efficiency, determines operating policies and approves operating procedures. ~~Prepares or~~ Reviews and ~~approves~~ reports for submission to executive management.
- Reviews and either recommends or declines proposed SAP system enhancements or other District Business Enablement Team (BET) projects that have a direct impact on Treasury division functions.
- ~~DD~~ Develops, coordinates and reviews the Treasury ~~function~~ division budget with the appropriate division staff.
- Manages the creation of ~~Creates annual~~ comprehensive investor relations strategies and presentations as required.
- Supervises, directs, mentors, and evaluates assigned assistant managers and/or staff of the Treasury ~~division~~ function, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.
- ~~May perform other duties as assigned.~~

SUPERVISION RECEIVED

Works under the general ~~supervision~~ direction of the Director of Finance/Chief Financial Officer.

MINIMUM QUALIFICATIONS

Bachelor's degree in accounting, finance or business administration with a minimum of ten (10) years of progressively responsible experience in accounting, financial management, or related area including ~~three-five~~ (35) years of supervisory and/or managerial experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this classification. ~~practical experience is not an acceptable substitute for degree requirement.~~

SPECIAL REQUIREMENTS

~~Must be a Certified Finance Professional.~~

Master's Degree in Business Administration, Certified Public Accountant (CPA), Certified Management Accountant (CMA), ~~or~~ Chartered Financial Analyst (CFA) or Certified Finance Public Officer (CPFO) preferred.

Driver's License Required

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to coordinate, manage, strategize, and/or correlate data and/or information. Includes exercise of judgment in determining time, place and/or sequence of operations. Includes referencing data analyses to determine necessity for revision of organizational components.

Human Interaction: Requires the ability to function in a supervisory/managerial capacity for a group of workers. Includes the ability to make decisions on procedural and technical levels.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; and may include ability to perform mathematical operations involving basic algebraic principles and formulas, and basic geometric principles and calculations.

Functional Reasoning: Requires the ability to apply principles of logical or synthesis functions. Ability to deal with several concrete and abstract variables, and to analyze major problems that require complex planning for interrelated activities that can span one or several work units.

Situational Reasoning: Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the direction, control and planning of an entire program or set of programs.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual and/or auditory cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The Metropolitan District Commission is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Commission will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

It is therefore **RECOMMENDED** that it be:

VOTED: That the Personnel, Pension and Insurance Committee recommend to the District Board passage of the following resolution:

RESOLVED: That the job specification for Manager of Treasury attached hereto be adopted.

Respectfully Submitted,



John S. Mirtle
District Clerk

JOB SPECIFICATION CONTROLLER (E&E)

TO: Personnel, Pension and Insurance Committee for consideration on May 20, 2024.

Staff is recommending that the Job Specification and Job Classification System be amended to update the Controller (currently EE-18) to EE-20. A copy of the proposed specification is attached.

The updated Controller role would change the pay range from EE18 (range of \$ 136,259.35 to \$177,137.18) to EE20 (\$144,112.78 to \$201,757.92).

Code:

Employee Group: E&E

FLSA Status: Exempt

Labor Grade: EE-20

METROPOLITAN DISTRICT COMMISSION CLASSIFICATION DESCRIPTION

CLASSIFICATION TITLE: CONTROLLER

JOB SUMMARY

The purpose of this classification is to manage both the financial control and budgeting functions for the District. This position will perform professional level work overseeing the management of and responsibility for Financial Controls functions including: budgeting and analysis, capital improvement planning, District ledger accounting, accounts payable, procurement, payroll, financial reporting and analysis, cost accounting, grant management, strategic financial planning and continuous process improvements, and annual audit submissions. Additionally, this position is Acts as the District's leader Subject Matter Expert (SME) in comprehensive knowledge of Generally Accepted Accounting Principles (GAAP) accounting standards, and must ensure that the organization is following all relevant accounting principles and standards. This position is responsible will perform professional level work overseeing the management of and responsibility for the development and implementation of the District's financial planning and for the annual O-perating (OPEX) and Capital Improvement Plan (CIP) CIP budgeting processes. These plans and budgets include revenue, expenses (O&M) and capital, as well as the determination of billing and tax rates and user fees needed to satisfy the District's revenue requirements. This position presents the budget to executive management, monitors and forecasts funds throughout the fiscal year, benchmarks performance measures and costs of business against other organizations, and works in conjunction with the Treasury division on function on the bonding process.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

- Plans and directs and coordinates all manages the Finance Department's Controller division Financial Controls and Budgeting functions, including its objectives, policies, procedures, and operations.
- Directs and manages District accounting and budgeting functions for the District including through the planning and implementation of goals and objectives for the areas of general accounting, payroll, all accounts payable activities, internal financial controls monitoring, budgeting, and internal and external financial reporting.

- Manages the accumulation and consolidation of all financial data necessary for an accurate accounting of consolidated operating expense funds and capital improvement funds results. Identifies, implements and maintains proper accounting treatment for the District's transactions in accordance with GAAP and Government Accounting Standards. Responsible for evaluating, implementing and maintaining the accounting and internal control system.
- ~~Coordinates~~ Manages and approves the preparation ~~prepared of~~ internal and external fund financial statements for issuance on a monthly, quarterly and annual basis which allows proper monitoring of financial performance. Responsible for the review and assessing ~~assessment of current~~ accounting operations, offering recommendations for improvement, and the implementation of new processes.
- ~~Coordinates~~ Manages the annual audit requirements on behalf of the District. Reviews- documentation and submittals, ensures analyses are complete and documentation is in order prior to submission. the activities of the external auditors Responsible for the delivery of the Annual Comprehensive Financial Report including the Management Discussion and Analysis (MD&A) for the Finance Director/Chief Financial Officer's approval.
- ~~Provides statistical analysis and projections.~~ Analyzes finance information on activity effectiveness and efficiency, determines operating policies and approves operating procedures. Reviews and approves reports for submission to executive management.
- ~~Develops, maintains and reports on key performance indicators which highlight the financial control function performance. Makes recommendations for improving operational efficiency and control.~~
- ~~Performs other duties as required.~~
- Develops, implements and manages the District's planning and forecasting model. Provides statistical analysis and projections as required.
- Works closely with senior management to ensure District financial plans and budgets achieve financial and operational objectives as outlined in the District's Strategic Plan.
- Provides direction to District Managers and Directors, to cost center managers and others regarding the timing, content, and objectives of the District's annual budgeting and forecasting ~~forecasting~~ processes.
- Works with Manager of Treasury to maintain an accurate and comprehensive cash flow model for the District.
- ~~Provides statistical analysis and projections.~~
- Manages any SAP financial system upgrades for the Department. Reviews and either recommends or declines proposed SAP system enhancements or other District Business Enablement Team (BET) projects that have a direct impact on Controller ~~division~~ functions.
- Develops, coordinates and reviews the Financial Controls and Budgeting functions ~~Controller division~~ budgets with the appropriate ~~division~~ staff.
- Supervises, directs, mentors, and evaluates assigned assistant managers and/or staff of the Financial Controls and Budgeting staff ~~Controller division~~, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.

SUPERVISION RECEIVED

Works under the general direction of the Director of Finance/Chief Financial Officer.

MINIMUM QUALIFICATIONS

Bachelor's degree in accounting with a minimum of ten (10) years of progressively responsible experience, including ~~three-five (3-5)~~ years of supervisory and/or managerial experience in accounting, finance, and auditing functions for an organization; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this classification. ~~Practical experience is not an acceptable substitute for degree requirement.~~

~~Preferred Qualifications: Public accounting experience and/or Master's in Accounting. Governmental accounting experience with prior work experience in a state, municipality, or utility. Acceptable candidate has working knowledge and understanding of GASB rules along with principles of fund accounting and cost accounting. Enterprise Resource Planning (ERP) System experience a plus with SAP experience and skills preferred. Relevant education, experience, skills, managerial/supervisory ability, and performance aptitudes as reflected in the position's job specification.~~

~~The MDC seeks to enhance the diversity of its workforce. People of color, women, veterans and persons with disabilities are strongly encouraged to apply. The selected candidate will undergo an internal background check.~~

SPECIAL REQUIREMENTS

~~Certified Public Accountant is preferred.~~

~~Public Accounting and/or Governmental Accounting experience with prior work experience in a Municipality or Public Utility preferred.~~

~~Master's Degree in Accounting, Business Administration, and Certified Public Accountant (CPA), Certified Public Accountant (CPA), Certified Management Accountant (CMA), Chartered Financial Analyst (CFA) or Certified Finance Public Officer (CPFO) CMA or CFA preferred.~~

~~Driver's License Required.~~

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to coordinate, manage, strategize, and/or correlate data and/or information. Includes exercise of judgment in determining time, place and/or sequence of operations. Includes referencing data analyses to determine necessity for revision of organizational components.

Human Interaction: Requires the ability to function in a supervisory/managerial capacity for a group of workers. Includes the ability to make decisions on procedural and technical levels.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; and may include ability to perform mathematical operations involving basic algebraic principles and formulas, and basic geometric principles and calculations.

Functional Reasoning: Requires the ability to apply principles of logical or synthesis functions. Ability to deal with several concrete and abstract variables, and to analyze major problems that require complex planning for interrelated activities that can span one or several work units.

Situational Reasoning: Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the direction, control and planning of an entire program or set of programs.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert very light physical effort in sedentary to light work, involving some reaching, handling, fingering and/or feeling of objects and materials.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual and/or auditory cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The Metropolitan District Commission is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Commission will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

It is therefore **RECOMMENDED** that it be:

VOTED: That the Personnel, Pension and Insurance Committee recommend to the District Board passage of the following resolution:

RESOLVED: That the Job Specification for Controller attached hereto be adopted.

Respectfully Submitted,



John S. Mirtle
District Clerk

On motion made by District Chairman Currey and duly seconded, the reports for Agenda items #5A "Assistant Manager of Budgeting & Analysis", 5B "Manager of Treasury" and 5C "Controller", were received and resolutions adopted by unanimous vote of those present.

JOB SPECIFICATION
ASSISTANT MANAGER OF TREASURY (E&E)- NEW

TO: Personnel, Pension and Insurance Committee for consideration on May 20, 2024.

Staff is recommending that the Job Specification and Job Classification System be amended to include an Assistant Manager of Treasury (proposed EE-18). A copy of the proposed specification is attached.

The proposed amendments to the job specification continues to enhance the multi-tasking approach to District positions. The new Assistant Manager of Treasury role would be labor grade EE18 pay range from (range of \$ 136,259.35 to \$177,137.18).

Employee Group: E&E
 FLSA Exempt: Exempt
 Labor Grade: EE-18

METROPOLITAN DISTRICT COMMISSION
CLASSIFICATION DESCRIPTION

CLASSIFICATION TITLE:	ASSISTANT MANAGER OF TREASURY
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JOB SUMMARY

The purpose of this classification is to assist the Manager of Treasury in the management of and responsibility for the treasury functions for the District. This position will perform professional level work supervising the day to day operations of the treasury functions including cash and liquidity management and financial risk management. Specifically, responsibilities include daily cash flow, debt management and bonding, claims administration, insurance risk management, and financial accounting for Federal and or State of Connecticut grant programs, including but not limited to, CT Department of Public Health (CT DPH) and CT Department of Energy and Environmental Protection (DEEP).

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

- Implements and coordinates the Treasury functions' s day-to-day operations based on Finance department objectives, policies, and procedures.
- Manages bank relationships and administration including bank transactions, daily cash flow and liquidity
- Manages the debt for the Treasury function, including identifying appropriate level of debt to fund projects, overseeing cash flow forecasting, identifying and structuring debt arrangements, and overseeing proper debt accounting.
- Assists in controlling risk management activities and administration including monitoring insurance coverage and managing insurance claims.
- Maintains supporting documentation and provides funding for the administration of employee benefits, including payments to third party administrators of pension, OPEB and workers compensation programs.

- Analyzes relevant information and key metrics on activity effectiveness and efficiency, reviews operating policies and procedures for opportunities for continuous business process improvement recommendations. Develops reports for submission to management.
- Actively engages in business process improvement projects for SAP system enhancements or other District Business Enablement Team (BET) projects that have a direct impact on Treasury functions.
- Develops, coordinates and reviews the Treasury functions budget with the appropriate division staff.
- Together with the Manager of Treasury, develops and coordinates the annual comprehensive investor relations strategies and presentations.
- Supervises, directs, and evaluates assigned staff of the Treasury Department, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.

SUPERVISION RECEIVED

Works under the general supervision of the Manager of Treasury.

MINIMUM QUALIFICATIONS

Bachelor's degree in accounting, finance or business administration with a minimum of five (5) years of progressively responsible experience in accounting, financial management, or related area including three (3) years of supervisory and/or managerial experience, or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this classification.

SPECIAL REQUIREMENTS

Master's Degree in Business Administration, Certified Public Accountant (CPA), Certified Management Accountant (CMA), Chartered Financial Analyst (CFA) or Certified Finance Public Officer (CPFO) preferred.

Driver's License Required.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to coordinate, manage, strategize, and/or correlate data and/or information. Includes exercise of judgment in determining time, place and/or sequence of operations. Includes referencing data analyses to determine necessity for revision of organizational components.

Human Interaction: Requires the ability to function in a supervisory/managerial capacity for a group of workers. Includes the ability to make decisions on procedural and technical levels.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; and may include ability to perform mathematical operations involving basic algebraic principles and formulas, and basic geometric principles and calculations.

Functional Reasoning: Requires the ability to apply principles of logical or synthesis functions. Ability to deal with several concrete and abstract variables, and to analyze major problems that require complex planning for interrelated activities that can span one or several work units.

Situational Reasoning: Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the direction, control and planning of an entire program or set of programs.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual and/or auditory cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The Metropolitan District Commission is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Commission will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

It is therefore **RECOMMENDED** that it be:

VOTED: That the Personnel, Pension and Insurance Committee recommend to the District Board passage of the following resolution:

RESOLVED: That the Job Specification for Assistant Manager of Treasury attached hereto be adopted.

Respectfully Submitted,



John S. Mirtle
District Clerk

JOB SPECIFICATION **ASSISTANT CONTROLLER (E&E)- NEW**

TO: Personnel, Pension and Insurance Committee for consideration on May 20, 2024

Staff is recommending that the Job Specification and Job Classification System be amended to include an Assistant Controller (proposed EE-18). A copy of the proposed specification is attached.

The new Assistant Controller role would be labor grade EE18 pay range from (range of \$ 136,259.35 to \$177,137.18).

Employee Group: E&E

FLSA Status: Exempt

Labor Grade: EE-18

METROPOLITAN DISTRICT COMMISSION CLASSIFICATION DESCRIPTION

CLASSIFICATION TITLE: ASSISTANT CONTROLLER

JOB SUMMARY

The purpose of this classification is to assist the Controller in the management of and responsibility for the financial control functions for the District. This position will perform professional level work supervising the day to day operations of the Financial Controls functions including: accounting, accounts payable, payroll, financial reporting and analysis, cost accounting, financial planning and continuous process improvements and coordination of the annual audit submissions. This position requires comprehensive knowledge of Generally Accepted Accounting Principles (GAAP) accounting standards, in order to ensure processes and procedures are followed in accordance with all relevant accounting principles and standards.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

- Implements and coordinates the day-to day operations of Financial Controls based on Finance Department objectives, policies, and procedures.
- Manages workload for the function including general accounting, payroll, and accounts payable activities. Review and approve day-to-day workload transactions including but not limited to: invoices, journal entries, and financial control approvals within designated thresholds.
- Coordinates and provides analysis of the accumulation and consolidation of financial data necessary for an accurate accounting of consolidated operating expense funds and capital improvement funds results. Maintains proper accounting treatment for the District's transactions in accordance with GAAP and Government Accounting Standards.
- Coordinates the preparation of internal and external fund financial statements for issuance on a monthly, quarterly and annual basis which allows proper monitoring of financial performance. Responsible for assessing current accounting operations, offering recommendations for improvement, and the implementation of new processes.
- Coordinates the activities of the external auditors and manages any financial system upgrades for the District. Responsible for evaluating, implementing and maintaining the accounting and internal control system.
- Develops, maintains, and reports on key performance indicators which highlight the financial control function performance. Makes recommendations for improving operational efficiency and control.

- Assists the Controller in managing any SAP financial system upgrades for the function. Collaborates with Finance and other department staff on proposed SAP system enhancements or other District Business Enablement Team (BET) projects that have a direct impact on Controller functions and/or controls.
- Develops the Financial Controls budget for review.
- Supervises, directs, mentors, and evaluates assigned staff within the Financial Controls, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.

SUPERVISION RECEIVED

Works under the general direction of the Director of Finance/Chief Financial Officer or Controller.

MINIMUM QUALIFICATIONS

Bachelor's degree in accounting with a minimum of five (5) years of progressively responsible experience, including two (2) years of supervisory and/or managerial experience in accounting, finance, and/or auditing functions for an organization; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this classification.

SPECIAL REQUIREMENTS

Public Accounting and/or Governmental Accounting experience with prior work experience in a Municipality or Public Utility preferred.

Master's Degree in Accounting and Certified Public Accountant (CPA), Certified Management Accountant (CMA), Chartered Financial Analyst (CFA) or Certified Finance Public Officer (CPFO) preferred

Driver's License Required.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to coordinate, manage, strategize, and/or correlate data and/or information. Includes exercise of judgment in determining time, place and/or sequence of operations. Includes referencing data analyses to determine necessity for revision of organizational components.

Human Interaction: Requires the ability to function in a supervisory/managerial capacity for a group of workers. Includes the ability to make decisions on procedural and technical levels.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; and may include ability to perform mathematical operations involving basic algebraic principles and formulas, and basic geometric principles and calculations.

Functional Reasoning: Requires the ability to apply principles of logical or synthesis functions. Ability to deal with several concrete and abstract variables, and to analyze major problems that require complex planning for interrelated activities that can span one or several work units.

Situational Reasoning: Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the direction, control and planning of an entire program or set of programs.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert very light physical effort in sedentary to light work, involving some reaching, handling, fingering and/or feeling of objects and materials.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual and/or auditory cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The Metropolitan District Commission is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Commission will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

It is therefore **RECOMMENDED** that it be:

VOTED: That the Personnel, Pension and Insurance Committee recommend to the District Board passage of the following resolution:

RESOLVED: That the job specification for Assistant Controller attached here to be adopted.

Respectfully Submitted,



John S. Mirtle
District Clerk

JOB SPECIFICATION
HUMAN RESOURCES PROGRAM MANAGER (E&E)- NEW

TO: Personnel, Pension and Insurance Committee for consideration on May 20, 2024.

Staff is recommending that the Job Specification and Job Classification System be amended to include a Human Resources Program Manager (proposed EE-15). A copy of the proposed specification is attached.

The proposed amendments to the job specification continues to enhance the multi-tasking approach to District positions. The new Human Resources Program Manager role would be labor grade EE15 pay range from (range of \$ 117,788.50 to \$153,125.06).

Employee Group: E&E
 FLSA Status: Exempt
 Labor Grade: EE-15

METROPOLITAN DISTRICT COMMISSION
CLASSIFICATION DESCRIPTION

CLASSIFICATION TITLE:	HUMAN RESOURCES PROGRAM MANAGER
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JOB SUMMARY

The purpose of this classification is to perform lead professional level Human Resources work that may span across a range of human resources functions. Work may involve overseeing, planning and coordinating various human resources programs, which may involve employee benefits, recruitment, selection, job classification, compensation, organizational effectiveness, regulatory compliance, performance evaluation, payroll interaction, safety, worker's compensation, risk management, drug-free workplace, training/development, or other human resources issues. Duties include managing, coordinating, preparing, analyzing, implementing and auditing various human resources programs to support the proper functioning of programs. Helps support data integrity efforts to support maintenance of accurate Human Resources records. Ensures compliance with Union Contracts, District Policies as well as all applicable Federal and State employment laws.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

- Manages District benefits program and all benefit compliance reporting requirements including ACA, Non-discrimination testing, etc. Conducts District benefit audits to ensure appropriate coverage levels between the District and insurance carriers. Coordinates and prepares reports and submits reports in compliance with requirements. Participates in regular meetings with insurance carriers and other vendors to ensure benefit plans are running appropriately and work through issues as necessary.

- Manages and maintains District benefits and benefit systems for both active employee as well as retiree populations. Monitor program/benefits and identifies potential issues and implements corrective action as necessary. Works with providers and participants to resolves more complex and difficult issues that arise. Manages, coordinates and processes annual open enrollment and benefit plan changes. Makes recommendations for the changes to benefit programs as well as implementation of a variety of employee wellness programs. Provides feedback related to services provided by outside providers and the effectiveness and cost benefits of such programs. Assists in coordinating marketing efforts regarding benefits. Champion District wellness efforts to increase awareness of health/wellness benefits.
- Participates in recruitment and selection process working with District Departments to meet hiring needs. Adhere to applicable local, state and federal labor regulations and civil rights laws, and District policies and procedures and applicable collective bargaining agreements. Manages the Human Resources onboarding process, conducts new hire orientations and ensures applicable training is provided to new hires.
- Coordinates, implements and administers District programs including various Intern programs. Manages and leads the entire life cycle of HR programs including planning, execution and evaluation. May hire and train new staff or assist management with this process.
- Manages daily aspects of the department and its staff, including temporary workers to ensure projects are completed and goals are met.
- Confers with staff from other departments regarding Human Resources issues and provides guidance and assistance to resolve issues before they escalate.
- Establishes effective working relationships with District staff and other constituents to support project objectives and programs.
- Maintains knowledge of trends, best practices, regulatory changes, and new technologies in human resources, talent management, and employment law.
- Performs other duties as assigned.

SUPERVISION RECEIVED

Works under the general direction of the Director of Human Resources or designee.

MINIMUM QUALIFICATIONS

Bachelor's degree in human resources, public administration, industrial relations, or a closely related field; supplemented by a minimum of seven (7) years previous experience and/or training that includes personnel administration in a union or corporate environment; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this classification.

SPECIAL REQUIREMENTS

Driver's License Required.

PERFORMANCE APTITUDES (KNOWLEDGE, SKILLS, AND ABILITIES)

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data and/or information using established criteria. Includes exercise of discretion in determining actual or probable consequences, and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to apply principles of persuasion and/or influence.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, profit and loss, ratio and proportion; and may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

Situational Reasoning: Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in a sedentary to light work environment, which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (under 25 pounds).

Sensory Requirements: Some tasks require the ability to communicate orally and in writing. Some tasks require the ability to perceive and discriminate visual cues or signals.

Environmental Factors: Essential functions are performed primarily indoors with minimal exposure to outdoor environmental factors.

The Metropolitan District Commission is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Commission will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

It is therefore **RECOMMENDED** that it be:

VOTED: That the Personnel, Pension and Insurance Committee recommend to the District Board passage of the following resolution:

RESOLVED: That the job specification for Human Resources Program Manager attached hereto be adopted.

Respectfully Submitted,


John S. Mirtle
District Clerk

On motion made by District Chairman Currey and duly seconded, the reports for Agenda items #6A “Assistant Manager of Treasury”, 6B “Assistant Controller” and 6C “Human Resources Program Manager”, were received and resolutions adopted by unanimous vote of those present.

2024-RFI-02 “INDUSTRY INFORMATION ON TECHNOLOGY FOR CONDUCTING EMPLOYEE CLIMATE SURVEY”

Kelly Shane, Chief Administrative Officer, provided an update on the 2024-RFI-02, “Industry Information on Technology for Conducting Employee Climate Survey”

PRIOR MONTH’S RETIREMENTS, RESIGNATIONS, TERMINATIONS INCLUDING EMPLOYEE’S YEARS OF SERVICE, GENDER, RACE & CLASSIFICATION

Jamie Harlow, Director of Human Resources, provided a report on the prior month’s retirements, resignations and terminations.

OPPORTUNITY FOR GENERAL PUBLIC COMMENTS

No one from the public appeared to be heard.

COMMISSIONER REQUESTS FOR FUTURE AGENDA ITEMS

No requests were made.

ADJOURNMENT

The meeting was adjourned at 4:46 PM

ATTEST:

John S. Mirtle, Esq.
District Clerk

Date Approved