

# TOWN OF EAST HARTFORD

(860) 291-7207

OFFICE OF  
THE TOWN COUNCIL

740 Main Street  
East Hartford, Connecticut 06108

WWW.EASTHARTFORDCT.GOV

## MICROSOFT TEAMS

### PERSONNEL AND PENSIONS SUBCOMMITTEE

September 5, 2023

**TO:** Harry Amadasun and Tom Rup

**FROM:** Awet Tsegai, Chair

**RE:** Tuesday September 5, 2023 5:45 pm CCC 111/Microsoft Teams

**This meeting is accessible through "Microsoft Teams" 1 929-235-8441  
Conference ID: 796 738 053# or [Click here to join the meeting](#)**

## AGENDA

1. CALL TO ORDER
  2. APPROVAL OF MINUTES
    - A. June 26, 2023
  3. OPPORTUNITY FOR RESIDENTS TO SPEAK
  4. OLD BUSINESS
  5. NEW BUSINESS
    - A. Proposed Revision of Job Description for Network Systems Administrator
    - B. Proposed Revision of Job Description, Change in Pay Grade and Title for Accounts Clerk III (Tax)
  6. ADJOURNMENT
- C: Town Council  
Mayor Walsh  
Tyron Harris, Human Resources Director

CCC 111/MICROSOFT TEAMS

PERSONNEL AND PENSIONS SUBCOMMITTEE

June 26, 2023

PRESENT Awet Tsegai, Chair, Councilors Harry Amadasun Jr. and Tom Rup

ALSO Tyron Harris, Human Resources Director (via Teams)

PRESENT

CALL TO ORDER

Chair Tsegai called the meeting to order at 5:34 pm

APPROVAL OF MINUTES

May 2, 2023 Meeting

MOTION By Tom Rup  
seconded by Harry Amadasun

to **approve** the minutes of the May 2, 2023 Personnel & Pensions Subcommittee meeting.

Motion carried 3/0

OPPORTUNITY FOR RESIDENTS TO SPEAK

None

OLD BUSINESS

None

NEW BUSINESS

Proposed Revisions of Job Descriptions

Case Worker I (Health Department)

Case Worker II (Health Department)

Director Harris shared that as each position brought to the Subcommittee is evaluated for changes, a wage study is performed amongst other municipalities. In the case of the Case Worker I position, current pay grade for the position remains on par with other municipalities. As the administration is currently restructuring the Health and Social Services department to become more all-encompassing of services, the purpose of evaluating the Case Worker I and Case Worker II positions was to provide a clear line of distinction between the two titles and their responsibilities.

The Caseworker I position's job description had not been updated since 2008. After receiving feedback from staff, Director Harris stated that there was a fair amount of overlap between the two positions' day to day activities.

The majority of changes in the position are focused on providing a more accurate and detailed definition of specific caseload responsibilities and expectations, which include determination of and community needs, providing application assistance and access to appropriate resources and maintaining proper historical records.

The Subcommittee discussed how standard job descriptions for roles such as the Caseworker positions are compared to other municipalities. Director Harris stated that the process will include evaluation of a number of other local town job descriptions, focusing on municipalities of a similar size and scope. The goal is to make East Hartford's job descriptions more robust and accurate to current needs.

For Caseworker I, the position is currently a Paygrade 7, which for 2023-24 ranges from \$49,495 to \$60,163 based on experience. The Caseworker II position, which requires a higher level of responsibility for training and critical response is a Paygrade 9, which ranges from \$56,403 to \$68,558.

The Subcommittee recommended that consideration be made to encourage Town residents to apply for administrative positions going forward. Director Harris stated that currently a number of administrative positions are filled by East Hartford residents and is in the process of providing a report on where staff currently resides.

MOTION        By Harry Amadasun  
                      Seconded by Tom Rup

to **recommend** the Town Council accept the proposed revised Job Description for the position of Case Worker I in the Health and Social Services department, dated November 2, 2022, as provided by the Department of Human Resources per the subcommittee's discussion.

Motion carried 3/0

MOTION        By Harry Amadasun  
                      Seconded by Tom Rup

to **recommend** the Town Council accept the proposed revised Job Description for the position of Case Worker II in the Health and Social Services department, dated April 11, 2023, as provided by the Department of Human Resources per the subcommittee's discussion.

Motion carried 3/0

### Proposed Revisions of Job Descriptions and Pay Grade Adjustments

Director Harris stated that the position of Accounts Clerk had not been redefined since 2012. A number of changes based on staff and evolving responsibilities have occurred within the department and the revised job description provided details those duties, including clerical responsibilities, research and updated reporting methods.

The current agreement with the CESAU states that any current employee has the contractual right to request evaluation of their grade. In response to a petition by the current Account Clerk and discussion with management, Director Harris has recommended that the Account Clerk I position be re-graded from Paygrade 4 (\$40,975-\$49,801) to Paygrade 5 (\$43,597-\$52,992).

The Subcommittee discussed that while day to day operations can evolve over time to highlight individual talents and skills of current staff, job descriptions should remain consistent to reflect varying levels of responsibilities, particularly in the case of larger departments.

Account Clerk (Tax Department)

MOTION        By Tom Rup  
                      Seconded by Harry Amadasun

to **recommend** the Town Council accept the proposed revised Job Description and Compensation Plan for the position of Account Clerk in the Tax department, dated April 12, 2023, as provided by the Department of Human Resources per the subcommittee's discussion.

Motion carried 3/0

Director Harris stated while the job descriptions for the three positions to be discussed within the Building and Inspections Department have not changed since 1987, the primary reason for recommending revisions is to reflect a paygrade change for each of the Assistant Building Official job descriptions from a level 11 (\$64,517-\$78,415) to level 13 (\$74,069-\$90,034) as the Town has struggled to recruit and hire skilled applicants to fill the role. An evaluation of other municipalities resulted in the discovery that the current market requires an increase in salary to remain competitive.

Assistant Building Official- Electrical

MOTION        By Tom Rup  
                      Seconded by Harry Amadasun

to **recommend** the Town Council accept the proposed revised Job Description and Compensation Plan for the position of Assistant Building Official- Electrical in the Inspections and Permits department, dated July 1, 2023, as provided by the Department of Human Resources per the subcommittee's discussion.

Motion carried 3/0

Assistant Building Official

MOTION        By Harry Amadasun  
                      Seconded by Tom Rup

to **recommend** the Town Council accept the proposed revised Job Description and Compensation Plan for the position of Assistant Building

Official in the Inspections and Permits department, dated July 1, 2023, as provided by the Department of Human Resources per the subcommittee's discussion.

Motion carried 3/0

Proposed Revisions of Job Descriptions, Pay Grade Adjustments and Changes in Title

The Director stated that a change in the job title is proposed for the position of Assistant Building Official- Plumbing and Heating to "Plumbing and Mechanical" to more accurately reflect the scope of responsibilities and skills required for the role.

Assistant Building Official- Plumbing and Mechanical

MOTION      By Tom Rup  
                  Seconded by Harry Amadasun

to **recommend** the Town Council accept the proposed revised Job Description, Compensation Plan and Job Title for the position of Assistant Building Official- Plumbing and Mechanical in the Inspections and Permits department, dated July 1, 2023, as provided by the Department of Human Resources per the subcommittee's discussion.

Motion carried 3/0

Administrative Secretary II - Senior Services

The Director stated that with the increased responsibilities of the current Senior Center Administrative Clerk and need for support to accommodate the growing demands of the Senior Center, the proposed job description reflects a change from an "Administrative Clerk II" position (grade 3, salary \$38,547-46,853) to an "Administrative Secretary II" (grade 5, salary \$43,597-\$52,992) position as the duties align more comparably to that title. The addition of "Senior Services" to the title is made to reflect the specialized duties that are more specific to the department.

MOTION      By Harry Amadasun  
                  Seconded by Tom Rup

to **recommend** the Town Council accept the proposed revised Job Description, Compensation Plan and Job Title for the position of Administrative Secretary II - Senior Services in the Health and Human Services department, dated April 18, 2023, as provided by the Department of Human Resources per the subcommittee's discussion.

Motion carried

Adjournment

MOTION      By Tom Rup  
                  Seconded by Harry Amadasun

to **adjourn** (6:05 pm)

Motion carried 3/0

C: Town Council  
Mayor Walsh  
Tyron Harris, Human Resources Director  
Melissa McCaw, Finance Director



## TOWN OF EAST HARTFORD OFFICE OF THE MAYOR

DATE: July 20, 2023  
TO: Richard F. Kehoe, Chair  
FROM: Mayor Michael P. Walsh  
RE: REFERRAL: Personnel and Pensions Subcommittee

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Please see the attached requests for changes to the job descriptions of Accounts Clerk III in the tax department and Network Systems Administrator in the IT department, submitted by HR Director Tyron Harris. These changes are required to better reflect the updated job responsibilities for each position.

Please place this item on the Town Council agenda for the August 1, 2023 meeting for referral to the Personnel and Pensions Subcommittee.

C: T. Harris, HR Director  
M. McCaw, Finance Director  
K. Sayers, Chief Information and Security Officer

MICHAEL P. WALSH  
MAYOR

# TOWN OF EAST HARTFORD

(860) 291-7220

TYRON HARRIS  
DIRECTOR  
OFFICE OF HUMAN  
RESOURCES

740 Main Street  
East Hartford, Connecticut 06108

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July 21, 2023

The Hon. Mayor Mike Walsh  
740 Main Street  
East Hartford, CT 06108

Re: Network Systems Administrator

Dear Mr. Walsh:

Please see the revised Network Systems Administrator job descriptions in the IT Department. Most revisions are better at defining the role of a Network Systems Administrator.

Attached is the Network Systems Administrator position description with proposed revisions.

Some of the key additions are

- Knowledge and proficiency in managing Windows servers, including various roles and features for various deployments (IE: Domain Controllers, member servers, IIS web servers, etc).
- Maintains routers, switches, and various Town owned network devices (products from Extreme, Juniper, Brocade, and Fortinet).
- Supports installed fiber (WAN and LAN) and internal cabling for data communications.
- Supports and responds to network-based alerts to resolve complex issues as they may arise to ensure continuity of operations for the Town
- Maintains backup systems (data storage, software configuration, and design)
- Current certification such as MCSE, CCNA, Network Plus, or similar.

Therefore, I recommend that this position is referred to Town Council for consideration.

Tyron V. Harris  
Human Resources Director

*Customer Service. Collaboration. Communication.*



## TOWN OF EAST HARTFORD

**TITLE:** Network Systems Administrator      **GRADE:** 14  
**DEPARTMENT:** Information Technology      **DATE:** ~~12/9/14~~  
[8/1/2023](#)

### GENERAL DESCRIPTION

Responsible information systems technical work involving the provision of technical support and troubleshooting services to ~~municipal departments support municipal needs,~~ design of complex Information Technology systems, ~~and secondary oversight of department operations.~~

Work involves responsibility for providing technical support, assistance, and training to ~~employees of municipal departments IT Department team or occasional end user departments~~ with regard to ~~personal computer hardware and software utilization network hardware of software operation.~~ Duties include troubleshooting and diagnosing ~~computer network~~ related problems, ~~end user and IT staff training, and~~ Local Area Network (LAN) ~~and Wide Area Network (WAN) design and~~ administration. This position serves as a key design contact in Municipal operations. The work requires that the employee have considerable knowledge, skill, and ability in personal computer technology, printers, ~~modems~~, security devices, virtualization technologies, and networks ~~including telephony.~~

### SUPERVISION RECEIVED

Works under the general supervision of the Information Technology Manager.

### SUPERVISION EXERCISED

~~Serves as a second-in-command for IT Department. May perform limited supervisory duties for project based engagements or interns. Provides guidance and mentoring to technical staff as necessary.~~

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- ~~Provides technical sSupports to municipal departments with regard to personal computer and~~ by resolving network issues including diagnosis of problems, repairs, new installations and configuration of equipment and software.
- ~~May occasionally Aids-aid~~ in PC maintenance as time permits
- Firewall and security appliance maintenance, configuration/~~engineering~~, and troubleshooting.
- Virtual Server/~~Virtual~~ Desktop development/deployment/troubleshooting knowledge and proven ability
- Manages enterprise Storage Area Network and works with IT ~~Manager leadership~~ for long term proactive refresh strategy.
- Works with IT ~~Manager leadership~~ in long-term strategic planning of IT resources to support initiatives from municipal departments
- Documents work and change logs ~~to ensure quality and accuracy.~~

- Documents procedures and policies and trains technical staff as needed on central changes
- Develops and supports central gGroup Policy policies for ~~core~~central management of all ~~Personal Computer~~PC's, mobile devices and servers software across municipality and works with techs to streamline efficiency and user experience by educating them in bulk management
- ~~Provides Engineering level security services for municipal servers, firewalls, and security appliances and recommends~~
- ~~Assists users in deciding what software may be needed for new work tasks as well as design and code applications for automation of repetitive manual tasks.~~
- Install and configure software applications and troubleshoot various corresponding hardware related issues including upgrades of the equipment. ~~Assists various offices in maintaining third party software and provide cost saving recommendations to upper level management.~~
- Develops, supports, and tests enterprise-wide backup strategy and trains technicians in operations/recovery.
- ~~Develops and conducts software and hardware training for technicians and end users where appropriate.~~
- Knowledge and proficiency in management of Windows servers including various roles and features for various deployments (IE: Domain Controllers, member servers, IIS web servers, etc).
- Maintains routers, switches, and various Town owned network devices (products from Extreme, Juniper, Brocade, and Fortinet).
- Supports installed fiber (WAN and LAN) as well as internal cabling for data communications.
- Supports and responds to network based alerts to resolve complex issues as they may arise to ensure continuity of operations for the Town
- Maintains backup systems (data storage, software configuration and design)
- ~~Proficient operation of Windows domain servers, web hosting servers, email servers, Unix application servers, IBM midrange servers, internet changes/upgrades as needed, hardware/software troubleshooting, end user support, and involvement in web functions.~~
- Manages Town Phone system with support from selected service provider
- Maintains technical knowledge by routinely attending IT Certification courses and seminars, as well as other classes where appropriate, thereby reducing the Town's need to hire external consultants/services.
- ~~Advise in the development and updating of the Town of East Hartford system use policy.~~ Cooperate with appropriate Town departments in the course of investigation of alleged violations of policy.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Considerable knowledge of a variety of office software products.
- Good Advanced technical knowledge of network hardware and operating systems.
- Good understanding of ~~basic programming (batch, Access, Excel)~~ network based scripting such as: Python, Visual Basic, and powershell, or similar, to automate basic functions where possible.

Network Systems Administrator, ~~Data Processing~~Office of Information Technology

- Good knowledge, skill, and ability with regard to the operation and maintenance of personal computers and printers.
- Considerable problem-solving abilities as related to information technology.
- Considerable ability to establish and maintain effective working relationships with department heads, coworkers, and vendor representatives.
- Must have the ability to service different operating system platforms and perform regular updates to those operating systems.
- Must have exceptional organizational skills and the ability to work independently with a constantly changing set of priorities.
- Ability to assess and evaluate information technology issues during the absence of IT leadership and direct restoration efforts as necessaryan Information Technology Manager.
- Extensive experience in automated PC deployment through workstation imaging
- Demonstrated ability in network switching, routing, and security methods
- Experience with configuration and support of VPN technologies ~~(IPSEC, SSL, and/or PPTP)~~
- Windows Server (2003-2008+Current version and 2 versions back preferred) demonstrated knowledge in design and maintenance.

## **QUALIFICATIONS**

Graduation from a four-yearfour-year accredited college in computer technology with progressively responsible experience in Help Desk support; or an Associate'sassociate degree from an accredited college in computer technology or related field, plus two to three years of progressively responsible Help Desk support, proven network troubleshooting and design experience

Current certification such as MCSE, CCNA, Network Plus or similar.or CISP a plus.

Appropriate level of experience can replace an associates degree from an accredited college (1 semester of college = 6 months of experience).

## **TOOLS AND EQUIPMENT USED**

Personal computing devicesersand associated peripherals, hardware and software, digital cameras, scanners, printers and multifunction devices, envelope folding/stuffing machines, andband and laser printers, envelope inserting and folding machine, PBX and IP phone setstelephony hardware with specific focus on ip based components.

## **PHYSICAL AND MENTAL DEMANDS**

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

While performing the duties of this job, the employee is regularly required to reach with hands and arms. The employee frequently is required to stand; walk; and use hand to Network Systems Administrator, Data ProcessingOffice of Information Technology

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finger, handle, feel or operate equipment, tools, or controls. The employee is occasionally required to sit; climb or balance; stoop, kneel, talk, and listen. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. Must be able to read and interpret technical computer material and to present training to employees. Must be able to write reports and keep records. This position requires the ability to apply complex principles to work problems and deal with several concrete variables. Must be available for 24-hour problem resolution, which includes after-hours on-call IT services.

### **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. Work is generally performed in typical computer room surroundings and Town offices with virtually no disagreeable features. The noise level in the work environment is moderate to noisy.

### **GENERAL GUIDELINES**

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

**NOTE: The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.**

MICHAEL P. WALSH  
MAYOR

# TOWN OF EAST HARTFORD

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TYRON HARRIS  
DIRECTOR  
OFFICE OF HUMAN  
RESOURCES

740 Main Street  
East Hartford, Connecticut 06108

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July 18, 2023

The Hon. Mayor Mike Walsh  
740 Main Street  
East Hartford, CT 06108

Re: Senior Account Clerk- Tax

Dear Mr. Walsh:

Please see the revised Accounts Clerk III job descriptions in the Tax Department. Most revisions are better at defining the role of a Senior Account Clerk- Tax.

Attached is the Senior Account Clerk-Tax position description with proposed revisions. Accounts Clerk III job description has not been updated since 2012, and the role has evolved and adjusted from Grade 7 to Grade 9 with additional responsibilities. Some of the key additions are

- Work with Health Department to withhold permits for delinquent taxes for restaurants, salons, and spas.
- Provides tax information to the Development/Planning Department before ARPA Grants may be issued.
- Interviews delinquent taxpayers in person and by telephone, assists them in setting up payment schedules, and maintains contact until the matter of tax delinquency is resolved. Submit monthly reports to Tax Collector.
- Knowledge of tax collection principles and practices.
- Knowledge of tax collection laws, regulations, and ordinances.
- Assumes responsibility for the operation of the department in the absence of either the Tax Collector or the Assistant Tax Collector.

## **LICENSING REQUIREMENTS:**

- CCMC Certification required within three years of this job description.
- Continued education and training to maintain re-certification every five years.

Following CSEA/SEIU LOCAL NO. 2001, ARTICLE VIII 8.7, to be considered for a change in pay grade, an employee must show that he/she is: (a) performing duties in a competent manner that are significantly different from the duties of his/her current classification, and (b) the change in his/her duties are so substantial that the position in question is of a different classification than his/her current classification. Therefore, I recommend that this position is referred to Town Council for consideration of a pay grade change.

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## TOWN OF EAST HARTFORD

**TITLE:** Accounts Clerk III Senior Account Clerk- Tax  
**GRADE:** 79

**DEPARTMENT:** Tax - Finance

**DATE:** 4/16/29/1/2023

### POSITION DEFINITION:

Under the general direction of the Collector and/or Assistant Collector, performs lead collection and clerical, and administrative work of some complexity and variety in one or more of the functional areas of accounts payable, accounts receivable, and tax collection.

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### ESSENTIAL JOB FUNCTIONS:

- Plans and organizes work according to established or standard office procedures.
- Establishes priorities; performs and leads work in the functional areas of computerized billing, collection, and record keeping.
- Leads accounts clerks in receiving, recording, and verifying revenues.
- Maintains manual and computerized financial records, including receiving and crediting of taxes and any special assessments or charges.
- Balances monies collected and prepares revenue deposits on-a-daily-basisdaily.
- Develops and maintains computer files of escrow accounts; performs data collection and processing in preparation for generating real estate bills, lists, and electronic files for escrow institutions and tax services throughout the year.
- Performs mathematical computations, requiring absolute accuracy in examining, verifying, and correcting taxes; and interest amounts.
- Prepares and enters information into the computerized collection system.
- Provides information and assistance to attorneys, title searchers, and banking officials.
- Assists in the preparation and processing of preparing and processing of delinquent tax lists, tax, and other lien notices.
- Prepares statistical information of some complexity for Collector.
- Provides general information and assistance to members of the general public.
- Provides leadership and assistance to other clerical staff.
- Maintains a record-keepingrecord-keeping and tracking system for real estate accounts; initiates contact with taxpayers and financial institutions to resolve eserow-relatedescrow-related problems.
- Processes, verifies, and records transmittals from other departments.
- Sets up and maintains office files and records as needed.
- Maintains files documenting adjustments, and corrections for audit trail.
- Performs word processing and related clerical work.
- Operates computer workstation and peripherals, copier, fax machine, calculator, and other office equipment.

- Generates computer reports of delinquent accounts and makes computer checks to determine the current status of those accounts.
- Work with Health Department to withhold permits for delinquent taxes for restaurants, salons, and spas.
- Provides tax information to the Development/Planning Department before ARPA Grants may be issued.
- Interviews delinquent taxpayers in person and by telephone, assists them in setting up payment schedules, and maintains contact until the matter of tax delinquency is resolved. Submit monthly reports to Tax Collector.
- Files UCC Liens with The Secretary of the State and all other applicable liens and releases when taxes are paid.
- Assist in the warrant process by processing payments and performing audits once the warrant cycles are over.
- Assist with the budget by processing and maintaining purchase orders for the department.
- Check scanning with Webster Web-Link, balancing, and reporting.
- Put on/ Take off delinquent taxpayers through the Department of Motor Vehicles CIVLS portal.
- Corresponds with vendors, Webster Bank and Invoice Cloud to address issues for taxpayers and our office.
- Relieves office staff as needed, especially during busy collection periods.

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#### **ADDITIONAL JOB FUNCTIONS:**

- May communicate verbally or in writing with non-English speaking members of the public.
- May provide services as a public notary to members of the public.

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Basic computer skills, including the ability to enter, retrieve and verify data; knowledge of, or experience with word processing and spreadsheet programs or the ability to acquire such skills.
- Ability to acquire a working knowledge of tax collection policies, procedures, and laws, including pertinent State Statutes and Town Ordinances.
- Ability to deal effectively with town staff, state, and local officials, and the public.
- Ability to maintain complex records and files.
- Ability to perform basic mathematical computations.
- Knowledge of tax collection principles and practices.
- Knowledge of tax collection laws, regulations and ordinances.

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- Assumes responsibility for the operation of the department in the absence of either the Tax Collector or the Assistant Tax Collector.

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**PHYSICAL AND MENTAL EFFORT, AND ENVIRONMENTAL CONDITIONS:**

- Works in an office setting subject to continuous interruptions and background noise.
- Includes exposure to video display terminals on a daily basis daily.
- Ability to operate equipment requiring eye and hand coordination.
- Must be able to work under stress from demanding deadlines and changing priorities and conditions.
- Must be able to sit at a desk or stand and work continuously for extended periods of time.

**JOB QUALIFICATIONS:**

- Requires a high school education, or its equivalent, with ~~course-work~~ coursework in Bookkeeping or Business Mathematics and at least three years of responsible clerical bookkeeping experience;
- or an ~~Associates~~ Associate Degree in a related field and at least one year of ~~such~~ experience.

**LICENSING REQUIREMENTS:**

- ~~CCMC Certification desirable.~~
- CCMC Certification required within three years of this job description.
- Continued education and training to maintain re-certification every five years.

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**EEO/AA Statement**

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- In the Town of East Hartford, we don't just accept difference — we celebrate it, support it, and thrive on it for the benefit of our employees, residents, and community partners. The Town of East Hartford is proud to be an equal-opportunity workplace.

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**NOTE: The above tasks and responsibilities are illustrative only. The description does not include every task or responsibility.**