

**CHAPTER II - MUNICIPAL DEPARTMENTS**

**SECTION I           ADMINISTRATION**

**A.                   Town Manager Responsibilities**

1.     The Manager shall be the administrative head of the Town, and shall perform all the duties and have all the responsibilities prescribed by the Londonderry Town Charter, and all Orders, Ordinances and Resolutions.
2.     The Manager shall supervise all department heads and Administrative Departments as established by this Code (except the Library Director, who pursuant to State Statute reports to the Board of Library Trustees). The Manager shall have the power to suspend and discipline and perform or delegate the duties and responsibilities of such department heads.
3.     The Manager may prescribe such rules and regulations not inconsistent with the Town Charter and Town Ordinances as he or she may deem necessary for the conduct of the various departments, and he or she may investigate and inquire into the affairs of any department at any time.
4.     The Town Manager, or such person appointed by the Town Manager as Personnel Director, shall perform all personnel functions as described in the Town Charter, Town Ordinances and the Personnel Policy.
5.     The Town Manager shall, annually, make a “State of the Town Address” at the Annual Town Meeting.

**CHAPTER II - MUNICIPAL DEPARTMENTS (Cont'd)**

**SECTION II COMMUNITY SERVICES GROUP**

- A. Community Services Group** - The **Community Services** Group shall be under the supervision of the **Town Manager**.
- B.** The Town Manager shall manage the functions of the following divisions:
1. **Recreation Division** - The Recreation Division is under the supervision of the **Recreation Director** appointed in accordance with Chapter I, Section IV.A and shall consist of such other professionals and staff in accordance with Chapter I, Section V.A - Department Staffs. The Recreation Director shall perform the following functions:
    - a. Develop a general recreational program for the Town.
    - b. Coordinate and oversee all the recreational activities on Town parks, playgrounds, swimming pools, beaches, tennis courts, ski areas and all other recreational facilities, including buildings.
    - c. Prepare and maintain all records pertaining to the Recreation Department
    - d. Coordinate and cooperate with private groups as well as with public officials in the development and promotion of recreational activities in the Town.
    - e. Cooperate and coordinate with the School Superintendent and Highway Department to develop, maintain, and care for all municipal and recreational buildings, parks, playgrounds, athletic fields and other recreational areas and all other departments of the Town.
    - f. Perform all other related functions as required.

**CHAPTER II - MUNICIPAL DEPARTMENTS (Cont'd)**

**SECTION II COMMUNITY SERVICES GROUP**

**B.** The Town Manager shall manage the functions of the following divisions: (Cont'd)

2. **Cable Division** - The Cable Division shall be under the supervision of the **Cable Coordinator** who is appointed in accordance with Chapter I, Section IV.A and shall consist of such other professionals and staff appointed in accordance with Chapter I, Section V.A - Department Staffs. The Cable Coordinator shall perform the following functions:
  - a. Oversee all cable related services and relevant technologies for the Town, including contract compliance issues and resolution of subscriber complaints.
  - b. Manage the Londonderry Access Center (LAC) to maximize the community's ability to produce PEG access programming. This includes assuring that all users are properly supervised and trained and that policies for use are up to date and applied uniformly.
  - c. Provide for the maintenance of the institutional network (I-Loop) and coordinate its usage to ensure compatible endeavors.
  - d. Prepare reports as required to keep the Town Manager apprised of emerging technologies.
  - e. Work cooperatively with the Town Departments, School District, OVS (Other Video Services), the Town's other agencies and cable provider(s) to ensure the optimum use of available communications resources.
  - f. Perform all other related functions as required.



**CHAPTER II - MUNICIPAL DEPARTMENTS (Cont'd)**

**SECTION III FINANCE AND ADMINISTRATION GROUP**

- A. The **FINANCE AND ADMINISTRATION** Group shall be headed by an **Asst. Town Manager/Finance and Administration** in accordance with Chapter I, Section IV.A and shall consist of such other professionals and staff in accordance with Chapter I, Section V.A - Department Staffs.
- B. The Asst. Town Manager/Finance and Administration shall manage the functions of the following divisions:
1. **Finance Division:** The Finance Division shall be managed by the Asst. Town Manager/Finance and Administration in accordance with Chapter I, Section IV.A and shall consist of such other professionals and staff in accordance with Chapter I, Section V.A-Department Staffs. The Asst. Town Manager/Finance and Administration shall perform the following duties:
    - a. Pre-audit all receipts and process all authorized claims against the Town before authorizing payment thereof.
    - b. Post-audit all receipts and disbursements.
    - c. Maintain the general financial accounts of the Town and exercise accounting control.
    - d. Prepare financial reports as required by the Manager and Town Council
    - e. Negotiate, upon the authorization of the Manager and Town Council, all loans of whatever term.
    - f. Maintain custody of all insurance policies of the Town.
    - g. Supervise and control the operation of all financial data processing functions and its records.
    - h. Maintain all Town employees' earnings records, including records of all deductions from earnings for retirement, social security, medical/health coverages, savings plans, and any other related materials, and maintain all Town employees payroll action forms, vacation and sick leave records.
    - i. Perform all other related functions as required.

**CHAPTER II - MUNICIPAL DEPARTMENTS (Cont'd)**

**SECTION III FINANCE AND ADMINISTRATION (Cont'd)**

B. The Asst. Town Manager/Finance and Administration shall manage.....  
(Cont'd)

2. **Assessing Division** - The Assessing Division shall consist of an **Assessor** appointed in accordance with Chapter I, Section IV.A and shall consist of such other professionals and staff appointed in accordance with Chapter I, Section V.A - Department Staffs. The Assessor shall perform the following functions:
  - a. Carry out all the duties relative to taking the inventory and the appraisal of property for taxation, and in regard to the assessment and abatement of taxes and issuing warrants for the collection of taxes, as are now or may hereafter be required by law of Assessors of Towns.
  - b. Prepare all assessment and tax rolls and tax notices as required by law.
  - c. Check all property transfers and maintain all property records.
  - d. Prepare and maintain all assessment record cards, filing systems, and all other records of the department.
  - e. Make regular and frequent checks of the Town to assure all taxable property is being accurately reported.
  - f. Prepare and maintain all tax maps.
  - g. Perform all other related functions as required.

**CHAPTER II - MUNICIPAL DEPARTMENTS (Cont'd)**

**SECTION III FINANCE AND ADMINISTRATION (Cont'd)**

B. The Asst. Town Manager/Finance and Administration shall manage.....  
(Cont'd)

3. **Town Clerk/Tax Collector** - The Town Clerk/Tax Collector is an elected position pursuant to the Laws of the State of NH, bonded as required by Statute and shall include such clerical staff appointed in accordance with Chapter I, Section V.A - Department Staffs. The Town Clerk/Tax Collector shall perform the following functions:
  - a. Serve as Keeper of the Records of the Town Council and maintain the records of all proceedings of the Town Council and other Boards and Committees as required by State Law.
  - b. Arrange for all elections and maintain all election records, and have custody of all property used in connection therewith.
  - c. Obtain and maintain all statistics on births, marriages and deaths as required by law.
  - d. Notify the Manager, at least thirty (30) days prior thereto of the expiration of terms of all members of boards or commissions.
  - e. File and preserve, as required by State and Federal Law, all contracts, bonds, oaths of office and other documents.
  - f. Issue licenses and permits and collect all fees, as required by statute and ordinance unless otherwise provided, and deposit these collections through the Treasurer.
  - g. Be custodian of the Official Town Seal.
  - h. Keep on file the official copy of the Town Charter, all Ordinances of the Town and maintain a record of all corrections and amendments.
  - i. Perform all duties and exercise all powers incumbent upon or vested in Town Clerks by the laws of the State of New Hampshire.

**CHAPTER II - MUNICIPAL DEPARTMENTS (Cont'd)**

**SECTION III FINANCE AND ADMINISTRATION (Cont'd)**

B. The Asst. Town Manager/Finance and Administration shall manage.....  
(Cont'd)

4. **Town Clerk/Tax Collector**

j. Perform all Tax Collection responsibilities as vested in Tax Collectors by the laws of the State of New Hampshire and as outlined below:

1. Mail all tax notices
2. Collect all taxes due the Town
3. Maintain proper records pertaining to collection functions.
4. Turn over daily to the Treasurer a record and account for all monies on the date received.
5. Collect permit fees for the registration of motor vehicles, required to be paid under the provisions of New Hampshire Revised Statutes Annotated, 1955, Chapter 260, Section 27, and amendments thereto.
6. Perform all other related functions as required.

5. **Treasury - The Town Treasurer** shall be elected pursuant to the Laws of the State of New Hampshire and bonded as required by Section 20 thereof. The Town Treasurer shall perform the following functions:

- a. Maintain custody of all Town funds, including the recording of the deposit and withdrawal thereof, as required by ordinance and general law.
- b. Carry out the duties as specified by the New Hampshire Revised Statutes Annotated, 1955, Chapter 33, and amendments thereto, relative to Town bonds, notes and records thereof.
- c. Sign all checks, drafts, notes and bonds for the Town.
- d. Record the deposit of all monies daily in the depositories designated by the Town Council.
- e. Perform all other related functions as required.

**CHAPTER II - MUNICIPAL DEPARTMENTS (Cont'd)**

**SECTION III FINANCE AND ADMINISTRATION (Cont'd)**

B. The Asst. Town Manager/Finance and Administration shall manage.....  
(Cont'd)

6. **General Assistance Division** shall be under the supervision of the Asst. Town Manager/Finance and Administration who is appointed in accordance with Chapter I, Section IV.A and shall consist of such other professionals and staff appointed in accordance with Chapter I, Section V.A - Department Staffs. The General Assistance Division shall perform the following functions:

- a. Plan, budget report and control the Town's Welfare Program
- b. Investigate all requests for relief and authorize such relief aid as may be deemed necessary.
- c. Exercise all powers and perform all duties conferred or imposed by law on overseers of the poor.
- d. Keep full and accurate records of persons fully supported, the persons relieved and partially supported, and the travelers and vagrants lodged at the expense of the Town, together with the amount paid to them for such support and relief, and make such reports to the State Board of Public Welfare as required by law.
- e. Serve on the Ambulance Hardship Committee
- f. Perform all other related functions as required.

6. **Human Resources Division** -The Human Resources Division shall consist of an Asst. Town Manager/Finance and Administration appointed in accordance with Chapter I, Section IV.A and shall consist of such other professionals and staff appointed in accordance with Chapter I, Section V.A - Department Staffs. The Director shall perform the following functions:

- a. New employee orientation
- b. Assistance with collecting data and preparing for collective bargaining negotiations
- c. Management of workplace
- d. Behavior issues, including absenteeism, harassment, substance abuse.

**CHAPTER II - MUNICIPAL DEPARTMENTS (Cont'd)**

**SECTION III FINANCE AND ADMINISTRATION (Cont'd)**

B. The Asst. Town Manager/Finance and Administration shall manage.....  
(Cont'd)

7. **Human Resources Division (Cont'd.)**

- e. Compliance with state and federal workplace and employment rules and regulations.
- f. Assistance with processing grievances.
- g. Management of individual personnel records, including:
  - 1. Wages and Benefits
  - 2. Personnel Evaluations
  - 3. Personnel Actions
  - 4. Required Testing and Certifications
  - 5. Assistance with employee separation issues
  - 6. Administer recruitment process
  - 7. Assist with meeting mission critical training needs.
  - 8. Meeting safety and security compliance issues.

**CHAPTER II - MUNICIPAL DEPARTMENTS (Cont'd)**

**SECTION IV COMMUNITY DEVELOPMENT DEPARTMENT**

- A. The Community **Development Department** shall consist of a Community Development Director appointed in accordance with Chapter I, Section IV.A and shall consist of such other professionals and staff appointed in accordance with Chapter I, Section V.A - Department Staffs.
- B. The Community Development Director shall perform the following functions for the **Planning Division:**
1. Act in the capacity of advisor to the Planning Board.
  2. Investigate, study, report and recommend on all matters relating to land use, zoning, traffic, parking, highways, public facilities, population, community development, subdivisions, parks, playgrounds and other related phases of Town planning.
  3. Revise the Zoning Map as changes are made thereto by Town Ordinance.
  4. Perform all research work which might be assigned by the Manager, Town Council, or Planning Board.
  5. Develop and implement the various elements of the Master Plan and Capital Improvements Plan being used as guides for the development of the Town.
  6. Investigate, study and report on all matters relating to the construction of municipal structures.
  7. Research, review and prepare Zoning Ordinance changes for review by the Planning Board.
  8. Liaison with appropriate state and regional planning entities.
  9. Perform all other related functions as required.

**CHAPTER II - MUNICIPAL DEPARTMENTS (Cont'd)**

**SECTION IV COMMUNITY DEVELOPMENT DEPARTMENT (Cont'd)**

C. The Community Development Director shall perform the following functions for the **Economic Development Division:**

1. Act in the capacity of advisor to the Economic Development Committee and coordinate with the Londonderry Housing and Redevelopment Authority and other regional economic development organizations.
2. Work to broaden Londonderry's economic base and achieve economic stability through steady growth and quality development, while providing a positive local business climate for innovative, progressive companies.
3. Provide assistance to new and/or relocating companies
4. Assist existing businesses in their expansion efforts.
5. Perform all other related functions as required.

D. The Community Development Director shall perform the following functions for the Land Conservation Management Division:

1. Responsible for overall conservation land management
2. Meeting with interested landowners
3. Maintaining record files on properties, site visits to insure compliance with terms of easements and deeds
4. Prepare Baseline Documentation on each property
5. Assist legal counsel and Conservation Commission with securing easements and deeds on conservation properties.
6. Perform other related functions as required.

E. The Community Development Director shall perform the following functions for the GIS Division:

1. Responsible for implementation, programming and management of the Geographical Information System
2. Develop information and reports to assist other town departments, school district, boards and commissions

**SECTION IV                    COMMUNITY DEVELOPMENT DEPARTMENT (Cont'd)**

3.        Perform other related functions as required.
- F.        The Community Development Director shall perform the following functions for the Building/Health/Zoning Division:
1.        Appoint a Senior Building Inspector, who shall also serve as Health Officer and Zoning Enforcement Officer.
  2.        Appoint such other professionals and staff in accordance with Chapter I, Section V.A - Department Staffs.
  3.        The Senior Building Inspector shall perform the following duties:
    - a.        Investigate all complaints relating to nuisances that may be brought to his/her attention. He/she shall serve all notices and orders as necessary, and shall enforce all rules and regulations affecting the health and safety of the public.
    - b.        Investigate and render assistance in reference to private water supply and septic tanks.
    - c.        Investigate all communicable diseases.
    - d.        Investigate all sanitary hazards and enforce sanitary laws.
    - e.        Issue building permits and inspect construction for compliance with Federal, State and local building laws and codes and the zoning regulations.
    - f.        Prepare and maintain records of all permits issued.
    - g.        Prepare and maintain all necessary records required by laws of the State of New Hampshire and the Town Ordinances.
    - h.        Perform all research work which might be assigned by the Director of Planning & Community Development, Planning Board or the Zoning Board of Adjustment.
    - i.        Enforce the Zoning Regulations.
    - j.        Perform all other related functions as required.

**CHAPTER II - MUNICIPAL DEPARTMENTS (Cont'd)**

**SECTION-V PUBLIC WORKS DEPARTMENT**

- A. The **Department of Public Works**, under the supervision of the Public Works Director, appointed in accordance with Chapter I, Section IV.A and shall consist of the divisions of Highways and Bridges; Environmental Services (Sanitary Sewer/Solid Waste) and Engineering. Each division shall consist of such supervisory, technical, clerical and engineering staff appointed in accordance with Chapter I, Section V.A - Department Staffs.
- B. The division of **Highways and Bridges**, under the supervision of the Director, shall perform the following functions:
1. Construct, maintain and repair all roads, streets, bridges and sidewalks, except where specific projects may be let to contractors.
  2. Remove snow and distribute salt and sand on all highways, streets, bridges, sidewalks and other public ways.
  3. Plant, maintain and remove trees and brush on or affecting Town property, either by Town forces or contractual services.
  4. Prepare and maintain all necessary records pertaining to the highways and bridges division.
  5. Install, maintain and repair all street-name signs, traffic control devices and warning signs in the Town.
  6. Paint, when necessary, all parking, crosswalk, street division and direction lines on the Town's streets, except where specific projects may be let to contractors.
  7. Prepare and maintain all necessary records pertaining to street painting and sign placement.
  8. Perform all other related functions as required.

**CHAPTER II - MUNICIPAL DEPARTMENTS (Cont'd)**

**SECTION V PUBLIC WORKS DEPARTMENT (Cont'd)**

- C. The division of **Environmental Services** is under the supervision of the Environmental Engineer, and who shall report to the Public Works Director, shall perform the following functions:
1. Review, approve and inspect public and new private sewer construction proposals.
  2. Plan, design and build the municipal sewer infrastructure.
  3. Repair, maintain and operate the Town's sewer system in accordance with the Sewer Ordinance, State and Federal regulations and intermunicipal agreement, except where specific projects may be let to contractors.
  4. Prepare and maintain all necessary records, drawings, and permits required by State and Federal regulations pertaining to the sewer and sewage disposal facilities.
  5. Administer and enforce the town's Industrial Pretreatment Program in accordance with the Town's National Permit requirements of the Department of Environmental Services. (NPDES)
  6. Apply for State/Federal Grants and Loans
  7. Administer the Sewer billing program
  8. Coordinate the collection and removal of all refuse and recyclables, including organizing a bi-annual Household Hazardous Waste Collection Day.
  9. Prepare and maintain all necessary records pertaining to the refuse/recycling collection, marketing and disposal division.

**CHAPTER II - MUNICIPAL DEPARTMENTS (Cont'd)**

**SECTION V PUBLIC WORKS DEPARTMENT (Cont'd)**

- C. The division of **Environmental Services** (Cont'd)
10. Develop, maintain and care for the Municipal Recycling Drop Off Center and (Do-It Yourself) DIY Used Oil Collection facility.
  11. Maintain and promote the Master Recyclers' Training and Program
  12. Manage, maintain and supervise renewal of Town contracts for collection of refuse and recyclables.
  13. Promote recycling and the solid waste program through education in the schools and businesses
  14. Perform all other related functions as required.
- D. The division of **Engineering** is under the supervision of the Town Engineer, who shall report to the Public Works Director, shall perform the following functions:
1. Investigate, study, report and recommend on all matters relating to land use, zoning, traffic, parking, highways, public facilities, population, community development, subdivisions, parks, playgrounds and other related phases of Town planning.
  2. Review all subdivision/site plans as presented and make recommendations as required to developers and the Planning Board.
  3. Conduct final inspections on subdivisions, including utilities and signs installations, drainage swales, sidewalks and driveways.
  4. Perform all other related functions as required.

**CHAPTER II - MUNICIPAL DEPARTMENTS (Cont'd)**

**SECTION VI PUBLIC SAFETY DEPARTMENTS**

- A. The **Fire and Rescue Department** shall be under the supervision of a Fire Chief appointed in accordance with Chapter I, Section IV.A and shall consist of such other professionals and staff appointed in accordance with Chapter I, Section V.A - Department Staffs.
- B. The **Fire and Rescue Department** shall perform the following functions:
1. Extinguish fires.
  2. Provide rescue services
  3. Provide emergency medical services
  4. Enforce all applicable State laws, administrative rules, and State and local codes.
  5. Hazardous materials incident mitigation.
  6. Prepare and maintain all records as required.
  7. Issue required permits.
  8. Plan and carry out a training program of instruction for all regular and call personnel.
  9. Cooperate with surrounding communities through mutual aid agreements
  10. Provide public education in fire safety and related subjects.
  11. Perform all other related functions as required.

**CHAPTER II - MUNICIPAL DEPARTMENTS (Cont'd)**

**SECTION VI PUBLIC SAFETY DEPARTMENTS (Cont'd)**

- A. The **Police Department**, under the supervision of the Chief of Police, appointed in accordance with Chapter I, Section IV.A who shall exercise the power conferred upon Police Chiefs by the Laws of the State of New Hampshire, and which department shall consist of such officers and staff appointed in accordance with Chapter I, Section V.A - Department Staffs.
- B. The Police Department shall perform the following functions:
1. Enforce the laws and ordinances of the State of New Hampshire and the Town of Londonderry.
  2. Investigate crimes and maintain peace and order.
  3. Protect lives and property
  4. Prosecute all violations of the law within its jurisdiction.
  5. Promote public awareness and education in alcohol, drug abuse, crime prevention, domestic violence prevention and other areas of public concern.
  6. Prepare and maintain all necessary records pertaining to the Police Department.
  7. Enforce the licensing laws and other statutes, ordinances and regulations pertaining to domestic animals.
  8. Perform all other related functions as required.

**CHAPTER II - MUNICIPAL DEPARTMENTS (Cont'd)**

**SECTION VIII - LEACH LIBRARY**

**Library Division** - The Library Division shall consist of the **Librarian** and professional and clerical staff, and shall consist of the subdivisions of Cataloging, Reference, Circulation, Young People and Children. The Librarian and other Library staff shall be nominated and approved by the **Library Trustees** and shall perform the following functions:

- a. Select and procure books, magazines, periodicals and other materials for use by residents.
- b. Catalog, classify and circulate for home use all such material.
- c. Provide a reference service for answering requests for specific information.
- d. Promote the availability of the library material to stimulate a wider general interest in its use.
- e. Promote special reading services for children and young people to aid in the development of desirable reading habits.
- f. Prepare and maintain all records pertaining to the Library Department.
- g. Coordinate with School District for provision of Library Services.
- h. Perform all other related functions as required.

**~~End of Section~~**