

**City of Somerville, Massachusetts  
Job Description**

<b>Position Title:</b>	Construction Liaison & Compliance Manager	<b>Grade Level:</b>	NU10
<b>Department:</b>	Engineering	<b>Date:</b>	1/11/18
<b>Reports to:</b>	Director of Engineering	<b>FLSA Status:</b>	Exempt

**Statement of Duties**

The employee is responsible for providing community engagement and impact mitigation services for public infrastructure improvement projects and private construction activities in the public right of way.

**Essential Functions:**

*The essential functions or duties listed below are intended only as illustrations of the various type 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.*

- Organize project construction progress meetings and weekly right-of-way construction coordination meetings with interdepartmental teams as well as intragovernmental and external partners as requested by the Director of Engineering.
- Monitor adherence of contractors and private utilities to the requirements of the city construction documents and permit conditions with respect to the continuation of city and/or special services such as driveway access, package deliveries, street sweeping, dust control, snow removal, trash/recycling pick-up, handicap access, pick-up/drop off, and other constituent services.
- Administer a database to track constituent and business concerns and comments from initiation to resolution. Assign database alerts for team members to keep them on top of the current issues and design/construction follow-up items. Prepare weekly reports for distribution to the city staff which outlines comments received, status (open/closed/in progress), and resolution or follow up items.
- Prepare project status updates and construction activity notices for internal distribution and assist other city departments in correctly routing constituent calls and emails.
- Provide project information to the Communications and Community Engagement Department and collaborate/assist as needed in the development and distribution of information and updates to the community.
- Coordinate and facilitate Engineering project community meetings with residential communities, abutting businesses, and other special interest citizen groups. Meetings are intended to inform constituents, obtain design input, and develop construction impact mitigation strategies. Such meetings may include planning, preconstruction, construction site visits, neighborhood, tree management, school educational visits, and others.
- Engage constituents to identify and prioritize issues, and coordinate with the Communications Department on the development of strategies for direct and/or on-site communications with residents and businesses as necessary throughout project schedule.
- Inform city staff and contractors of priority response items. Establish trust and open communication between constituents and project team members.
- Prepare technical responses to citizen requests, comments and concerns submitted via 311 Q-Alert system in coordination with Engineering and Communications staff.

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**Supervision Required**

Under general direction, employee plans and prioritizes the majority of work independently, in accordance with standard practices and previous training. Employee is expected to solve most problems of detail or unusual situations by adapting methods or interpreting instructions accordingly. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with supervisor. Work is generally reviewed only for technical adequacy, appropriateness of actions or decisions, and conformance with policy or other requirements; the methods used in arriving at the end result are not usually reviewed in detail.

**Supervisory Responsibility**

Position does not require the regular supervision of employees, but may supervise the work of volunteers or interns.

**Accountability**

The nature of the professional or technical work means that errors in analysis, techniques or recommendations would probably be difficult to detect. Consequences of errors, missed deadlines or poor Judgment could result in excessive costs, delay of service delivery, or legal repercussions to the municipality. Other consequences of errors, missed deadlines or poor judgment may include significant monetary losses, waste of material, damage to buildings, equipment or personal injuries.

**Judgment**

The work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices and precedents which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making. Requires understanding, interpreting and applying federal, state and local regulations.

**Complexity**

The work consists of the practical application of a variety of concepts, practices and specialized techniques relating to a professional or technical field. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using specialized fact finding techniques; or determining the methods to accomplish the work.

**Nature and Purpose of Personal Contacts**

Relationships are constantly with co-workers, the public and with groups and/or individuals who have conflicting opinions or objectives, diverse points of view or differences where skillful negotiating and achieving compromise is required to secure support, concurrence and acceptance or compliance; OR one-on-one relationships with a person who may be under severe stress, where gaining a high degree of persuasion may be required to obtain the desired effect. The employee may represent to the public a functional area of the municipality on matters of

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procedures or policy where perceptiveness is required to analyze circumstances in order to act appropriately.

**Confidentiality**

Employee has access to confidential information at the department level obtained during the performance of the regular duties of the position.

**Recommended Minimum Qualifications**

**Education and Experience:**

Bachelor's Degree and 5 years' with community outreach, communications or public relations; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

**Other Requirements:**

Valid Class D driver's license

**Knowledge, Abilities and Skill**

Knowledge: A working knowledge of construction management.

Ability: Ability to handle problems and emergencies effectively; ability to communicate clearly, both orally and in writing; ability to operate a personal computer; ability to maintain confidential information; ability to maintain, manage, and organize records; ability to deal appropriately with City employees, City officials and members of the general public.

Skill: Strong interpersonal skills; excellent communication skills both oral and written; database administration skills.

**Work Environment**

The work environment involves everyday discomforts typical of offices, with occasional exposure to outside elements. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. Employee may be required to work beyond normal business hours in response to attend evening meetings or complete work assignments.

**Physical and Mental Requirements**

*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 position's essential functions.*

**Physical Skills**

Few physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, and standing. May also be some occasional lifting of objects such as office equipment and computer paper (up to 30 lbs).

**Motor Skills**

Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, operating a telephone, personal computer and/or most other office equipment including word processing, filing and sorting of papers.

**Visual Skills**

Visual demands require constantly reading documents for general understanding and analytical purposes.