



Town of Westford Job Description *Professional*

<u>Position Title:</u> Operations Analyst (Proposed)	<u>Band/ Step/ Hourly Wage:</u> Band 3	<u>Previous Rev Date:</u> N/A
<u>Reports To:</u> Assistant Town Manager – Strategic Operations	<u>Departments:</u> Town Manager	<u>Current Rev Date:</u> January 2026

Union Position: N/A
37.5 hours/week

Position Summary:

Under the general supervision of the Assistant Town Manager - Strategic Operations (ATM-SO), this position provides analytical, administrative, and operational support to the Town Manager's Office. The Analyst works with departments to understand municipal programs and systems, helping identify opportunities to improve efficiency, assess performance, and recommend improvements. Using data analysis, forecasting, and reporting, the position provides evidence-based insights that guide management decisions, identify cost-saving opportunities, streamline processes, and improve service delivery to residents. In addition to core analytical responsibilities, the Analyst supports the ATM-SO in managing the Town's solid waste and recycling programs, including PAYT (Pay-As-You-Throw), and in monitoring and analyzing energy use across municipal and school facilities and fleet operations, translating technical findings into practical operational improvements that benefit the community.

Principal Responsibilities:

Program Analysis & Reporting

1. Performs financial and operational data analyses as needed to support organization-wide process improvements, efficiency initiatives, revenue and expenditure analysis and other related projects.
2. Assists in developing, coordinating, and prioritizing programs and plans necessary to achieve the Town's Strategic Plan objectives while promoting public awareness and engagement.
3. Works with the Town Manager's Office and other departments to develop benchmarks and metrics for tracking performance and progress toward Strategic Plan goals and objectives, and to collect, maintain, and present these measurements in clear and usable formats. Responsible for identifying and applying for grants, working with town staff and other partners to develop project scope, timelines, and budgets, including completing financial, fee-for-service rate, and life-cycle cost analyses.
4. Assists with developing and presenting public outreach and educational materials at community and school events related to the Town's goals and projects.

Solid Waste & Recycling Program Support

5. Supports the ATM-SO efforts with the Town's solid waste and recycling programs, including managing the contracts for collection, disposal and special events. Coordinates Pay-As-You-Throw program, including cart and bag inventories and related tasks.

6. Tracks and reconciles trash collection and disposal invoices, tonnages, and recycled commodities pricing to ensure contract compliance; assists the ATM-SO in assessing liquidated damages for contract non-compliance.
7. Coordinates, in collaboration with the Westford Recycling Commission (WRC) and Town departments, recycling and waste reduction events, including onsite management of events, which may include occasional weekends.
8. Under the direction of the ATM-SO, responds to resident inquiries related to trash and recycling, including receiving and responding to customer complaints and requests for service. Works with contractors to ensure resolution of service-related issues.
9. Working with the WRC and Town departments, to develop, coordinate, and prioritize programs and plans necessary to achieve Town goals related to waste reduction and trash/recycling cost containment.

Energy Management

10. Tracks and analyzes energy usage across town and school facilities and fleet operations; identifies opportunities for energy efficiency, sustainability initiatives, and collaborates with departments to implement those initiatives and report progress.
11. Works closely with the Facilities and Finance Departments to measure performance in meeting benchmarks for energy reduction efficiency improvements at municipal and school buildings. Works with the Facilities Director to help develop multi-year capital plans for building improvements.
12. Reconciles solar net metering credits monthly to ensure credits are applied properly. Closely monitors electricity account balances to ensure there are enough net metering credits to cover new charges. Reallocates net metering credits as needed.
13. Responsible for all Green Communities designation reporting requirements; submits data for Large Building Energy Reporting (LBER).
14. Assists ATM-SO with the Town's electric vehicle charging infrastructure, including applicable expansion and development of EV charging infrastructure on Town properties.
15. Works with staff (and boards and committees as applicable) and energy suppliers to manage Town's Community Electricity Aggregation program (Westford POP).

Other Duties

16. Administers, in collaboration with other departments, Town fleet inventory databases and other asset inventory databases.
17. Coordinates the administrative aspects of Town's liability insurance and risk management program, including developing and maintaining claims tracking database and updating of fleet, building, and equipment schedules annually, or as needed.
18. Works both independently and collaboratively to manage assigned tasks, prioritize workload, and resolve issues; meets deadlines while functioning effectively in a fast-paced, results-oriented environment. Supports and coordinates multiple projects and contractors simultaneously
19. Performs other related duties as required, directed, or as the situation dictates. This position requires attendance and participation in after-hours public meetings, as needed.

Required Experience, Skills, Knowledge and Abilities:

- Ability to communicate effectively and maintain strong working relationships with town departments, community members, town boards and committees, staff, and contractors.
- Strong analytical, organizational, and problem-solving skills.

- Ability to comprehend and apply technical knowledge as it relates to energy uses and conservation; strong analytic and collaboration skills; demonstrated competency in utilizing creative and innovative thinking.
- Highly proficient in Microsoft Excel spreadsheet applications, data management, and statistical interpretation. Ability to convert data from one unit to another. Ensures data accuracy and analyzes results by organizing information and presenting it verbally, in writing, and graphically in clear user-friendly formats.
- Proficient in Microsoft Office suite.
- Possession of a valid driver's license or ability to independently move between work sites as needed.

Education, Training, Special Licensure/Certification Requirements:

Bachelor's degree in Public Administration, Business Administration, Finance, or related field; Master's degree preferred. 1-3 years of experience in municipal government, financial or policy/program analysis, energy efficiency and/or renewable energy markets or related field. Any equivalent combination of education, training, or experience.

Contacts (boards & committees, vendors, general public, etc.):

1. Communicates effectively orally and in writing with Town and School officials, contractors, and the public to represent the Town in a professional manner.
2. Prepares and delivers presentations to boards, committees, and Town Meeting audiences to effectively communicate proposed initiatives.
3. Works with Westford Recycling Commission (WRC) on events and services related to recycling programs, including onsite attendance at certain events.
4. Solicits input from Clean Energy and Sustainability Committee (CEASC) on Westford POP; energy efficiency projects, EV charging, and other initiatives related to identifying and implementing energy cost reduction activities.

Supervisory Responsibility (Include Positions Supervised): Coordinates with contractors, program volunteers, and support staff and provides input on progress and performance.

Responsibility for Operating Budget: NA

Primary Physical Requirements:

*Use **F** for Frequently, **O** for Occasionally, **R** for Rarely, **N** for Never

Primary Physical Requirements

LIFT up to 10 lbs.: F
LIFT 10 to 50 lbs.: O
LIFT over 50 lbs.: O

CARRY up to 10 lbs.: F
CARRY 10 to 50 lbs.: O
CARRY over 50 lbs.: O

DURING AN 8 HOUR DAY, **EMPLOYEE IS REQUIRED TO:**

<u>Consecutive Hours</u>	<u>Total Hours</u>
<u>Sit:</u> 1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8

Other Physical Considerations

Twisting: O
Bending: O
Squatting: O
Kneeling: O
Crouching: O

PUSH/PULL: O

WORK SURFACE(S)

Desktop/Computer Table **F**
 Stationary & Rolling Office Chair **F**
 Carpeted & Linoleum Floored Offices **F**

Stand: 1 2 3 4 5 6 7 8

1 2 3 4 5 6 7 8

Stairs and Elevators **F**

Walk: 0 1 2 3 4 5 6 7 8

1 2 3 4 5 6 7 8

Streets & Sidewalks **F**

Vehicles **F**

Developed & Undeveloped Land **F**

Summary of Occupational Exposures:

The position requires moderate physical effort, including the ability to see, hear, talk, walk, sit, lift, bend, reach, grasp, and perform other routine physical activities. The employee must be able to operate office equipment such as computers, calculators, telephones, printers, copiers, and fax machines, and to view a computer screen for extended periods. Work is primarily performed in a standard office environment that is generally quiet but may involve frequent interruptions and demands from others, requiring the ability to manage multiple tasks under time constraints.

Occasionally, duties may require exposure to variations in temperature, noise, odors, or other environmental conditions during on-site analyses. Physical activities may include balancing, crouching, pulling, carrying, and stooping. The physical demands described are representative of those necessary to perform the essential functions of the job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions. This summary reflects the general nature and level of work associated with this position but is not an exhaustive list of all responsibilities, which may be assigned as needed.

Environment:

Inside: 85%

Outside: 15%

Position Title: Operations Analyst

APPROVALS

<u>Town Manager</u>	<u>Date</u>
<u>Department Head</u>	<u>Date</u>
<u>Union Steward, if applicable</u>	<u>Date</u>
<u>Human Resources Director</u>	<u>Date</u>

Note: The purpose of this job description is to provide an outline of the more significant work elements of the position and to organize and present the information in a standard manner. It is not intended to describe all the elements of the work that may be performed by every individual in this classification, nor should it serve as the sole basis for Human Resource decisions and actions.

The employee's signature below acknowledges receipt and understanding of the above Job Description as a basis of job responsibilities:

Employee Signature

Date_____

Please Print Name