

**CMAC Management & Operations Subcommittee**  
**Meeting of March 24, 2021 – via Zoom**  
**MINUTES – approved**

**Present:** Chris Boland, Jennifer James, Frankie Liu, Kathy Weld; Parks & Rec. Director, Mark Ghiloni, and COA Director, Janet Claypoole.

Kathy opened the meeting at 9:10 a.m. by thanking Mark and Karl for their written answers to questions she had submitted and the subcommittee members for their research and all the information they have compiled for our work. The purpose of the meeting was to draft job descriptions for a community center coordinator and custodial help.

**CC Coordinator:** Working off Mark's draft, the committee discussed various areas of responsibility for this position and details that could be added, including the following:

- Customer service, starting with the front desk/welcome area: Enlist, train, and support volunteer staffing in various ways, including providing an operations manual, protocol for emergencies, etc.; keep track of all visitors to CCC, direct them to their destinations.
- Security: Know who's in the building at all times; explore software potential for this, in addition to manual sign-in. Having cameras at main entrances connected to police department was also discussed.
- On-site work schedule of coordinator: Nine to five, Monday through Friday, or perhaps a Tuesday – Saturday workweek since the CCC is very busy on weekends; or a flexible schedule worked out that leverages custodial or public safety personnel in order to make sure the CCC is staffed at all times when in use.
- Marketing/Communications: While P&R and COA would continue specific marketing of their programs, the coordinator would work with all constituencies to actively promote the facility itself—the potential programs and types of events, as well as the current ones.

The committee also discussed the qualities desired in a coordinator: A team player with the ability to work well with others; a problem solver; a good communicator; someone who is organized, energetic, and enthusiastic.

**Custodian(s):** Kathy will get similar information from Karl, since he was unable to make the meeting.

**Budget:** It was noted that an important part of first year expenses in a new or renovated CCC would be those for new equipment in the new spaces and other similar added costs, which should be planned for.

**Next Steps** (to be completed for the CMAC meeting of 3-31-21):

- Chris will write a coordinator job description based on Mark's written submission, with committee's input added, and including both the duties required and qualities desired.
- Mark will research salary ranges for such a position.
- Kathy will get more information from Karl Warnick on custodial time required to meet CCC needs, as well as general salary ranges, and will send to Frankie, along with other financials.

- Frankie will construct a high level draft operating budget with as many revenues and expenditures as we anticipate or know at this time.

**Flowchart** (submitted by Ford Spalding at last CMAC meeting): Mark explained that it was designed to help people understand the flow of a new or renovated CCC, showing them what they would see upon entering the building and what their options for activities and program spaces are once they have signed in at the welcome desk.

**Final remarks:** It was noted in closing that the coordinator position and the additional custodial help at the CCC are both needed now, whether or not new build or renovation options are approved at the Special Town Meeting planned in June.

**Adjournment:** The meeting was adjourned at 11:00 a.m.

Respectfully submitted,

Kathy Weld