



CMRECC

Central Massachusetts
Regional Emergency
Communication Center

Central Massachusetts Regional 911 District

Support Division Coordinator Job Description

CENTRAL MASSACHUSETTS REGIONAL EMERGENCY COMMUNICATIONS CENTER (CMRECC)

Job Title: Support Division Coordinator

Department: Central Massachusetts Regional Emergency Communications Center

Reports To: Executive Director

Salary Range: \$63,000-\$78,000

FLSA Status: Exempt

Hours: 40 Hours Full-time

GENERAL SUMMARY:

The Support Division Coordinator serves as the senior administrator for all business, financial, and human resource functions of the Central Massachusetts Regional Emergency Communications Center (CMRECC). This role is responsible for payroll administration, employee benefits, personnel compliance, procurement, contract management, accounts payable/receivable, and general administrative support to the Executive Director and governing boards. The Support Division Coordinator ensures compliance with federal, state, and municipal finance laws and supports the operational mission of CMRECC by providing reliable and transparent administrative services.

This position works under the direction of the Executive Director and in collaboration with the Administrative Board to maintain fiscal accountability and oversee support services.

WORK SCHEDULE:

The Support Division Coordinator position is a full-time salaried position with flexible hours to meet financial and administrative deadlines. Occasional evening or weekend work may be required for budget meetings, audits, or board sessions.

ESSENTIAL FUNCTIONS:

- Manage and process all payroll functions, ensuring accuracy and compliance with federal and state regulations.
- Administer employee benefits programs, retirement plans, and leave management.
- Oversee recruitment processes, onboarding, and maintenance of personnel records in compliance with HR laws and collective bargaining agreements.
- Serve as CMRECC's Procurement Officer, ensuring compliance with Massachusetts procurement law (M.G.L. Ch. 30B).

- Draft and issue bid specifications, requests for proposals, and contract documents; evaluate and negotiate vendor contracts.
- Process accounts payable and receivable, reconcile accounts, and ensure timely vendor payments.
- Assist the Executive Director in preparation of the annual operating and capital budgets.
- Monitor expenditures and provide periodic financial reports to the Administrative Board.
- Support grant administration with procurement compliance, invoicing, and reporting.
- Develop, update, and maintain administrative policies and internal control procedures.
- Maintain accurate records for audits, compliance reviews, and public records requests.
- Provide direct administrative support to the Executive Director, Administrative Board, and Operations Board as needed.
- Ensure compliance with Massachusetts Conflict of Interest Law, Open Meeting Law, and all applicable employment laws.
- Perform other duties as assigned by the Executive Director.

SUPERVISORY RESPONSIBILITIES:

- May directly supervise administrative support staff or vendors engaged in payroll, HR, or procurement activities.
- Provides administrative guidance and support to management staff as required.

MINIMUM QUALIFICATIONS

Education & Experience:

- Bachelor's degree in Public Administration, Business Administration, Finance, Human Resources, or related field required; Master's preferred.
- Minimum of five (5) years of progressively responsible administrative or financial management experience, preferably in municipal government or a public safety environment.
- Demonstrated knowledge of payroll systems, HR law, and Massachusetts procurement requirements.
- Experience in budget preparation, financial reporting, and contract management.
- This position requires the ability to be bonded in accordance with Massachusetts law and District financial governance standards. Final appointment is contingent upon meeting bonding eligibility requirements.

CERTIFICATIONS & LICENSURE

Preferred at Time of Hire:

- Massachusetts Certified Public Purchasing Official (MCPPO) or ability to obtain within one (1) year.
- HR, finance, or municipal management certifications desirable.

Additional Requirements:

- Must possess and maintain a valid Massachusetts Driver's License.

- Must successfully complete a comprehensive background investigation.

KNOWLEDGE, SKILLS AND ABILITIES:

- Strong understanding of municipal finance and procurement laws, including M.G.L. Ch. 30B.
- Knowledge of payroll administration, HR compliance, and benefits administration.
- Ability to analyze and monitor budgets, financial reports, and administrative operations.
- Strong organizational skills with attention to detail.
- Excellent written and verbal communication skills for interaction with employees, vendors, and governing boards.
- Ability to maintain confidentiality and manage sensitive personnel and financial information.
- Proficiency with Microsoft Office Suite, HRIS systems, and accounting software.

PHYSICAL REQUIREMENTS:

- Work is primarily performed in an office environment.
- Must be able to speak, read, and write clearly and effectively.
- Must be able to sit, stand, and maintain focus for extended periods.
- May occasionally lift or move items weighing up to 20 pounds.

DISCLAIMER:

This job description is not an employment contract. It serves as a general guide for the role of Support Division Coordinator and may be revised to meet the operational needs of CMRECC.