



Amherst NH Town Government



Administration and Finance

FY25 (July 2024 – June 2025)

Presented September 2023



Vision Statement

Our vision is that our Town government:

- is fiscally sound,
- delivers services fairly and efficiently,
- communicates effectively,
- and is recognized as a model of local governance in the State of New Hampshire.





Mission Statement

Our mission is

- to provide superior service to our residents, businesses, and visitors,
- to fairly administer the ordinances and policies within our areas of responsibility, and
- to provide the transparency in our operations that the public expects.





Administration and Finance Overview

- General Town Government Operations
- Human Resources (including recruitment, retention and training)
- Communications, both internal and external
- Public Assistance/Social Service Agencies
- All aspects of internal and external Financial Services





SWOT: Admin and Finance

- Strength: Financial & Organizational Resilience
- Weaknesses: Position turnovers in next 2 years; Out of date and inconsistent policies
- Opportunities: Grant funding (ARPA, PFAS)
- Threats: Recruitment and retention will impact stability





Single point of failure; Greatest threat to systemic stability

A successful ransomware attack





Employee Retention & Recruitment

- FY 25 (July 24 to June 25)
 - Keep Finance at Full-strength
 - No additional employees
 - Recruit new employees as needed
 - Provide Increased Training Opportunities





Administration Strategy 1: Continuous Improvement of Service Delivery

Goals:

- Improvement in the delivery of services by providing appropriate assistance to each town department
- Provide proper administration of ARPA Grant Funds, PFAS projects and other special projects that may arise

Project: Obligate ARPA funds (Deadline December 24) and properly administer the funds





Administration Strategy 2: Improve Communications and Engagement

Goals:

- Continue to work with BOS on town-wide strategic plan implementation and updates
- Manage, monitor, and update as necessary the town's social media policy

Project: Implement Social Media Policy and improve communications with the public






Administration Strategy 3: Attract and Retain Quality Employees

Goals:

- Provide a safe and welcoming workplace culture
- Provide adequate training opportunities
- Implement and monitor updated personnel policy

Initiative: New Hampshire Retirement System





Finance Strategy 1: Increased Accuracy, Efficiency and Transparency

Goals:

- Boards and Committees, Department Heads, employees and the public are provided with timely and accurate financial reports
- Achieve audits with “no material deficiencies”
- Develop “outward facing” reports on the financial software to increase transparency





Finance Strategy 2: Develop a Sustainable Financial System

Goals:

- Develop clear financial policies
- Develop financial procedures, including checklists where appropriate
- Review the present financial software and determine if it is the best fit for the town

Project: Financial Software Review

Initiative: Implement Electronic Timecards





Summary: Initiatives FY 25 (July 24 – June 25)

- Admin: New Hampshire Retirement System
 - Cost: Approximately \$280,000, if 100% of eligible employees sign up.
- Finance: Electronic Timecards
 - Cost: \$10,000 first year; \$2,500 annually after that.

