

February 1, 2024

Collins Center for Public Management Recruitment  
100 Morrissey Blvd.  
Boston, MA 02125  
[Recruitment.umb@gmail.com](mailto:Recruitment.umb@gmail.com)

Dear Ms. Aicardi:

Please find attached my resume for consideration for the Town Administrator position with the Town of Monterey.

For the last 18 ½ years I have been serving the Town of Monterey, with my role for the last 3 years as the Town Administrator.

My experience with the Town of Monterey has been one of intense learning and growth. During my tenure I have sought, written and been awarded over \$1.7 million in grants for the Town. I have assisted in building a team of hard-working staff that excel in their respective departments. Together we keep Monterey as one of the most financially sound Towns in the Commonwealth and strive to perform in an ethical and professional manner.

Recently I have been involved in various stages of facilitating and implementation of designing a conceptual workforce housing plan on land behind town hall, researching and installing a program to monitor the roads with the goal of reducing overtime. I serve on our IT committee working to address our aging IT infrastructure to ensure that moving forward our data is secure. I am also a part of the Open Space and Recreation Committee where one of our goals is to look at implementing suggestions from of our recently adopted Master Plan.

The fire chief, police chief and I continually look for ways that Monterey may be able to incorporate some form of regionalization. The former Shared Human Resource (HR) Director (a shared position I successfully organized and received a grant for) and I worked together to update a large number of our policies in addition to creating ones we did not have. HR and I worked to update our personnel files and create digital backups of them all. The Treasurer and I have implemented a thorough and timesaving payroll policy and timekeeping system which Thomas Tedford and Shawn Fenn of the Collins Center said was “pretty progressive” for a small town.

My well rounded work history, proven dedication and my extensive familiarity with the Town of Monterey makes me the obvious candidate for the position.

I would appreciate having an opportunity to meet with you to discuss my qualifications and background further.

Respectfully,



Melissa Noe

Melissa A. Noe



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**Skills/Strengths**

Successfully awarded over \$1.7 million in grants  
Excellent organizational skills  
Computer Skills: Microsoft Office, Facebook, Virtual Town Halls and Schools, Quicken, VADAR accounting system  
Learn new things quickly and enjoy expanding my current knowledge base  
Excellent multi-tasker  
Flexible, dependable self-starter  
Notary

**Education**

A.S. Business Software Systems  
Berkshire Community College, Pittsfield, MA  
June 2007

MMPA/UMass Supervisory Leadership Certification

MCPPO Certification

**Experience**

2021-present      Town of Monterey, Monterey, MA      Town Administrator  
Promoted to Town Administrator in March of 2021. In addition to the continued responsibilities of the Administrative Assistant, supervision of the efficient administration of all departments, commissions, boards and staff. Applies for and administers grants

2005-2021      Town of Monterey, Monterey, MA      Administrative Assistant  
Administrative Assistant for the Conservation Commission, Zoning Board of Appeals, Board of Health, Select Board and Building Inspector. Handle all incoming resident inquiries, complaints and comments. Preparation of the annual budget, annual report and town meeting warrants. Prepare meeting minutes for several boards. Procurement of supplies and services. Manage the town insurance. Maintain filing systems, town hall website and effectively and efficiently manage town hall for all town committees, boards and residents. Successfully applied for and received several grants for the town.

2002-2005      Mav-Mail, Inc dba @utoRevenue™, Great Barrington, MA      Office Manager  
Setting up new accounts, maintaining current accounts, payroll, A/R, A/P, Customer Service, Human Resources, managing eNOW revenue generating calls to our customers, managing relationships with our Agents out in the field and helping them with what they need to close/save/maintain a customer. Performing many various tasks assigned by the CEO and VP of Operations. In July of 2004 we acquired a new direct mail company and I assumed some of those duties which include maintaining that database, generating mailing lists and importing and cleansing data from our customers' in house customer management systems in addition to managing a small support staff.

2000-2002      Gilder Publishing, Great Barrington, MA      Customer Service Manager  
Assist subscribers via phone, email and fax with subscription questions and technical issues. Database management, small marketing projects, proofing direct mail pieces and working directly with vendors. Manage customer and vendor relationships. Traveled about 3 - 4 times per year to assist with conferences we sponsored.

**Activities**

I enjoy reading, golfing, camping, cruising, spending time with my family, attending sporting events and concerts. I have more than 7 years experience catering various functions and weddings for several local businesses and more than 15 years experience waitressing for several restaurants throughout Massachusetts and Connecticut.