

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 000110
Grade MI**

MANAGEMENT LEADERSHIP SERVICE MANAGER I

DEFINITION OF CLASS:

A position in this class functions in one of the following three high level management roles: 1) director of a principal, mission-critical office or equivalent organizational unit who reports directly to the County Executive or Chief Administrative Officer; exercises delegated full line management responsibility for human capital and financial resources of the organization; and plans, develops, implements and evaluates policies and work programs; typically characteristic of merit executive directors of principal offices or equivalent entities of the executive branch; **or**, 2) deputy director (or equivalent) of a major department or agency who reports directly to an appointed department/agency head or equivalent; and, exercises delegated, line, operational management responsibility for human capital and financial resources of the entire department/agency or for multiple subordinate organizations comprising a significant component (i.e., over 100 FTEs and \$125 million budget or over 500 employees and multiple mission-critical programs/functions) of an exceedingly large department/agency; typically characteristic of deputy directors (or equivalent) with significant authority and impact regarding the department/agency overall resources, mission, goals, objectives, and/or major policy determinations of the department/agency; **or**, 3) senior expert advisor reporting directly to the County Executive or the Chief Administrative Officer and responsible for providing advice, recommendations, and assistance on matters of major policy development and decision making covering administration of the County government; typically characteristic of senior advisors representing and assisting the Chief Administrative Officer in providing oversight of County Government programs and services.

Positions in this class possess mastery of advanced level management principles and skill combined with mastery of and recognized expertise in a professional or administrative field related to the job (or subject area) in order to: manage and integrate multiple, functionally diverse, and mission-critical organizational units (i.e., multiple divisions) within a moderate to large sized County department/agency; **or** to manage and integrate multiple, large, mission critical organizational units (i.e., multiple sections) within a division of the largest County department/agency; **or**, to provide, directly to the CE/CAO, policy and management advisory services regarding County-wide issues cutting across organizational and functional boundaries. Management focus is on strategic, mission critical planning (multi-year and longer-range) and policymaking with appropriate tactical overview and action in response to major changes in legislation, appropriations, County infrastructure, County mission or matters of comparable level and scope. Policy development and planning responsibilities include determination on own authority or in consultation with appointed officials such matters as overall organizational structure, implementation of new initiatives, allocation of major resources, and resolution of problems in consideration of influences on other inside or outside organizations. Frequent contacts include elected or appointed officials and top echelon managers throughout the County Government and their key staff, influential individuals or organized groups outside the County Government, and high level officials of Federal, State and regional local governments. The purpose of

such contacts is to advance fundamental goals and objectives of one or more major County departments/agencies; and/or to formulate, defend, and reach consensus on major policies or commitment of major resources vital to the effective administration of County programs and services when intense opposition, competing objectives, or comparable issues are at stake.

Work is performed under broad administrative direction of an appointed official with little or no technical guidance and final results are evaluated in terms of effectiveness in establishing broad policy and management directives in critical, mission-related areas. Judgment and decisions are guided by broadly stated legislation, regulations, and/or county policies and practices. An employee in this class reports directly to the County Executive and/or the Chief Administrative Officer and is accountable for providing top echelon management and policy advisory services in the development and implementation of policies and major programs; **or**, reports directly to the County Executive and/or the Chief Administrative Officer and is accountable for directing an organizational unit of high importance to the County; **or**, reports directly to an appointed department head and is accountable, as deputy director (or equivalent), for line management of all fiscal and human resources of an entire department/agency or the fiscal and human resources of a significant portion of the County's largest departments/agencies. The work impacts strategic County business management (policy making, budgeting, staffing and/or resources allocation) of a very large organizational entity (i.e., department/agency or equivalent) and, directly or indirectly, impacts the provision of major, central County services to a large segment of the public.

The criteria for assignment of a position to the MLS is defined in the Personnel Regulations, Section 9-4(j)(1).

KNOWLEDGE, SKILLS AND ABILITIES:

- Extensive knowledge and masterful utilization of the principles, practices, and techniques of management to plan, formulate, analyze, integrate, and implementing broad programmatic and business strategies and policies.
- Extensive knowledge of the principles, practices, methods, and techniques of a subject/technical area germane to the organization managed.
- Extensive knowledge of and ability to apply knowledge of County budget, fiscal, and human resource regulations and requirements.
- Extensive knowledge of long and short range strategic program planning and evaluation techniques and methods, and ability to look to the future with a broad perspective.
- Some positions may require an employee to have in in-depth knowledge of selected Federal, State and County laws and regulations which are germane to the position assignment.
- Ability to cooperate with and fully support the goals and objectives of intra and interagency programs and activities.
- Skill and ability to manage a major department or agency (or equivalent organization), set priorities, anticipate problems, develop contingency plans, and monitor achievement of broad program goals and objectives.
- Skill in interpersonal relations and ability to establish and maintain effective working relationships with other government staff, civic, community and private groups; ability to effectively represent the organization on policy matters and controversial questions; skill in negotiating agreements which accommodate the conflicting interests and viewpoints of numerous groups and organizations.

- Ability to lead, inspire, motivate, evaluate and counsel subordinate supervisory staff and to delegate responsibility to them, as appropriate.
- Ability to communicate clearly, concisely and effectively; listen effectively and share information internally and externally.
- Ability to attend meetings and/or perform assignments at locations outside the office.

MINIMUM QUALIFICATIONS:

Experience: Seven years of progressively responsible professional experience in organizational management or in a field related to the assigned area, four years of which were in a supervisory or executive capacity. *Note: The term “executive” is further defined as a high echelon or high level position in an organization that is assigned technical research, management advisory services responsibilities, or policy-making duties and responsibilities that exert considerable influence on organizational policy, plans, and operations (e.g., County positions at Grade 30 or above).*

Education: Graduation from an accredited college or university with a Master’s Degree.

Equivalency: An equivalent combination of education and experience may be substituted.

Note: Based upon legislative requirements, some positions may be subject to different minimum qualifications.

LICENSE: Possession of a valid Class "C" (or equivalent) driver’s license from the applicant's state of residence when required for job-related duties.

PROBATIONARY PERIOD:

Individuals *appointed* to this class will be required to serve a probationary period of twelve (12) months. Individuals *promoted* to this class will be required to serve a probationary period of six (6) months. During the probationary period, performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL EXAM PROTOCOL: Medical History Review*

*Unless otherwise noted on individual position description.

Class Established: July, 1998
Revised: May, 2002
 May, 2006
 August, 2013
 September, 2014
 March, 2017