

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

**Code No. 000628
Grade 17**

URBAN DISTRICT PUBLIC SERVICE AND MAINTENANCE TEAM SUPERVISOR

DEFINITION OF CLASS:

This is first level supervision of a Clean and Safe Team(s) composed of Public Service Worker IIs and Urban District Public Service Aides providing: (a) urban maintenance functions; and (b) facilitating a secure, welcoming environment in one of the County's Urban Business Districts. Primary contacts include team members on deployment, urban maintenance, and public service tasks, and the general public to answer questions and provide general assistance. Other contacts are with individuals within and outside the immediate organization for the purpose of exchanging and providing information and facts. Employees in this class supervise urban maintenance and public service and assistance functions to many people daily, which may require referral to other individuals/agencies for further resolution.

An employee in this class is responsible for supervising team members that are generally deployed throughout an urban geographic area. Communication is by two-way radio or similar device and/or by periodically making rounds to supervise the work which involves such urban maintenance and public assistance to the public as: sweeping sidewalks with commercial sweepers, emptying trash cans and disposing of solid waste, removing snow with snow plows and by hand, using chain saws to remove damaged tree limbs, planting and maintaining trees, shrubs and flowers, removing graffiti with chemical solvents, providing routine information to visitors and business people, offering buddy escort to and from parked vehicles, and administering first aid. Additionally, the work involves identifying general nuisance situations and emergencies that may require contacting/alerting appropriate County service responders; i.e., police, fire, and emergency medical services. The employee is expected to independently accomplish work assignments and responsibilities by selecting the appropriate methods or procedures to complete the work. The employee handles problems or deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices. The employee provides periodic reports of incidents to the supervisor for review of techniques, methods and approaches for conformity to established requirements. The employee selects and applies the appropriate law, rule, regulation, policy, procedure or method to varying situations or cases encountered in the work. This may involve reference to basic operating procedures, manuals, instructions, policy, and protocols when working in the public domain including responding to subordinate team personnel for guidance on handling situations. The complexity of this class involves providing first-level supervision of subordinates that are dispersed throughout the geographic locations, zones, or routes and interacting with and assisting the general public. This includes supervising activities and patrolling and coordinating urban maintenance and public service street patrols in the assigned urban district. The employee, through training or prior experience, recognizes the meaning of readily apparent differences in ad hoc situations and acts accordingly. Actions to be taken vary according to the incident or source of information such as: a verbal incident report from a team member; personal observation of an incident or personal observation of a subordinate's performance; the basic nature of a problem such as graffiti or a stranded motorist; and the seriousness of an incident and/or other differences of a factual nature. The impact of work in this class contributes to the general public's perception of the urban area as a well-

maintained, safe and welcoming environment. The majority of the work is performed outdoors and presents some discomforts due to exposure to cold, heat, rain, and snow. The employee follows prescribed safety precautions which include protective eyewear, gloves, safety goggles, hard hats, and protective bicycle riding equipment. The work is performed outside during the day and/or evening/night and involves frequent periods of walking, standing, and riding a bicycle.

EXAMPLES OF DUTIES: (Illustrative Only)

- Supervises a distinct team of subordinates deployed throughout an assigned urban area on a shift engaged in urban maintenance and safety functions.
- Performs a full range of first-level supervisory functions; i.e., assigns, monitors and reviews work; enforces work standards; solves ordinary problems; enforces unit policies; makes minor changes to work procedures; prepares work records and reports; and regularly participates in or recommends decisions or actions on a variety of personnel matters including selection, training, performance appraisal, leave approval, counseling of employees, minor disciplinary measures, and adjustment of minor complaints.
- Provides Clean and Safe Team field training to new subordinates.
- Leads and participates in welcoming visitors to the urban area and offers directions and general information about parking, transit, restaurants, shops, and current events.
- Offers “buddy escorts” to and from parked vehicles and other locations throughout the urban district.
- Receives incident reports from subordinate staff, determines the seriousness of the incident, and takes appropriate action as required and/or provides guidance to staff on how to best handle situations.
- Covers designated routes on foot and on bike to provide a visible uniformed presence and increase the public’s sense of security.
- Maintains daily work activity and incident records and prepares standard reports to the supervisor.
- Performs related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the principles, methods and practices involved in providing urban maintenance, service and assistance to the general public.
- Knowledge of and ability to follow and apply standard safety practices, procedures, and instructions such as proper operation of basic power tools, and first aid.
- Ability to acquire and maintain cardio-Pulmonary Resuscitation (CPR) certification.
- Ability to acquire and maintain Automated External Defibrillator (AED) certification.
- Ability to acquire and maintain urban bike patrol training certification.
- Ability to communicate clearly and effectively in English, both orally and in writing.
- Ability to supervise workers dispersed throughout various field locations.

MINIMUM QUALIFICATIONS:

Experience: One (1) year of experience in providing assistance to the public and urban maintenance.

Education: Graduation from high school or High School Certificate of completion recognized in the State of Maryland.

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

LICENSE:

- First Aid, CPR, and AED certification must be obtained during the probationary period.
Note: There will be no substitutions for this section.

PROBATIONARY PERIOD:

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

MEDICAL EXAM PROTOCOL: Core Exam with Drug/Alcohol Screen.

Class Established: March, 2009

Revised: April, 2010

August, 2013

September, 2014