

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

**Code No. 000629  
Grade 16**

**URBAN DISTRICT PUBLIC SERVICE TEAM SUPERVISOR**

**DEFINITION OF CLASS:**

This is first level supervision of a team of Urban District Public Service Aides and/or Public Service Worker II employees providing basic assistance to the general public for the purpose of facilitating a secure, welcoming environment in one of the County's Urban Business Districts. Primary contacts include team members on deployment, public service and supervision issues 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 provide routine and immediate public service and assistance 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 assistance to the public as 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 or alerting appropriate County service responders; i.e., police, fire, and emergency medical services. The employee is expected to independently accomplish work assignments by selecting the appropriate methods or procedures to complete the work. The employee handles problems and 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 encounters in the work. This may involve reference to basic operating procedure manuals, instructions, policy, and protocols when working in the public domain including responding to team subordinate personnel for guidance on handling an incident. 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 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 this class contributes to the general public's perception of the urban area as a safe and welcoming environment. The majority of the work is performed outdoors and presents some discomforts by exposing to cold, heat, rain, and snow. By occasionally patrolling the streets within an urban area on bicycle, foot, or by car, the employee follows prescribed safety precautions which include wearing protective riding

equipment when riding alongside moving vehicles and pedestrians. 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.
- Performs a full range of first-level supervisory functions; 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 to 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 business 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 the situation.
- 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 assistance and service to the general public.
- Knowledge of and ability to follow and apply standard safety practices, procedures, and instructions, such as 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 the assigned area.

**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.

**LICENSES:**

- 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 a Drug/Alcohol Screen.

**Class Established:** March, 2006

**Class Reallocated:** December, 2007

**Revised:** April, 2010

August, 2013

September, 2014