

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

**Code No. 000637
Grade S-3**

PUBLIC SERVICE GUIDE

DEFINITION OF CLASS:

A Public Service Guide provides to visitors and residents directions, assistance, and referral to County/community services; reports public safety concerns to the Police Department, and serves as an additional safety presence in a central business district; and advises businesses of a variety of County code violations impacting the public health and safety. Work is performed under the supervision of a roving supervisor. Employees in this class are normally equipped with a bicycle to cover patrol areas, and portable communications equipment to contact the Police and their supervisor.

There is considerable contact with the public for the purpose of explaining directions, services, and applicable County rules and regulations to follow. Performance of the work involves frequent periods of walking, standing, and riding a bicycle; and exposure to inclement weather. Participation in the service program provides employees public contact work experience, and provides a valuable public service to the community.

EXAMPLES OF DUTIES: (Illustrative Only)

- Visits businesses in order to publicize Public Service Guide presence, ensure a high degree of contact, and explain available County services.
- Refers residents and visitors to government and community services, and provides directions to visitors.
- Monitors patrol areas for possible criminal misconduct, and reports incidents to Police.
- Advises businesses of various County public health and environmental code violations, recommends remedies, and reports those unwilling to comply.
- Participates in classroom/on-the-job educational and training activities to increase knowledge of public safety issues and codes, and public contact communication skills.
- Provides support services for special community functions in an assigned central business district.
- Prepares and submits activity reports to the supervisor.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to understand and follow oral directions spoken in English and to complete work assignments in a timely manner.
- Ability to communicate clearly and effectively in English with the general public, and with special populations such as the disabled, elderly, children, and homeless.
- Ability to establish and maintain effective working relationships with community businesses.
- Ability to perform work which involves frequent periods of riding a bicycle, standing, and walking.

MINIMUM QUALIFICATIONS:

Experience: None.

Education: Completion of 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: None.

PROBATIONARY PERIOD:

Individuals appointed to a position in this class will be required to serve a probationary period of six (6) months, during which time performance will be carefully evaluated. 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: June, 1994

Revised: August, 2009

October, 2009

April, 2010

August, 2013

Medical Protocol section revised.