

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

**Code No. 005312  
Grade 24  
FLSA: E**

**PROPERTY MANAGER II**

**DEFINITION OF CLASS:**

This is supervisory work managing buildings and other facilities for the County, which includes planning for, administering, providing, coordinating, reviewing and in other ways assuring the full range of property management services performed by County employees, contractors or others. Contacts include County managers, supervisors and employees to exchange routine and non-routine information concerning such matters as daily building conditions, office upgrades, housekeeping (including trash and recycling services), first-order maintenance and repairs, and emergencies, including power outages; representatives of non-County facility users for recurring use issues, such as day care centers, or one-time events – community use of public facilities or elections; such private sector contacts as general contractors, task order or job order contractors, on-site contractor employees and suppliers, and utility company representatives regarding utility services, and, less frequently, State or Federal compliance inspectors. An employee in this class provides limited direct service or assistance to the public.

An employee in this class is responsible for such property management services as assurance of working building systems (including heating, cooling, lighting, plumbing and fire suppression), provision of effective housekeeping (including custodial service, trash removal and recycling), grounds maintenance, pest management, maintenance and repair of flooring, ceilings and walls, set-ups, cosmetics and upgrades of office space, and coordination of food service or vending service for a number of diverse and important facilities or a single mega-facility (such as the National Geographic Society/GE Technology Building). There are scheduled and unscheduled property management activities, which range from cyclical maintenance to quick, turn-around repairs. An employee in this class supervises County employees and monitors the work of contractors or other parties, such as commercial property management firms having primary or shared responsibility for management of facilities leased by the County, by planning, scheduling, assigning, coordinating, reviewing or inspecting work and, for County employee subordinates, participating in a full range of personnel decisions. The supervisor makes ongoing assignments in terms of continuing geographic or functional property management responsibilities, financial and human resources available, service emphasis and priorities and similar factors. The employee proceeds in this framework to plan daily and ongoing work effort, independently coordinating, arranging for and overseeing services as well obtaining needed approvals within guidelines and keeping the supervisor informed. Completed work (including continuing services) is expected to be timely, accurate, adequate, and consistent with such guidelines as procurement processes and other administrative requirements, specific contracts, accepted trade practices, maintenance priorities and such other critical requirements as effective customer service. Guidelines, such as

administrative procedures, building codes, contract documents and accepted trade practices apply, but the employee uses judgment and deviates from existing guides to effectively and efficiently address and resolve unique problem situations. The complexity of this work is evidenced by the requirement to manage multiple properties requiring the full range of diverse property management services, working with multiple contracts and serving a wide range of facility users, which altogether require considerable planning, scheduling and problem solving to effectively provide continuing services and assure first-order maintenance. The employee must treat a variety of conventional problems associated with property management, such as tenant complaints, contractor performance, emergency repairs, etc., in conformance with appropriate standards. Work typically ranges from scheduled (cyclical, daily or more frequent) housekeeping activities and electro-mechanical preventive maintenance checks and services through quick responses to daily trouble calls generated by facility tenants or discovered oneself or by others in daily inspections, and by community use of public facilities to management or staging of short- and mid-term renovation and remodeling projects of small to moderate scope or expenditure or such large events as election support. The work directly impacts the safety (such as access, egress, fire suppression, etc.), healthfulness (such as pest management and working restrooms), usability (stable, working building systems) and overall appearance of the properties managed. Work is primarily performed inside County facilities, but the employee is required to occasionally spend periods of time standing, walking, bending and reaching to inspect for needs and work performed or to help oversee office moves or other functions.

#### **EXAMPLES OF DUTIES: (Illustrative Only)**

- Analyzes building system issues, code requirements, facility occupant wants and needs and other factors, supervises subordinate employees and monitors the work of contractors directly, through subordinates or through others to provide continuing services and get maintenance and repair work done within budget, on time, to standard and in a customer service-oriented manner, with continuous emphasis on safety.
- Coordinates with Community Use of Public Facilities and the Board of Elections to logistically support special events and elections through set-ups, take-downs, and other means (such as use of back-up generators).
- Coordinates with others leading in major renovation and remodeling projects (such as elevator upgrades and infrastructure changes) or leads in smaller scale renovation and remodeling projects (such as dividing or merging existing interior spaces), as well as cosmetically-focused projects (such as window dressing and painting treatments), by meeting with facility users concerning their wants and needs or work already approved, estimating costs, identifying phasing, scheduling work to be done, reviewing/inspecting work done and performing related duties. In planning office changes and agency moves, evaluates merits of contractual versus in-house accomplishment.
- Plans, schedules, assigns and evaluates work of subordinate employees providing in-house facilities maintenance services in County-owned/leased facilities. Interviews and recommends selects for vacancies, trains employees and provides for employee development, approves leave, manages and evaluate performance, resolves informal complaints and grievances, initiates disciplinary action and performs related work direction and supervisory personnel functions.
- Administers contracts and oversees the work of contractors tasked with providing cleaning and maintenance services (such as, cleaning, trash removal, recycling, grounds maintenance, carpet

cleaning, pest control and window washing, etc.) in County-owned/leased facilities to ensure effective services and compliance with terms and conditions of contractual agreements; keeps track of liquidated damages (services not provided) to be deducted from payments; validates and approves monthly invoices for payment, and performs related functions.

- As assigned, prepares, maintains, and analyzes financial records for an operating budget for the properties assigned, assembles budgetary data and reports, etc.
- Receives, reviews, and evaluates complaints regarding cleaning and maintenance services in County facilities; determines and initiates appropriate corrective action in coordination with various governmental and commercial agencies.
- Develops bid specifications, evaluates bid proposals and quotations, recommends awards and initiates procurement action for a variety of goods and services (such as custodial services, pest control, refuse collection, grounds maintenance, office upgrades and moves, fire extinguishers, etc.).
- Provides input, from a property management perspective, on new buildings and 'green' building and energy management initiatives and participates in new building commissioning.
- Assures that interior signage and directories are appropriate in County facilities. Maintains property management records of various types.
- Provides coordination, resources, and support services to other Property Managers.
- Serves as standby coordinator for twenty-four (24)-hour emergency maintenance services and weather-related incidents.
- Arranges for services from vendors for infrequent property services; compares prices and selects vendor.
- Reads warranties and general administrative information, writes reports (some of which may require research), and prepares correspondence and other written materials as needed.
- Monitors leases, coordinating to have necessary maintenance completed in leased/owned space and inspecting completed work.
- May coordinate servicing, by others, of a fleet of vehicles.
- Performs related duties as required.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Thorough knowledge of the principles, practices and techniques of property management (concerning such matters as building systems maintenance, housekeeping services, grounds maintenance, etc.) to effectively manage properties; of building codes applying to the building systems of the facilities managed to assure compliance; of hazards common to offices and mixed use or industrial properties to assure that properties managed meet baseline requirements for safe occupancy and use; of contracting (including ability to rapidly acquire knowledge of the County's procurement and task order processes) to assure continuing services, maintenance and repairs by contractors; of work order systems (including ability to rapidly acquire knowledge of the County's work order system) to ensure timely generation of and response to work orders and manage associated records; and of related bodies of information to plan, schedule, coordinate and review property management work.
- Knowledge of human resource management (including ability to rapidly acquire knowledge of County personnel administration processes and procedures) to effectively supervise subordinates; of budgeting and invoicing (including ability to rapidly acquire knowledge of County processes and procedures) to effectively manage fiscal resources; and of other administrative processes and procedures.

- Skill in problem solving to select, organize and logically process relevant information (verbal, numerical and technical) to solve a problem. Examples include skill in planning, scheduling and coordinating work, in reviewing invoices or providing input on energy management initiatives of DGS and in maintaining property management records of various types.
- Skill in written communication to understand written information (including instructions, descriptions and ideas) and to express such information in writing so that others will understand. Examples include using procurement and contracting guidelines, personnel regulations and union contract provisions or reviewing such documents as work orders and work specifications, and reading warranties and general administrative information.
- Skill in verbal communication to understand verbal information (including instructions, descriptions and ideas) and to express such information so that others will understand. Examples include exchanging routine and non-routine information about utility services, maintenance, repairs or capital improvement projects with utility company liaisons, contractors and engineers, or housekeeping, usability and progress or problems on recurring matters or special events with facility users or event sponsors, and keeping subordinates and superiors informed.
- Interpersonal skills to interact effectively with such diverse personal contacts as janitors, semi-skilled/skilled trade workers, engineers, maintenance contractors, suppliers, regulators (such as State compliance inspectors) and facility users in a customer service-oriented, businesslike manner.
- Skill in using a computer for Internet research, to communicate, to plan/schedule/track work, costs and funding types, to word process and to perform related functions.

#### **MINIMUM QUALIFICATIONS:**

**Experience:** Three (3) years of experience in providing a wide range of property management services for a large facility or group of facilities.

**Education:** Graduation from an accredited college or university with a Bachelor's Degree.

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

#### **LICENSE:**

- Possession and maintenance at all times of a valid class "C" (or equivalent) driver's license from the applicant's state of residence if required by the position of assignment.

#### **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.\*

\*If assigned to the Department of General Services - Core Exam with Drug Screen.

\*If assigned to the Department of Transportation - Core Exam with Drug Screen.

\*If assigned to the Department of Recreation - Core Exam with Drug Screen.

**Class Established:** January, 1996

**Revised:** November, 2009

August, 2013

January, 2014

Medical Protocol per OMS Review: November 2022