

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

**Code No. 008019  
Grade 18**

**ALCOHOL BEVERAGE PURCHASING AND ACCOUNT SPECIALIST**

**DEFINITION OF CLASS:**

This is alcoholic beverage purchasing and account specialist work which involves maintaining an adequate inventory of liquor/wine or beer items in the warehouse and researching and obtaining special order liquor and wine items for licensees, County stores and the general public; or which involves acting as an account representative for a stable of licensed establishments to assist them in navigating Montgomery County's control system, advising them on product characteristics and availability; and working as direct liaison with the numerous corporate accounts, sales representatives and others to achieve desired results. Contacts include wineries, distillers, rectifiers, wholesalers and distributors to discuss inventory and orders and to resolve problems; trucking and rail company representatives to discuss shipping arrangements; customs broker to resolve problems with imported merchandise; other Departmental employees to discuss inventory, complaints, promotional items, etc.; and licensees to assist in managing product mandates for corporate accounts, give or to obtain information and avoid or resolve product portfolio-related problems. This work involves limited public service/assistance as incumbents purchase alcoholic beverages which are offered for sale to the public primarily through the retail County stores, restaurants or licensees; but does assist licensees with the management of their portfolios and product availability.

An employee in this class is responsible for purchasing stock and special order liquor, wine or beer items offered for wholesale or retail sale in the County and/or advising licensees with the management of their portfolios. Purchasing liquor, wine and beer items and advising licensees regarding products and their product portfolios involves knowledge of the alcoholic beverage market, County sales records, and inventory on hand in order to forecast demand and assure maintenance of inventory at cost-effective levels as well as product availability in the marketplace, logistics and knowledge of beverage alcohol products. The employee plans and carries out work independently with authority to sign purchase orders and approve or disapprove payment for unordered or damaged merchandise. Completed work is evaluated in terms of the adequacy and cost effectiveness of stock levels maintained in the warehouse and licensee satisfaction with account management. Guidelines include knowledge of beverage alcohol, alcoholic beverage importation, transportation, wholesale purchase and distribution laws and regulations as well as established internal procedures and methods covering the purchase of alcoholic beverages. Methods and procedures may require adaptation and adjustments in order to accommodate market conditions, special orders, cancelled orders, receipt of unordered merchandise, production or distribution problems, overstocked items, and emergency situations (e.g., weather conditions, carrier delays). Decisions concerning what to order and how much to order are made complex by changing market conditions and sales trends, frequent introduction of new beverage items, changing corporate mandates, fluctuating prices, complex shipping arrangements, unanticipated production and distribution delays, size of inventory, number of suppliers, and research needed to fill special orders (e.g., determining proper brand name and manufacturer, legality of sale in the State of Maryland, availability, cost and mode of shipment). An employee's effectiveness has a direct impact on the Department's sale and distribution of alcoholic beverages, as out-of-stock conditions result in loss of sales revenues for the Department and licensees, and licensee dissatisfaction. The work is primarily sedentary, performed in an office environment or

occasionally on the road to call on licensees (only infrequently performed in the warehouse), and presents no significant hazards.

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

- Reviews product sales, market conditions, inventory on hand, planned promotions, outstanding merchandise, special orders, and price quotations in order to forecast demand and make a determination concerning the type and amount of liquor, wine or beer items to be ordered.
- Develops, signs, and submits purchase orders to suppliers.
- Researches new items upon request from licensees, the public and County retail stores, determining proper source, brand name, manufacturers, legality of sale, price quotations, shipping arrangements, and wholesaler/distributor.
- Proactively manages licensees' portfolios, advising licensed establishments on product availability, pricing, substitution and other factors
- Manages corporate mandates for products.
- Resolves problems that arise from product availability, pricing, etc.
- Provides instructions to logistic carriers concerning points of origin, mode of transportation, point of delivery, etc., while insuring compliance with federal, state, and local regulations; consolidates stock and special order items to ensure the most cost-effective and expeditious delivery of items, some of which have a limited shelf-life.
- Reviews open purchase orders, special orders, delisted stock, overage, and receiving records in order to adjust product amounts with suppliers, as necessary to control inventory.
- Resolves problems with suppliers in such areas as replacement of merchandise not in conformance with specifications, cancellation of orders, and expediting orders.
- Maintains, revises, and updates automated filing system of alcoholic beverage items, using various computer software packages; enters new items into file; assigns product number codes; establishes category of product according to class, type, gallonage, freight and other information; deletes unavailable items from the data base file.
- Reviews receiving records from warehouse for accuracy; instructs warehouse personnel in the correction of errors; approves or disapproves payment for unordered merchandise; arranges for manufacturer's pick up of unordered or unsold merchandise.
- Prepares notification of new items or beer promotion reports for inclusion in the monthly newsletter.
- Participates on the listing committee and delists products based upon sales metrics.
- May participate on committees by attending meetings and providing requested information.
- Performs related duties as required.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Considerable knowledge of alcoholic beverage items, brands, availability, manufacturers and market trends.
- Considerable knowledge of purchasing procedures in a warehouse environment which requires maintenance of controlled inventory levels.
- Knowledge of applicable federal, state, and local laws governing wholesale purchase, distribution, importation, and transportation of alcoholic beverages.
- Knowledge of rail and truck/trailer shipping of alcoholic beverage products.
- Ability to analyze data concerning product sales, market trends, planned promotions or specials, inventory on hand, and shipping arrangements in order to forecast demand of liquor, wine and beer items.

- Ability to make adjustments in the purchase, transfer, sale, promotion, receipt or distribution of alcoholic beverage items in order to assure inventory levels according to budget and time constraints.
- Ability to determine the best and most cost effective purchasing strategy for special order alcoholic beverage items based upon analysis of information gathered in research.
- Ability to operate the Department's automated data system in order to access and update files and check orders and invoices.
- Ability to establish effective working relationships with licensees, suppliers and other industry contacts, logistics providers, custom clearing houses, County employees, and the general public.
- Possession of excellent communication skills that promote positive perceptions about the department and allow the development of positive rapport with customers, suppliers and others.
- Possession of skill in time management
- Ability to act patiently with customers who are confused or frustrated navigating the industry and the control system.
- Ability to listen attentively to understand and react quickly to customers' needs
- Possession of persuasion skills, tenacity and a willingness to do what needs to be done to satisfy the customer
- Ability to close with a customer or supplier (being able to end a conversation with confirmed satisfaction).
- Ability to attend meetings or perform other assignments at locations outside the office.

**MINIMUM QUALIFICATIONS:**

**Experience:** Three (3) years of experience purchasing, ordering, managing or merchandising liquor, wine, beer products or other merchandise within a large scale operation and/or managing or assisting with customer accounts.

**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 or promoted to 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:** Medical History Review.

**Class Established:** September, 1990  
**Classification Study:** June, 1995 (M)  
 April, 2010  
 August, 2013  
 October, 2014  
 January, 2015  
 July, 2015

**Formerly Titled:** "Alcoholic Beverage Purchasing Agent"