

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

**Code No. 000111
Grade M2
FLSA: E**

MANAGEMENT LEADERSHIP SERVICE MANAGER II

DEFINITION OF CLASS:

A position in this class functions as the director of an organizational unit of a major department/agency; delegated full line management responsibility for planning, development, and implementation of broad, operational, mission-related departmental/agency programs, functions, and/or services having critical impact on the accomplishment of departmental/agency goals and objectives; organizational unit managed represents a moderate to large workforce comprised of managers, supervisors, and/or individual contributors; allocation of resources is determined from among multiple, competing needs of diverse programs, functions, and services within the sub-units of the organizational unit managed; budgeted resources are balanced with the mission and objectives of the organization managed; policy determinations and operational decisions of major scope and impact are made in conjunction with the department director. This class typically applies to division chiefs reporting directly to an appointed department director/deputy director; or, to a select few section chiefs reporting to a deputy director or an equivalent level in the County's largest departments. Also included in this class are a select few positions functioning as senior level staff person to a department head or higher with responsibility for providing analysis, advice, recommendations, and assistance to and a representational function for the elected or appointed officials to whom they report on matters of policy development and decision making covering one or more major technical programs related to areas of County-wide significance.

Work requires mastery of managerial principles and skill combined with advanced knowledge in a professional or administrative field related to the job (or subject area) in order to either 1) manage one or more organizational units (generally comprising a division) with at least one subordinate unit comprising a major mission-critical, operational program, function, or service of a department or agency; **or**, 2) provide management advisory services to a department head or higher level in major technical, program-related areas of County-wide significance. Management focus is on strategic (annual/multi-year) planning and tactical (day-to-day) actions with emphasis on strategic business management (policy making, budgeting, staffing, resources allocation). Work involves resolution of very complex and sensitive problems referred by the department director and/or subordinate supervisors or staff and potentially resulting in significant and fundamental changes to the organization. Substantial input and influence on policy is provided. Contacts include elected or appointed officials of the County government and more frequent contact with their staff as well as representatives and key staff of influential special interest groups, local community and business officials, and Federal, State, and regional local government managers regarding matters relevant to the programs and services managed. The purpose of such contacts is to represent higher management and/or the organizational unit(s) managed in presenting, justifying, defending, gaining compliance, obtaining or committing resources, and resolving issues of considerable consequence to the organizational unit(s).

Work is performed independently under general administrative supervision from an appointed official or a top echelon manager and final results are evaluated for effectiveness in establishing policies and

achieving goals and objectives integral to department/agency level mission and purpose. Judgments and decisions are guided by broad guidelines within the context of regulations, legislation, and/or County policies and practices. An employee in this class reports directly to an appointed department/agency head, an appointed official below the department/agency head level, or a deputy director (or deputy director equivalent). At this level, the employee is accountable for either 1) managing and controlling resources of a major organizational entity comprising one or more major, mission-critical, operational programs, functions, and/or services spanning significant organizational breadth within a department/agency; **or**, 2) providing analytical and advisory services regarding major, complex, mission-critical operational programs and/or policy issues. The work impacts the management of considerable fiscal and/or human resources or the provision of high-level policy advisory services that are essential to accomplishment of major, mission-essential services and operations of a department and, directly or indirectly, impact the provision of county-wide services to the public.

The criteria for assignment of a position to the MLS is defined in the Personnel Regulations, Section 94(j)(1).

KNOWLEDGE, SKILLS AND ABILITIES:

- Extensive knowledge of the principles, practices and techniques of planning, formulating, analyzing and implementing management and programmatic policies and strategies appropriate to organize and manage a major organizational unit.
- Extensive knowledge of current trends and issues affecting the program area of assignment.
- Extensive knowledge of and ability to apply knowledge of budget and financial control or human resource management.
- Some positions may require extensive knowledge of procurement, contract development and administration and other administrative functions.
- Some positions may require an employee to have in-depth knowledge of selected Federal, State and County laws and regulations which are germane to the position assignment.
- Ability to design, implement, monitor and modify programs, methods, operating procedures, and/or regulations; to develop and present options and alternatives; and, to develop innovative solutions to difficult problems related to area of assignment.
- Ability to prepare or direct the preparation of complex reports and studies, the analysis and interpretation of independent research and findings, and the review and analysis of proposed legislation and County policies.
- Ability to manage a moderate to large organization and supervise the work of employees engaged in the performance of professional, administrative, or labor/trades work related to area of assignment.
- Ability to strategically plan, direct, and administer diverse operations of the assigned organizational unit(s).
- Ability to delegate work appropriately in order to achieve desired results in an efficient manner.
- Ability to communicate effectively orally and in writing, including the presentation of complex and/or technical information to lay audiences.
- Ability to establish and maintain effective working relationships with departmental administrators and managers, senior program management staff, representatives of public and private sector agencies, business and community groups and organizations.
- Ability to attend meetings and perform work assignments at locations outside the office.

MINIMUM QUALIFICATIONS:

Experience: Seven years of progressively responsible professional experience in a field related to the assigned area, three years of which were in a supervisory or executive capacity.

Note: The term “executive” is further defined as a high echelon or high level position in an organization that is assigned technical research, management advisory services responsibilities, or policy-making duties and responsibilities that exerts considerable influence on organizational policy, plans, and operations through technical research, management advisory services, and/or policy-making duties and responsibilities (e.g., County positions at Grade 30 or above).

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

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

Note: Based upon legislative requirements, some positions may be subject to different minimum qualifications.

LICENSE: Possession of a valid Class "C" (or equivalent) driver’s license from the applicant's state of residence when required for job-related duties.

PROBATIONARY PERIOD: Individuals *appointed* to this class will be required to serve a probationary period of twelve (12) months. Individuals *promoted* to this class will be required to serve a probationary period of six (6) months. During the probationary period, 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.* Positions assigned to Fire and Rescue require Medical History Review with Drug/Alcohol Screen.*Unless otherwise noted on individual position description for a position assigned to this class.

Class Established: July, 1998

Revised: May, 2002

May, 2006

August, 2013

September, 2014

March, 2017

Revised (Medical Protocol): February 2022