

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

**Code No. 000112
Grade M3**

MANAGEMENT LEADERSHIP SERVICE MANAGER III

DEFINITION OF CLASS:

Positions in the class direct the operations and multiple resources of a small to moderately large organizational unit within a department/agency; unit staff is comprised of supervisors and/or individual contributors performing technical, administrative, professional, or labor/trades work; significant input is provided to the next level manager on necessary resources to accomplish goals and objectives of the assigned organizational unit; substantive input is provided to upper-level management on major policy issues and decisions; operational decisions and policy determinations are made independently within the unit on issues of lower impact or scope. This level of manager typically applies to unit chiefs reporting to a Manager II or above.

Thorough knowledge of a professional or administrative field related to the job (or subject area) is required in order to manage multiple resources of an organization within a department or agency. Management focus is on tactical (day-to-day or month-to-month) actions and decisions with some consideration of longer-range strategic implications. Work involves resolution of complex operational problems that are potential barriers to improved services, production, business practices, and team work throughout the organization directed. Contacts include managers, supervisors, and staff of work units at all levels within the department/agency to which assigned and in those other County departments/agencies and/or local area jurisdictions that interact with the organizational unit managed. Additional contacts are maintained with operating level managers and staff of local businesses, representatives and staff of local community groups, and/or mid-level managers and staff of Federal or State government. The purpose of such contacts is to coordinate and expedite work efforts; explain, implement, and or evaluate programs, functions and services of the organization managed; and resolve problems of immediate consequence to the organizational unit.

Work is performed under the general supervision of a higher echelon manager and final results of work efforts are evaluated for effectiveness in achieving goals and objectives of the unit managed and for effectiveness in facilitating the achievement of department/agency level mission and purpose. Judgments and decisions are guided by general policies; broadly outlined and complex regulations; and past decisions, experiences, and practices relating to the programs, functions, and services of the unit managed. An employee in this class reports directly to a higher echelon departmental/agency manager and is accountable for managing/controlling one or more substantial programs, services, and/or functions that are key to facilitating the accomplishment of the department/agency mission. The work impacts the management of human and/or fiscal resources that provide important services and operations within a department and have measurable impact on the actions taken and decisions made by others to accomplish broad department/agency functions and missions.

The criteria for assignment of a position to the MLS is defined in the Personnel Regulations, Section 9-4(j)(1). The Manager III class requires supervision of at least 2 full-time employees, or the equivalent of

2 full-time employees in accordance with Personnel Regulations, Section 9-4(j)(1)(A)(ii).

KNOWLEDGE, SKILLS AND ABILITIES:

- Thorough knowledge of principles, practices, requirements, systems, procedures and methods appropriate to the subject area represented within the organization managed.
- Thorough knowledge of the principles and practices of contract administration, budget and financial management, and human resources management.
- 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 analyze, interpret, and apply the laws, regulations, policies and procedures pertinent to the organizational unit(s) managed.
- Ability to plan, direct and supervise the work of subordinate supervisory, professional, administrative, and/or labor/trades personnel.
- Ability to strategically plan, organize, coordinate, and administer the operations of one or more organizational units.
- Ability to make decisions and solve administrative and operational problems arising in the organizational unit managed.
- Ability to control large scale critical assignments through program/project planning techniques.
- Skill in oral and written communication to multiple audiences and organizations in varying situations sufficient to develop defenses of and justifications for recommended courses of action; and, to gain compliance, cooperation, work integration, and/or understanding outside of immediate organization.
- Ability to establish and maintain effective working relationships with officials, managers, employees and the public. Influencing or persuading external audience may be significant.
- Ability to attend meetings and perform work assignments at locations outside the office.

MINIMUM QUALIFICATIONS:

Experience: Five (5) years of progressively responsible professional experience in a field related to the assigned area.

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 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).

Class Established: July, 2001

Revised: May, 2002

May, 2006

August, 2013

August, 2014

Revised: Medical Protocol per OMS Review: February, 2022