

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

**Code No. 000630
Grade 10**

URBAN DISTRICT PUBLIC SERVICE AIDE

DEFINITION OF CLASS:

This is public service work providing assistance in creating a secure, welcoming environment in the County's Urban Business Districts. The employees in this class serve as goodwill ambassadors, information sources and positive welcoming advocates. Contacts include interaction with visitors and business people for the purpose of providing routine, specified information. Immediate assistance is provided to many people daily.

Employees in this class provide a visible, uniformed, and welcoming presence on the sidewalks of an Urban Business District and offer aide by providing routine information to visitors and business people and/or offering buddy escort to and from parked vehicles. The information provided is limited and specific, i.e., date, time, location of local events and coming attractions; directions to business, shopping, entertainment locations; location of parking/transit services. Employees perform recurring and repetitive assignments (i.e., welcoming visitors, giving directions, providing escort) under the close supervision of a field supervisor who is available to provide specific instructions and regular contact throughout the shift to monitor progress and assure acceptable work. Any situations not specifically covered by detailed instructions are referred to the supervisor. Set procedures and processes in the form of written and oral guidelines are well-established and must be strictly adhered to (i.e., location of events, businesses, and parking lots/garages in the urban district; designated areas to be covered on foot or by bicycle; buddy escort procedures, etc.). The employees respond immediately to routine and repetitive requests for information, directions or escort assistance; refer to supervisor via two-way-radio for guidance on other types of situations. The purpose of the work is to assist in creating a safe and welcoming environment as part of the "clean and safe" program within an Urban Business District of the County. Work is primarily performed outside and involves frequent periods of walking, standing, and riding a bicycle. Work involves evening and holiday shifts.

EXAMPLES OF DUTIES: (Illustrative Only)

- Welcomes visitors and offers directions to and general information about parking, transit, restaurants, shops, and current events.
- Offers "buddy escorts" to and from parked vehicles and other locations throughout the urban business district.
- Transmits safety issues referred by urban district business representatives and tenants to the immediate supervisor.
- Covers designated routes on foot and on bike to provide a visible uniformed presence and increase the public's sense of security.
- Performs parking lot checks during major events to help with traffic control.
- Advises supervisor of observed safety conditions or any out of the ordinary situations (i.e., broken street lights, trash buildup, and street disturbances) that need attention; directly contacts Police (i.e., 911) only in obvious emergency.

- Participates in classroom/on-the-job educational and training activities to increase knowledge of clean and safe program operations and to improve public contact communication skills.
- Provides support services (i.e., distribute flyers and publicity posters) for special community functions in an assigned urban business district.
- Prepares and submits activity reports to the supervisor.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to understand and follow routine and basic oral and written directions in English, and to complete work assignments in a timely manner.
- Ability to communicate clearly and effectively in English with the general public and community businesses.
- Ability to maintain effective working relationships with community businesses.
- Ability to perform work which involves frequent periods of riding a bicycle, standing, and walking.
- Ability to work day and evening shifts, weekends and holidays

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.

Physical Ability: Ability to occasionally lift, push and/or pull materials and/or equipment weighting up to fifty pounds.

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.

Class Established: September, 2003

Revised: April, 2010

August, 2013

November, 2015

December, 2015