

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

**Class Code: 004071
Grade: 22
FLSA: Non-exempt**

TRANSPORTATION CONTRACT COMPLIANCE INSPECTOR II

DEFINITION OF SERIES:

This is program management support work. An employee of this classification performs inspection and compliance work and manages the delivery of multiple maintenance and service programs and related CIP projects for County transportation facilities and rights-of-way.

DISTINGUISHING CHARACTERISTICS:

This is journey-level work providing support to multiple maintenance and service programs, as well as related Capital Improvement Projects (CIP) for County transportation facilities and rights of way. The classification is distinguished from the Transportation Contract Compliance Inspector I by more complex assignments including contract administration and technical oversight of broader transportation programs and projects. The duties assigned to this classification require independent judgement and the ability to resolve complex operational issues, often requiring adaptation to evolving procedures and technologies.

MAJOR DUTIES:

An employee in this class provides program management support, including work planning, scope development, contractor procurement, meeting facilitation, financial tracking and forecasting, expenditure monitoring, and project closeout. Responsibilities also include inspecting contract work for quality and compliance, troubleshooting service and equipment issues, coordinating emergency responses, offering technical advice, analyzing costs, preparing reports and presentations, engaging with stakeholders, and using discretion to resolve problems and manage programs. Employees in this classification utilize a variety of operational technologies, including digital monitoring systems, camera platforms, building automation, and energy management solutions. They are required to learn and use multiple digital platforms for system monitoring, troubleshooting, and documentation.

EXAMPLES OF DUTIES: (Illustrative Only)

- Administers multiple service contracts, acting as a liaison between contractors and the department; receives and resolves complaints; advises on contract development and change orders.
- Interprets and recommends changes to contract language and internal procedures; contributes to process improvements and technology adoption.
- Inspects contractor services on a recurring or special basis to ensure compliance with specifications and standards.
- Drafts and evaluates Requests for Proposal; prepares contract documents and specifications; maintains electronic project files using a variety of software applications.
- Collects, maintains, and analyzes records and data to develop contract specifications and report on contractor performance.
- Investigates and resolves complaints and damage claims from citizens and business owners related to contractor services.

- Reviews contractor invoices and recommends payment or corrective action; tracks expenditures and provides contract information for budget projections.
- Provides input on budget preparation by reporting cost changes and anticipated budget impacts, which informs operational and project-level budget planning.
- Plans and facilitates program and project meetings; supports CIP projects from scope development through close-out.
- Collects and analyzes data on service frequency, cost trends, and failure rates; prepares charts, graphs, and projections; presents findings to leadership.
- Responds to emergencies (elevator entrapments, storm damage, vandalism) requiring immediate decisions and coordinates with contractors and field staff regarding work to be done.
- Advises on technical issues across multiple trades, including elevators, plumbing, electrical, HVAC, structural, fire suppression, and landscaping.
- Prepares narrative reports and regular status updates with photos, budget forecasts, and regulatory notifications.
- Provides input in the development of workflows and procedures for efficient project execution.
- Performs related duties as required.

SUPERVISORY CONTROLS:

Employees of this classification operate with a high degree of autonomy. They independently manage the day-to-day aspects of assigned programs and plan and carry out all steps needed to complete assignments. This includes organizing their work, coordinating with other departments, resolving operational issues, adjusting procedures, and making decisions regarding program activities based on experienced judgement. The supervisor relies on employees to keep them informed of critical developments and provides assistance for major unusual problems.

SUPERVISION EXERCISED: Employees in this classification do not supervise other positions.

GUIDELINES:

Guidelines, in the form of contract specifications for the work of contractors, County codes and regulations, department/division/section/unit policies and procedures, and generally-accepted work practices and norms, are normally available but are not completely applicable to the work. Employees often address maintenance emergencies and repair scenarios in which established protocols are lacking, requiring them to make immediate decisions. Employees must use experienced judgement in interpreting and adapting procedures. They regularly must adjust or deviate from procedures, escalating major or complex issues that exceed their discretion to their supervisor.

COMPLEXITY:

Employees of this classification independently support a variety of major programs. Responsibilities span both routine and emergency maintenance program support tasks, contract management, and support for Capital Improvement Projects. This role requires frequent analysis and assessment of nonstandard matters, often with incomplete or conflicting information. Employees of this classification frequently must coordinate resources to respond to urgent or emergency situations. Employees must respond to frequent changes in program requirements, field conditions, and regulatory standards. They analyze and weigh multiple factors, devise new approaches, and select alternatives to resolve issues and ensure program

objectives are met. Conventional analysis only partially solves many of the problems encountered, necessitating variations in approach and the use of considerable judgment and planning.

SCOPE AND EFFECT:

The scope of the work involves providing high-level program management support of assigned programs and managing and monitoring contracts of moderate scope, expenditure, and effect. The work of the incumbent has a significant impact on the safety, functionality, and compliance of County transportation facilities and assets.

CONTACTS:

Contacts are typically with contractors as well as internal staff for the purpose of ensuring contract compliance, resolving operational issues, and coordinating program support activities. Employees lead project meetings, coordinate with stakeholders, and provide updates to supervisors. They oversee emergency responses, requiring communication with county security, emergency services, and the public.

PUBLIC SERVICE /ASSISTANCE:

Direct service or assistance to the public is incidental to the primary purpose of the work.

HAZARDS:

Hazards such as traffic and moving equipment or machines are encountered occasionally. Employees occasionally encounter icy or inclement weather in the course of routine inspection duties or during emergency responses. The work is frequently done in public transportation facilities, such as parking garages, parking lots, and bus depots, to which the general public has open, unrestricted access.

WORK ENVIRONMENT:

The work environment varies and includes duties performed outdoors, involving frequent exposure to all weather conditions, as well as noise, dust, and grease, as well as work in an office environment.

PHYSICAL DEMANDS:

The work requires light physical effort such as prolonged periods of standing; bending, crouching and stooping; light lifting; and, for some positions, extensive driving.

MINIMUM QUALIFICATIONS:**Education:**

Graduation from an accredited college or university with a bachelor's degree in business administration, public administration, construction management, or related field.

Experience: Two (2) years of experience performing program or project management, contract administration, or Capital Improvement Project support work.

Substitution: None

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

Knowledge, Skills, and Abilities:

Thorough Knowledge of:

- Methods and techniques of transportation infrastructure maintenance (for facilities or rights-of-way as pertinent to the position of assignment) such as processes, procedures, equipment and materials used in facility cleaning (wash-downs and degreasing), painting, door repair, elevator maintenance, landscaping, tree planting/trimming/removal, street sweeping, mowing, snow removal and storm damage repair (as pertinent to the position of assignment).
- Inspection techniques as they pertain to transportation infrastructure maintenance, and skill in use of the tools used to assess needs, to inspect work to ensure that contractor performance adhere to requirements, and to perform related functions.
- Applicable regulations such as the accessibility provisions of the ADA, County/department/division/section/unit policies and procedures and pertinent programmatic and contract provisions.
- Principles, practices, and techniques of program management.

Skill In:

- Contract administration, project management, and public sector procurement.
- Using computer and automated office technology including office, enterprise, productivity, and specialty software and systems
- Reading and interpreting contract documents, facilities plans, and specifications.
- Problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to resolve issues. Examples include using checklists and applying various inspection techniques/tools to detect compliance/non-compliance with contract requirements and generally accepted work practices, coordinating with utility companies and other parties regarding new shelters or electrification, and assessing sites for various needs.
- Evaluating the effectiveness of the contract services.
- Oral communication to understand verbal information (including instructions, descriptions, and ideas), and to express such information verbally to others so they will understand.
- Written communication sufficient to interpret written materials (including instructions, descriptions, and ideas) and to clearly convey such information in writing for others' understanding. Examples include reading and understanding contract provisions and completing records of inspections.
- Interacting with others in a businesslike, customer service-oriented manner; skill in dealing tactfully.
- Working as a team member to provide excellent customer service.

Ability to:

- Assess and analyze complex situations involving numerous variables and develop effective resolutions.
- Independently learn and adapt to new and evolving operational technology.
- Read and interpret basic blueprint documents to resolve complaints and provide sound recommendations.
- Use hand measuring, noise, and temperature devices to prepare analytical and statistical assessments for program support.
- Identify and mitigate occupational safety hazards.

- Exert physical effort including, but not limited to, some extended periods of standing and walking, along with recurring bending, stooping, reaching, etc., and prolonged periods of driving under various weather and traffic conditions.
- Work in a somewhat unpleasant or potentially hazardous environment such as around cleaning compounds and slip/trip hazards and nearby moving traffic or energized equipment.

Licenses, Registrations, Certifications, or Special Requirements: Possession and maintenance at all times of a valid Class "C" (or equivalent) driver's license from the applicant's state of residence.

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

BARGAINING STATUS: Positions assigned to this class are normally in the Office, Professional, and Technical (OPT) bargaining unit.

MEDICAL PROTOCOL: Core Exam

PROMOTION POTENTIAL: There is no predetermined vertical career ladder.

CLASS SPECIFICATION HISTORY:

Class Established: February 2017

Classification Study: March 2026