

# **CITY OF ROCKVILLE ENGINEERING TECHNICIAN-1**

## **CHARACTERISTICS OF CLASS:**

The Engineering Technician-1 performs responsible semi-skilled work in support of upper level Engineering Technicians and Engineers. The position requires regular contact with others within Public Works and periodic contact with other departments. The physical demands are moderate requiring some lifting of heavy weight materials and some work must be done in unfavorable weather conditions. The incumbent works under general instructions with supervision of progress and results.

## **EXPECTATIONS OF ALL CITY EMPLOYEES:**

Learn and demonstrate an understanding of City, department, division and team goals.

Serve and meet the needs of customers during routine or emergency situations.

Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.

Ability to assess his/her work performance or the work performance of the team.

Plan and organize his/her work, time and resources, and if applicable that of subordinates.

Contribute to the development of others and/or the working unit or overall organization.

Produce desired work outcomes including quality, quantity and timeliness.

Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.

Understand and value differences in employees and value input from others.

Consistently report to work and work assignments prepared and on schedule.

Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

## **EXAMPLES OF DUTIES:**

Observes and monitors construction of public works improvements such as water and sewer mains, storm drain pipe installation, concrete curb and gutter work, asphalt paving, landscaping, sediment control and storm water management facilities.

Records observations in the form of daily reports.

Maintains file information, including organizing files in chronological or alphabetical order.

Runs, prints and copies information.

Assists with field measurement of distances.

Assists with survey work such as clearing brush, driving wooden stakes into the ground, holding leveling rod, cleaning and maintaining survey equipment.

Prepares simple drawings and maps.

Performs simple math calculations.

Assists with traffic surveys and related data collection.

Enters data into computers for reports and maintenance of computer files.

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ENGINEERING TECHNICIAN-1  
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**MINIMUM REQUIREMENTS:**

**Training and Experience**

Must possess a High School Diploma or equivalency and an appropriate driver's license valid in the State of Maryland.

**Preferred Knowledge, Skills and Abilities**

Knowledge of and ability to apply high school mathematics.  
Knowledge of surveying and construction equipment and terms.  
Ability to do light typing, word processing, and data entry.  
Ability to understand and carry out oral and written instructions.  
Ability to independently perform field investigations and inspections.  
Ability to establish and maintain effective working relationships.  
Ability to communicate effectively both orally and in writing.

Revised: 9/04

## **CITY OF ROCKVILLE GOLF COURSE TECHNICIAN**

### **CHARACTERISTICS OF CLASS:**

The Golf Course Technician performs standard semi-killed work involving the daily maintenance of the City's Redgate Golf Course. The work requires regular contacts with the Department, and the general public supplying and seeking information related to the golf course operations. The work requires moderate physical effort, occasionally working with heavy materials under good conditions with exposure to the elements. Incumbent's work under general instruction, established routines and/or standardized practices and procedures with supervision of progress and results with meaningful impact on course conditions and operations.

### **EXPECTATIONS OF ALL CITY EMPLOYEES:**

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

### **EXAMPLES OF DUTIES:**

Mows, trims, manicures and otherwise maintains greens, tees, fairways, rough and all other areas at the course using a variety of general and specialized equipment.

Provides routine maintenance on a variety of equipment including blade sharpening, height adjustment, reel and bed spur grinding, oil changing, lubrication, greasing, tune-ups, cleaning and painting, etc.

Changes water cooler water, cups and supplies and rotates tee marker positions on a daily basis.

Removes leaves, sticks, trash etc.; trims trees, replaces existing posts, ropes and other traffic control devices.

Rakes, edges, installs drains and fills sand traps with sand as required.

Fertilizes and waters greens, tees, fairways, rough, flowerbeds and other areas.

Core aerates and hydrojects greens as required and as appropriate.

Prepares lay outs and plants flowerbeds.

Performs other duties as required.

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GOLF COURSE TECHNICIAN  
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**QUALIFICATIONS:**

**Required Training and Experience:**

Completion of high school or a high school equivalency certification (G.E.D.). Must be at least 18 years of age and have two years of experience in general greens maintenance and equipment operations. Must possess an appropriate driver's license valid in the State of Maryland.

**Preferred Knowledge, Skills and Abilities:**

Knowledge of proper golf course and grounds maintenance.

Knowledge of general construction and labor tools, equipment and practices.

Knowledge of proper safety precautions necessary for the execution of manual labor around and working with power tools and grounds and mechanical equipment.

Knowledge of the principles and practices of operating and servicing trucks, grounds maintenance, other equipment.

Ability to understand and follow oral and written instructions.

Ability to learn tasks quickly and to work under minimum supervision.

Ability to operate mowing equipment, tractors and dump trucks in a safe and effective manner.

Ability to do manual labor and possess sufficient physical strength to do so in a safe manner.

Revised: 9/04

# CITY OF ROCKVILLE

## INSPECTION AIDE

Grade 10

### **CHARACTERISTICS OF CLASS:**

The Inspection Aide performs responsible semi-skilled work in support of the Contract Management Division. The position requires regular contact with others within Public Works and periodic contact with other departments and the general public. The physical demands are moderate requiring some lifting of heavy weight materials and some work must be done in unfavorable weather conditions. The incumbent works under general instructions with supervision of progress and results.

### **EXPECTATIONS OF ALL CITY EMPLOYEES:**

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

### **EXAMPLES OF DUTIES:**

- Observes and monitors construction of public works improvements such as water and sewer mains, storm drain pipe installation, concrete curb and gutter work, asphalt paving, landscaping, sediment control and storm water management facilities.
- Records observations accurately, giving detailed information in the form of daily reports.
- Maintains file information, including organizing files in chronological or alphabetical order.
- Assists with field measurement of distances.
- Assists with survey work such as clearing brush, driving wooden stakes into the ground, holding leveling rod, cleaning and maintaining survey equipment.
- Performs simple math calculations.

- Enters data into computers for reports, maintains of computer files, and does general information research for web based data and information.

**MINIMUM REQUIREMENTS:**

**Training and Experience**

Must possess a High School Diploma or GED and a valid Maryland (or other State) driver's license, appropriate to duties assigned.

**Preferred Knowledge, Skills and Abilities**

Knowledge of and ability to apply high school mathematics.

Knowledge of surveying and construction equipment and terms.

Ability to utilize a computer to conduct general Internet research, perform word-processing and creation of spreadsheets.

Ability to understand and carry out oral and written instructions.

Ability to independently perform field investigations and inspections.

Ability to establish and maintain effective working relationships.

Ability to communicate effectively both orally and in writing.

FLSA Status: Non-exempt

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4/09

Formerly titled Engineering Technician - 1

**CITY OF ROCKVILLE  
METER SERVICE TECHNICIAN**

**CHARACTERISTICS OF CLASS:**

The Meter Service Technician performs intermediate field clerical and skilled work in the reading, servicing, and repairing of water meters. Work involves responsibility for the accurate reading and recording of water consumption for billing purposes and making sure that meters are functioning properly according to specifications. Incumbent is also responsible for handling delinquent billing and customer complaints.

**EXPECTATIONS OF ALL CITY EMPLOYEES:**

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.

Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

**EXAMPLES OF DUTIES:**

- Reads residential and commercial water meters and records readings and makes special readings as requested.
- Checks to see that meters are functioning properly and determines consistency in readings; notes and reports any malfunctions discovered and replaces or repairs meters.
- Explains readings to customers; delivers termination notices and accepts payment if proffered; cuts water on and off as ordered.
- Disassembles, inspects, cleans, replaces parts, repairs, assembles, and tests several sizes and brands of water meters.
- Sets meters in preinstalled yokes and boxes and removes meters as ordered; locates buried meters; bails out meter pits which are filled with water.
- Operates gas powered water pump, hand water pump, water meter test bench and meter dip needle.
- Maintains water meter inventory and supplemental files as necessary.
- Performs other related duties as assigned.
- Responsible for the accurate reading of meters as scheduled.
- Responsible for establishing and maintaining a good working relationship with coworkers and the general public contacted in the normal course of work.

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METER SERVICE TECHNICIAN  
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Responsible for possessing the necessary technical and communication skills to collect money or terminate service.

Responsible for meter installations and repairs.

**MINIMUM REQUIREMENTS:**

**Training and Experience:**

Any combination of training and experience substantially equivalent to graduation from high school, and some laboring experience with a public utility. Possession of an appropriate driver's license valid in the State of Maryland.

**Preferred Knowledge, Skills and Abilities:**

Working knowledge of the geography, street locations and numbering system of the City and of water system.

Working knowledge of the methods, materials, tools and equipment used in the installation and repair of water systems.

Skill in the use of small hand tools and in the repair and adjustment of small mechanisms.

Ability to make simple arithmetical calculations rapidly and accurately and to write legibly.

Ability to operate a light truck safely.

Ability to operate a gas powered water pump, hand water pump, water meter test bench, and water dip needle.

Ability to establish and maintain effective working relationships with utility office personnel and to deal tactfully with utility customers while under difficult and contentious circumstances.

Ability to walk considerable distances under varying weather conditions.

Revised: 9/04

**CITY OF ROCKVILLE  
SECOND ASSISTANT GOLF PROFESSIONAL**

**CHARACTERISTICS OF CLASS:**

The Second Assistant Golf Professional uses specialized physical, social and administrative support skill in performing routine to complicated tasks assisting in the day to day operation and management of the City's Redgate Golf Course. The incumbent must handle a variety of assignments independently and has regular contacts within the Department and with the general public supplying and seeking information on the operations activities. The physical work is usually light in nature under good conditions. The work is performed under general policy direction, practices and procedures covered by precedents and general supervisory review. The incumbent assists with the supervision of marshals, starters, greeters, cart and other staff.

**EXPECTATIONS OF ALL CITY EMPLOYEES:**

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

**EXAMPLES OF DUTIES:**

- Sells green fees, annual golf course passes, golf equipment, etc.
- Rents golf clubs, range balls, etc.
- Works golf tournaments and outings.
- Oversees driving range and golf cart-rental activities.
- Opens and closes the golf course.
- Assists in ensuring appropriate application of the rules of the game, tournament format and management, USGA handicap computer programs and the use of golf equipment.
- Answers questions from customers on course rules and USGA rules of play.
- Maintains constant contact with all marshals, starters and greeters and gives advice and direction as needed.
- Directs golf course tournament activities making sure of correct player assignments and starting times.
- Makes rule decisions in the absence of the head Golf Pro and the First Assistant Golf Pro.

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SECOND ASSISTANT GOLF PROFESSIONAL  
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Informs players in person of any restrictions for golf course use of golf carts for the day.  
Provides golf instruction in the form of clinics and private lessons.  
Stays abreast of PGA rules, regulations, guidelines, etc.  
Performs other duties as required.

**QUALIFICATIONS:**

**Required Training and Experience:**

Any combination of training and experience substantially equivalent to graduation from high school and one year's experience assisting in or performing golf course administration. Graduation from an accredited college with coursework in Business Administration or related field is preferred. Must have passed or be able to pass PGA Playing Ability Test, within one year of employment. Must then participate in a PGA Apprentice Program. Must possess a driver's license valid in the State of Maryland.

**Desired Knowledge, Skills and Abilities:**

Knowledgeable in types of golf clubs and all golf equipment.  
Knowledgeable of the rules of the game of golf.  
Skill in effectively dealing with people.  
Skill in sales and rental of equipment and services.  
Ability to manage golf tournaments and outings.  
Ability to teach the game of golf.

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**CITY OF ROCKVILLE  
SECRETARY I**

**CHARACTERISTICS OF CLASS:**

The Secretary I performs intermediate clerical and secretarial tasks in support of various divisions and individuals within the City with moderate consequences. The work requires a reactive approach supplying and seeking information on specialized matters related to the division/department. The work has limited physical demands and the working conditions are good with little stress. The incumbent's work is directed following prescribed or well established procedures. Work involving the departure from an established routine is given closer supervision.

**EXPECTATIONS OF ALL CITY EMPLOYEES:**

Learn and demonstrate an understanding of City, department, division and team goals.

Serve and meet the needs of customers during routine or emergency situations.

Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.

Ability to assess his/her work performance or the work performance of the team.

Plan and organize his/her work, time and resources, and if applicable that of subordinates.

Contribute to the development of others and/or the working unit or overall organization.

Produce desired work outcomes including quality, quantity and timeliness.

Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.

Understand and value differences in employees and value input from others.

Consistently report to work and work assignments prepared and on schedule.

Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

**EXAMPLES OF DUTIES**

Serves as information source providing answers about division/department or City services to citizens by telephone and in person.

Types and compiles a variety of correspondence, reports, forms, etc. from notes, written and verbal instructions and written procedures using word and data processing systems.

Performs filing duties including file information searches.

Prepares outgoing correspondence for mailing and distribution including making all necessary copies.

Establishes, maintains and updates computer records.

Answers telephone, arranges appointments, takes calls, and answers inquiries.

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SECRETARY I  
PAGE TWO**

Prepares requisitions for purchase of supplies and equipment.  
Takes and makes reservations for facilities; notifies appropriate authorities.  
Notifies appropriate authorities of malfunctioning equipment.  
Sorts and distributes incoming mail.  
Prepares bulletin board and information packets.  
Instructs lower classified employees as assigned.  
Performs all tasks in a safe manner.  
Provides office support as necessary.  
Ensures confidentiality of records and correspondence.  
Performs other duties and tasks as directed.

**QUALIFICATIONS:**

**Required Training and Experience:**

Any combination of training and experience equivalent to graduation from high school, including or supplemented by courses in typing and clerical skills or basic business courses. From 1-2 years of secretarial experience preferred. Must have word processing and data processing skills appropriate to the specific position.

**Preferred Knowledge, Skills and Abilities:**

Knowledge of secretarial/clerical skills and basic office procedures.  
Knowledge of vocabulary, writing, spelling and communication skills.  
Knowledge of departmental programs, services and procedures.  
May require skill in secretarial duties including word processing and data processing equipment.  
Ability to follow both written and verbal instructions.  
Ability to deal with the public and other employees courteously and tactfully and to convey concise and accurate explanations of policies, procedures and requirements.  
Ability to carry out continuing assignments requiring organizational skills.  
Ability to establish and maintain effective working relationships with other employees, department heads, and the general public.

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