

**CITY OF ROCKVILLE
ACCOUNTS PAYABLE ASSISTANT I**

CHARACTERISTICS OF CLASS:

The Account Payable Assistant I performs intermediate clerical work involving all aspects of the Accounts Payable Division's preparation and maintenance of vendor records and payments. The work requires a reactive approach seeking and supplying information on specialized accounts payable matters. The position requires limited to light physical demands with good working conditions involving minimal stress. The incumbent is responsible for detailed accuracy processing and inputting vendor information to produce weekly check runs necessary to pay City invoices with meaningful impact. Direction is given by the Accounts Payable Assistant II with general supervisory review from the Financial Systems Manager.

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.

EXAMPLE OF DUTIES:

Performs necessary duties including typing and filing, utilizing word processing and data processing equipment.

Collects data, prepares and maintains information for purchase agreements, RCD's and invoices.

Processes invoices, purchase orders, and codes and enters information into the on-line accounting system.

Researches all vendor information and relays this information to vendors, City employees or auditors.

Balances and reconciles monthly invoice statements and processes utility bills.

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ACCOUNTS PAYABLE ASSISTANT I
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Prepares paperwork necessary for check distribution.
Prepares journal vouchers for inventory control for accounts.
Balances vendor payments with City inventories.
Prepares City Health, Dental and Life Insurance Invoices.
Tracks City travel advances and receipts as to comply with Federal regulations.
Gathers source material for preparation of reports and memorandums.
Reviews and edits reports for discrepancies concerning payables processing.
Performs related duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from high school supplemented by courses in accounting and two years experience in accounting or related field, preferably in accounts payable.

Preferred Knowledge, Skills and Abilities:

Ability to make rapid and accurate calculations.
Ability to make independent judgments.
Ability to understand and follow written and verbal instructions in timely fashion.
Ability to carry out, with limited supervision, continuing assignments requiring organization, continuing assignments requiring organizational skills.
Ability to deal with vendors, co-workers, and other department personnel in a professional manner.
Ability to operate a Data Entry terminal, 10 Key Calculator, Decollating machine, Forms Burster, Check signer, Microfiche reader/printer and other related equipment.
Ability to acquire considerable knowledge of the City's policies concerning the regulation regarding accounts payable.
Ability to use Excel and Word.

Revised 9/04

**CITY OF ROCKVILLE
AQUATIC FACILITIES OPERATOR**

CHARACTERISTICS OF CLASS:

The Aquatic Facilities Operator is responsible for intermediate semi-skilled work involved in the general maintenance of the Municipal Swim Center grounds and facility. The work requires regular contact with other employees within the Aquatics Division and periodic contact with the general public. The physical demands are moderate working occasionally with heavy materials and the working conditions are good. All work is subject to general direction covered by precedents and general supervisory review with meaningful impact on the Swim Center operation. Night and weekend work is required.

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:

Supervision of Swim Center operations and staff.

Perform staff in-service training sessions.

Maintains cleanliness of facility including locker rooms, rest rooms, lobby, offices, and exercise rooms.

Performs minor repairs and preventative maintenance which includes changing shower valves, replacing air filters, lubricating exercise equipment, changing lights/ballast, and other minor repairs as they arise.

Maintains Swim Center lawns and planted areas.

Prepares outdoor pools for summer operation.

Recognizes and remedies problems with pool filtration and chlorination systems.

Maintains pool chemical levels.

Performs rescue operations as needed and administers first aid.

Interviews prospective lifeguards and slide attendants and makes hiring recommendations.

Performs other duties as required.

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AQUATICS FACILITIES OPERATOR
PAGE TWO**

REQUIREMENTS:

Minimum Training and Experience:

Any combination of training and experience substantially equivalent to a High School Diploma and one year custodial or aquatic experience which affords a familiarity with facilities/grounds maintenance and minor repair is required. Must be able to obtain a Montgomery County Pool Operator's License and Red Cross or equivalent Lifeguarding, CPR and First Aid Certificates within one year of employment.

Preferred Knowledge, Skills and Abilities:

Knowledge of general grounds maintenance, tools, equipment and practices.

Knowledge of swimming pool operation including safety practice and procedures.

Knowledge of general facilities maintenance including preventative maintenance.

Ability to perform routine cleaning operations without close supervision.

Ability to develop the necessary knowledge to obtain a Montgomery County Pool Operator's license, and Lifeguarding, CPR and First Aid Certificates.

Ability to understand and follow oral and written instructions.

Ability to establish and maintain effective working relationships with other employees and the general public contacted in the course of work.

Revised 3/08

**CITY OF ROCKVILLE
FLEET CLERK**

CHARACTERISTICS OF CLASS:

The Fleet Clerk performs intermediate clerical and administrative work for the Motor Vehicle Maintenance Division of the Department of Public Works. The work requires a reactive approach involving regular contacts within the Department and other departments, outside agencies, and vendors supplying or seeking information related to fleet maintenance. The work is light in nature under good conditions involving some mental effort and stress. The work is subject to general supervisory review and has meaningful impact on services. The incumbent is expected to exercise judgement and resolve problems independently.

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:

Reconciles fuel daily, monitors physical inventories, orders fuel, maintains all fuel operation records, prepares monthly State fuel tax schedules, and quarterly County fuel tax schedule;

Processes and maintains all vehicle tag and title work including making necessary trips to the State Department of Motor Vehicles offices located in Glen Burnie and Gaithersburg, Maryland;

Maintains repair estimates files for reference to City's insurance company.

Maintains pool records and keys inventory;

Maintains vehicle and handheld 2-way radio inventory;

Coordinates the disposal of City vehicles and equipment;

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FLEET CLERK
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Updates and maintains data records entered into the Fleet Management System;
Maintains bid documents, agendas, and specifications;
Assists the Shop Supervisor with parts and service acquisitions;
Prepares, checks, and processes payments to vendors for parts and services;
Researches parts and service cost and availability;
Maintains all insurance claims data;
Makes arrangements for local and out-of-town training, seminars, and conferences for senior personnel;
Receives inquiries from employees, outside agencies, or vendors and supplies information;
Prepares and maintains staff time and leave records;
Performs other necessary clerical and administrative duties including record keeping, filing, typing correspondence, data entry; reviews and edits documents for discrepancies or incompleteness;
Performs other duties as may be required.

REQUIREMENTS:

Minimum Training and Experience:

Any combination of training and experience equivalent to graduation from high School and three years of administrative support, accounts payable, and/or fleet clerical operations experience. Must be computer literate and proficient in Windows 95, Microsoft Word, Excel, Access and PowerPoint. Possession of an appropriate driver's license valid in the State of Maryland.

Preferred Knowledge, Skills and Abilities:

Knowledge of, or ability to rapidly acquire knowledge of municipal fleet operations, City government purchasing procedures, State vehicle tag and title procedures and State fuel tax filing procedures.

Knowledge of methods, principles and techniques associated with clerical duties including research, data collection, and report preparation.

Knowledge of, and advanced skill in the use office equipment.

Skill in proper telephone etiquette and effective oral and written communications.

Ability to use multi-data based computer system, networking systems, and fleet oriented software.

Ability to carry out, with limited or no supervision, continuing assignments requiring clerical and organizational skills.

Ability to establish and maintain effective working relationships with City employees, representatives of various government agencies, and private organizations, and the general public.

Revised: 9/04

**CITY OF ROCKVILLE
GOLF EQUIPMENT MECHANIC/OPERATOR**

SUMMARY OF POSITION:

The Golf Equipment Mechanic/Operator performs intermediate skilled work, equipment operation and mechanical work. This position will be in charge of maintaining in proper mechanical condition the equipment used to maintain the golf course but will also be responsible for performing related work as required.

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.

TYPICAL TASKS: (Example Only)

Responsible for the proper care, preventive maintenance and repair of the following types of golf course maintenance equipment; triplex greens mowers, cushman trucksters, power spraying equipment, self-contained reel type mowers, pull behind reel mowers, tractors, rotary mowers, edger's, drill presser, grinders and other maintenance, shop and hand tools common to golf course maintenance.

Regularly operates a dump truck, pick-up truck, and tractor or front end loader.

Operates riding mowers to cut greens, tees, fairways and roughs.

Performs other tasks and duties as required.

RESPONSIBILITIES:

Responsible for providing appropriate preventive maintenance and repair of a wide variety of golf course equipment.

Responsible for the safe and efficient operation of grounds maintenance and turf equipment.

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GOLF EQUIPMENT MECHANIC
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DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES:

Considerable knowledge of the operational capacities and maintenance of a wide variety of turf and mechanical equipment.

Ability to make decisions recognizing established precedent and practices and to make resourcefulness in meeting new problems.

Some knowledge of the standard practices used in golf course maintenance.

QUALIFICATIONS:

Any combination of education and experience substantially equivalent to graduation from high school and a minimum of two years experience operating and maintaining grounds maintenance equipment with specialized experience with golf course equipment very desirable. Possession of an appropriate driver's license valid in the State of Maryland.

Revised: 9/04

**CITY OF ROCKVILLE
MAINTENANCE COMMUNICATIONS OPERATOR**

CHARACTERISTICS OF CLASS:

The Maintenance Communications Operator performs intermediate clerical and administrative work involved in answering and appropriately responding to telephone and radio calls to ensure the flow of communications necessary to support the City's maintenance and operations functions. The work requires a reactive approach responding to the telephone and radio calls. The work has limited physical demands and can be stressful due to the high volume of communications during the course of the day. The incumbent's work is subject to general policy direction, practices and procedures with general supervisory review by the Operations Maintenance Superintendent. The daily actions of the incumbent have direct consequences on service delivery to the Rockville citizens.

EXAMPLES OF DUTIES:

Receives both non-emergency and emergency calls for Public Works, Parks and other departments for maintenance and service requests, repair service, information and complaints.

Prioritizes all calls and uses past experience, policies, and independent decision making in handling all calls.

Contacts appropriate personnel to respond as needed.

Relays/Dispatches pertinent information to appropriate personnel/work crews regarding various job sites to ensure excellent customer service and public safety.

Utilizes the Route Manager Software electronically tracking refuse pick-ups and complaints.

Logs all complaints reported from refuse crews to enable refuse staff to assist customers in a timely manner.

Receives calls from the public on problems relating to Public Works, Parks and other City departments and ensures all calls are handled appropriately. Answers telephones, prepares service requests and provides information.

Tracks all Public Works vehicles/crews.

Provides communication service during emergencies such as snow storms, severe rain storms, etc.

Reports defects or malfunctions and makes requests for repairs to communications equipment or public Utilities (Pepco, WSSC, Cable TV, etc.)

Maintains all logs and records concerning dispatches, all incoming calls, and communications from field vehicles.

Reads maps to determine locations of work sites.

Retrieves Public Works and Parks employee "Call-In Line" reporting to supervisors any personnel who have requested leave for the day.

Compiles and faxes daily Duty List to Police Dispatcher to ensure the proper crew is contacted in any after hour emergencies.

Maintains and operates video surveillance equipment to ensure security for the maintenance facility.

Performs other duties as required.

MAINTENANCE COMMUNICATIONS OPERATOR

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QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from high school and some experience affording a familiarity with communications equipment and procedures. Experience with data processing and word processing is preferred.

Preferred Knowledge, Skills and Abilities:

Knowledge of proper radio procedures.

Knowledge of refuse routes, refuse trucks, Rockville City streets, City water, sewer and parks systems.

Knowledge of the organization, functions, powers, procedures and policies of the City, particularly in the Department of Public Works.

Knowledge of other governmental agencies in the area and of their functions, methods of operation, and of their relationship to the City.

Skill in communicating using a radio communication system.

Ability to use data entry and word processing computer programs.

Ability to understand and carry out oral and written instructions.

Ability to deal courteously, tactfully and calmly with individuals who make a wide variety of requests, complaints and inquiries (often being of an emergency nature) and to distinguish between true emergencies and routine service requests.

Ability to provide information and to convey explanations of various ordinances, regulations and procedures concisely, accurately and tactfully.

Revised: June 2001

**CITY OF ROCKVILLE
PAYROLL ASSISTANT – 1**

CHARACTERISTICS OF CLASS:

The Payroll Assistant-1 performs intermediate and occasionally difficult clerical work involved in all aspects of the payroll division. The work requires a reactive approach, supplying and seeking information to ensure accurate payroll production and occasionally requires outside contacts and explaining specialized matters to employees. The position requires limited to light physical demands. The working conditions are good with some stress involved as a result of payroll driven deadlines. The incumbent is responsible for detailed accuracy in the maintenance of all City employee files, in an automated and manual environment, necessary for bi-weekly check productions with meaningful impact. Direction is given by the Payroll Assistant –11 with general supervisory review from the Financial Systems Manager.

EXPECTATIONS OF ALL CITY EMPLOYEES:

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

Serve and meet the needs of customers.

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:

Performs necessary duties including typing and filing utilizing word processing and data processing equipment.

Participates in payroll task schedule.

Processes all file maintenance information such as new hires, terminations and any other changes to an existing employee's file.

Processes and prepares salary and employment verifications.

Processes unemployment claims.

Processes open enrollment forms.

**CITY OF ROCKVILLE
PAYROLL ASSISTANT I
PAGE –TWO**

Prepares savings bond requests and disbursements on related software.
Calculates gross and net as well as pay adjustments due to official pay actions and certain miscellaneous and mandatory deductions.
Processes incoming tax levies, wage garnishments and court ordered deductions.
Updates payroll ledgers.
Sets up court deductions according to court orders.
Processes timesheets, checks output related to time entry and makes corrections.
Signs, decollates, stuffs, and assembles checks for distribution.
Prepares wire transfers for credit union, retirement and state retirement.
Prepares all deductions for disbursement to be processed in the accounting system such as federal, FICA, Medicare, state taxes, court, tax levies, and garnishments.
Receives and routes calls.
Identifies and reports potential problems to the Payroll Assistant – 11.
Processes payroll information in an automated payroll environment.
Prepares automated payroll reports using the system's report writer.
Performs related duties as required.

MINIMUM REQUIREMENTS:

Training and Experience:

Any Combination of training and experience substantially equivalent to graduation from high school supplemented by courses in accounting and two years experience in the accounting field, preferably in payroll production.

Knowledge, Skills and Abilities:

Ability to make rapid and accurate calculations.
Ability to make independent judgments.
Ability to calculate manual checks using tax tables.
Ability to understand and follow written and verbal instructions in a timely fashion.
Ability to work and learn quickly in an automated payroll environment.
Ability to deal with clients, co-workers and other department personnel in a professional manner.
Ability to operate a Data Entry Terminal, 10-key Calculator, Decollating machine, Forms Burster, Check Signer, Microfiche Reader/Printer and other related equipment.
Ability to acquire considerable knowledge of City personnel policies and regulations regarding payroll preparation.
Ability to understand Federal and local regulations concerning all aspects of the payroll environment.

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PAYROLL ASSISTANT I
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Ability to use word processing software.

Thorough knowledge of modern office procedures and practices.

Ability to carry out, with limited supervision, continuing assignments requiring organizational skills.

Revised: 9/04

**CITY OF ROCKVILLE
PHOTO ENFORCEMENT ANALYST**

CHARACTERISTICS OF CLASS:

The Photo Enforcement Analyst performs responsible clerical and administrative duties in the evaluation and approval of automated traffic citations. The work requires contacts within the Police Department and other City departments, outside agencies and the general public both supplying and seeking information related to the work. The physical demands are light and the working conditions are good. The work is subject to general instructions and established routines with supervision of progress and review of results; and, is supportive of the red light camera and photo speed monitoring citation programs.

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:

- Reviews computer images supplied by the contractors of red light traffic citations and photo speed monitoring citations.
- Confirms red light violations and camera speed violations and determines whether the images meet the standard for the issuance of a citation.
- Travels to and from remote ticket approval sites and County court facilities.
- Maintains records related to red light traffic and photo speed violations.
- Prepares case records to ensure all information is organized for use in court if necessary.
- Prepares and provides court testimony regarding identified violations.
- Places and checks equipment out in the field.

**CITY OF ROCKVILLE
PHOTO ENFORCEMENT ANALYST
PAGE TWO**

Responds verbally and in writing to citizens and agency inquiries related to the red light camera and photo speed citation programs.

Accesses motor vehicle records through a computerized system for violator identification.

Provides documentation and information to the supervisor and the contractor regarding any problems or concerns.

Presents information at court hearings as required.

Performs other duties as required.

QUALIFICATIONS

Required Training and Experience:

Candidates must possess the minimum of a high school education and some experience in a position, which demonstrates analytical and customer service skills. Experience operating computer systems is preferred. Possession of an appropriate driver's license valid in the State of Maryland. Must secure and maintain Maryland Inter-Agency Law Enforcement System and National Crime Information Center certification within a reasonable time as determined by the City.

Preferred Knowledge, Skills and Abilities:

Knowledge of applicable Maryland State traffic laws.

Knowledge of appropriate case preparation policies and court rules as they apply to testimony and the introduction of evidence.

Knowledge of applicable laws and procedures regarding the use and dissemination of motor vehicle information.

Knowledge of and ability to operate computer systems.

Skill in verbal and written communication.

Skill in good customer relations.

Ability to appear in court as required and effectively testify.

Ability to analyze and interpret information and reach sound conclusions.

Ability to handle and resolve problems with tact, resourcefulness and good judgment.

Revised: 4/06

**CITY OF ROCKVILLE
PUBLIC INFORMATION ASSISTANT/
PBX OPERATOR**

CHARACTERISTICS OF CLASS:

The Public Information Assistant/PBX Operator performs intermediate skilled clerical and responsible administrative and technical work involving the answering and directing of inquiries made by the public, both in person and by telephone, and the maintenance of the City's telephone system. The work requires regular contact with various City departments, outside agencies, and the public supplying information on City matters. The work is usually performed at the City Hall Information Counter involving light physical demands and the work can be somewhat disagreeable due to the confinement to one area and occasional stress involved in the maintenance of the phone system. The work is subject to general policy direction, practices and procedures covered by precedents and general supervisory review. The incumbent provides technical support to others with moderate consequences.

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:

- Provides information on City government and the Community; giving directions, providing answers about City services and programs, and making referrals to non-City agencies.
- Screens incoming calls and visitors, answering questions and rerouting when appropriate.
- Performs clerical duties for the Public Information and Graphics Division staff including the maintenance of information materials at the information counter, proofreading, preparation of Welcome to Rockville packets, mail sorting, light typing, sorting, stuffing, labeling and mailing newsletters etc.
- Schedules City meeting rooms, use and maintenance of audio/visual equipment and updates the lobby and atrium bulletin boards.
- Assists in setting up meetings, receptions etc. as directed by the Public Information Officer.

**PUBLIC INFORMATION ASSISTANT
PBX OPERATOR
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Assists staff in resolving questions and problems concerning the telephone system.
Distributes overnight messages received over the main menu voice mail system.
Operates telecommunications device for the hearing impaired (TTD), voice mail and other system features.
Performs day to day telephone system maintenance, including entering moves, additions and changes to individual telephones.
Resolves operating problems; reports and coordinates physical repairs and more advanced technical problem corrections.
Maintains the system daily through the telephone system's personal computer.
Maintains current information on employee telephone numbers, new employee telephone assignments and related changes. Maintains records of all employee and special numbers, modems, pay phones, car phones, TTD, and pagers including emergency notification listing.
Analyzes long distance bills and customer service records for accuracy and misuse and notifies City accountants when discrepancies are found.
Coordinates with Bell Atlantic to connect/disconnect seasonal payphones.
Analyzes cost trends for budget for maintenance and regular and long distance service.
Prepares cost figures for departmental budgets charged separately for telephone services.
Monitors use of AT & T Language line, checks billing for accuracy.
Updates telephone listings for all local directory services and correct Bell Atlantic information (411) service as needed.
Trains new and continuing employees on telephone operation with features.
Provides specialized training for TTD, language line, and voice mail.
Assists employees with periodic telephone needs such as conference calls, group messaging, and programmed messaging.
Performs related duties as may be required.

MINIMUM REQUIREMENTS:

Training and Experience:

Any combination of training and experience substantially equivalent to the minimum of a high school education or the high school equivalency certificate; and one year clerical experience requiring constant public contact and including familiarity with the personal computer. Experience in PBX (Private Branch Exchange) administration and call directing is also preferred.

Preferred Knowledge, Skills and Abilities:

Knowledge of the operation of a PBX (Private Branch Exchange) telephone switchboard.
Knowledge of the functions and activities of various offices and persons within the City service.

Ability to perform a variety of clerical tasks including light typing.
Ability to remember and relay information concerning City operations, ordinances, **PUBLIC**

**INFORMATION ASSISTANT/
PBX OPERATOR
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regulations and procedures concisely and accurately with a clear, well modulated voice using good grammatical construction in the choice of words.

Ability to deal effectively with the public at all times, particularly under pressure or under difficult circumstances which require the exercise of considerable tact.

Ability to analyze and rectify telephone problems, and billing discrepancies.

Skill in putting information into a personal computer to effect changes to the phone system.

Skill in interpersonal relationships and prioritizing of work.

Revised: 9/04

**CITY OF ROCKVILLE
RECORDS MANAGEMENT CLERK**

CHARACTERISTICS OF CLASS:

The Records Management Clerk performs intermediate skilled clerical and responsible administrative work to assist the Support Services Division of the Police Department in the performance of their duties and the accomplishment of the division/departmental goals and objectives. The work involves responsibility for performing support functions such as administrative processing of parking tickets, filing police reports, record keeping, computer entry, expungement of police records, and providing assistance to customers by phone or at the counter in an independent manner. Incumbent performs duties with minimal supervision, and is expected to exercise judgement and apply ingenuity to problems encountered. The physical requirements are light in nature and the working conditions are good and at times somewhat disagreeable.

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:

In the course of maintaining and monitoring files and records and performing modifications as necessary, the employee:

- Performs necessary secretarial duties including typing and filing and utilizing a personal computer.
- Receives and sorts incoming correspondence.
- Prepares various specialty reports.
- Sorts and distributes outgoing correspondence.
- Answers telephones, interviews callers and tactfully answers requests and screens telephone calls.
- Receives, processes, enters information into the computer system and files parking tickets. Coordinates court dates with the District Court. Coordinates 'Flagging' with the Department of Motor Vehicles.

Prepares routine correspondence regarding parking tickets and police reports.

CITY OF ROCKVILLE
RECORDS MANAGEMENT CLERK
PAGE TWO

Files copies of police reports. Enters required data from reports into the computer system.

Gathers source materials for the preparation of reports, articles, memorandum and other purposes.

Collects, receipts and accounts for fees.

Reviews and edits reports and other documents for discrepancies or incompleteness.

Maintains and submits times sheets.

May supervise activities of others involved in performing secretarial/clerical activities of the office.

Ensures confidentiality of records and correspondence.

Performs all tasks in a safe manner.

Performs related work as required or as assigned.

QUALIFICATIONS

Required Training and Experience

Any combination of training and experience substantially equivalent to graduation from high school, including or supplemented by courses in typing, and two years clerical experience involving public contact.

Preferred Knowledge, Skills and Abilities

Knowledge of secretarial duties needed for support of division/department.

Knowledge of division/department goals and policies.

Skill in use of a personal computer – word processing and data bases.

Ability to deal with the public and other employees courteously and tactfully, to elicit information effectively, and to convey concise accurate explanations of policies, procedures and requirements.

Ability to carry out, with limited supervision, continuing assignments requiring organizational skills.

Ability to establish and maintain effective working relationships with other employees, and the general public.

Revised: 9/04

**CITY OF ROCKVILLE
REVENUE ASSISTANT – 1**

CHARACTERISTICS OF CLASS:

The Revenue Assistant – 1 performs intermediate level clerical work in preparing utility, parking and assessment billings, interacting with customers and other departments, and researching and resolving consumer problems and other revenue-related responsibilities. The incumbent has extensive personal and verbal contact explaining specialized utility-related matters to the public and may also have routine contact with bank officials, attorneys and other city division employees. The position requires the exercise of independent decision-making within the framework of established City procedures and policies covered by precedents and general supervisory review by the Revenue Assistant-11 and the Revenue Supervisor. Service affects individual clients and citizens and has a meaningful impact on specific cases in the revenue division. Work requires limited to light physical demands and considerable mental effort and stress to resolve clients' problems requiring the exercises of extreme tact under difficult and contentious circumstances.

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:

NOTE: Duties and responsibilities will vary depending on area of assignment.

Resolves citizens' utility complaints and handles other service requests through personal, phone or written contacts.

**CITY OF ROCKVILLE
REVENUE ASSISTANT-1
PAGE TWO**

Researches and responds to attorneys' or bank officials' requests for information on the utility payment status of individual clients.

Calculates, posts and prints quarterly/regular or final utility bills.

Processes daily official receipts from Cashier for all City transactions.

Maintains and updates journals of bank remittances of utility collections, financial reports processed in utility billing system and special assessment liens.

Assists in proofing for accuracy utility billings.

Researches real property ownership, verifies tax liens and property transfers, prepares disclosure memoranda.

Redeems un-collectible bank checks including researching account histories and preparing financial adjustments.

Updates records as to outstanding liens or payoffs.

Reviews cash receipt reports and researches account histories to administer refund policies for overpayments, vacancies and swimming pools.

Calculates principal, interest, penalties and payments and posts same for paving, sidewalk and driveway apron assessments.

Processes and reviews accuracy of meter readings and required adjustments.

Processes payments received from Montgomery County.

Reviews Stat and County tax abstracts and prepares monthly summary of tax collections.

Generates and prints special assessment bills and dunning notices.

Reviews State Motor Vehicle abstracts to identify vehicles licensed to City residents.

Maintains records, issues bills, permits, and posts payments for parking lot customers and maintains related statistical information.

Serves as back up to Cashier.

Handles word processing for the division.

MINIMUM REQUIREMENTS:

Training and Experience:

Any combination of training and experience substantially equivalent to high school graduation supplemented by courses in accounting and two years experience servicing customers or clients preferably in accounts receivable, revenue or related field. Bookkeeping experience is helpful.

Knowledge, Skills and Abilities:

Ability to deal with the general public and other employees courteously and tactfully under difficult and contentious circumstances.

**CITY OF ROCKVILLE
REVENUE ASSISTANT-1
PAGE THREE**

Ability to make rapid and accurate addition, subtraction, multiplication, division, fraction and percentage calculations.

Ability to make independent judgments.

Ability to understand and follow instructions in a timely fashion.

Ability to acquire considerable knowledge of City policies and regulations regarding revenue.

Ability to complete, with general supervision, continuing assignments requiring organizational skills.

Ability to operate a data entry terminal, calculator, cash register, decollating machine, forms burster as well as microcomputers.

Ability to use Word Perfect and computerized record keeping systems.

Revised: 9/04

**CITY OF ROCKVILLE
SECRETARY II**

CHARACTERISTICS OF CLASS:

The Secretary II performs intermediate skilled clerical and responsible administrative work to assist the assigned division or department personnel in the performance of their duties and the accomplishment of the divisional/departmental goals and objectives. The work requires a reactive approach, supplying or seeking information on specialized matters. The work requires limited physical demands and may have limited mental effort and stress involved in meeting the needs of the supervisor as well as the public. The incumbent's work is directed, subject to general policy practices, procedures and supervisory review. The position is advisory offering general support to other personnel with moderate consequences.

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:

- Performs necessary secretarial duties including typing and filing and utilizing word processing and data processing equipment.
- Receives and sorts incoming correspondence.
- Prepares various specialty reports.
- Sorts and distributes outgoing correspondence.
- Answers telephone, interviews callers and tactfully answers requests and screens telephone calls.
- Attends commission or board meetings, and may take and transcribe minutes.
- Gathers source materials for the preparation of reports, articles, memoranda and other purposes.
- Prepares and types contracts, collects, receipts and accounts for fees.
- Makes and cancels appointments; relays messages and instructions to other employees in the name of the department head.

**CITY OF ROCKVILLE
SECRETARY II
PAGE TWO**

- Reviews and edits reports and other documents for discrepancies or incompleteness.
- Assists with liability, risk management and insurance programs.
- Maintains and submits time sheets.
- Maintains and monitors files and records and performs modifications as necessary.
- May supervise activities of others involved in performing secretarial/clerical activities of the office.
- Organizes specialty events.
- Processes forms and questionnaires as well as maintains records.
- Prepares requisitions for purchase of supplies and equipment.
- Updates staff appointments and calendars.
- Ensures confidentiality of records and correspondence.
- Performs all tasks in a safe manner.
- Performs other duties and tasks as directed.

MINIMUM REQUIREMENTS:

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 2-3 years of experience in secretarial work is required. Must have word processing and data processing skills appropriate to the specific position.

Knowledge, Skills and Abilities:

- Knowledge of secretarial duties needed for support of division/department.
- Knowledge of division/department goals and policies.
- Skill in secretarial duties including word processing and data processing equipment.
- Ability to deal with the public and other employees courteously and tactfully, to elicit information effectively, and to convey concise accurate explanations of ordinances, policies, procedures and requirements.
- Ability to carry out, with limited supervision, continuing assignments requiring organizational skills.
- Ability to take and transcribe dictation by machine or shorthand is preferred.
- Ability to establish and maintain effective working relationships with other employees, and the general public.

Revised: 9/04

**CITY OF ROCKVILLE
VIDEO TECHNICIAN – PART-TIME**

CHARACTERISTICS OF CLASS:

The Video Technician (part-time) performs responsible technical work in writing television news stories and other television programs; organizing television productions; shooting and editing videotape; operating professional television production equipment; and related duties as required. Work is performed under standard supervision. The incumbent is given general instructions and performs the work under established routines and/or standardized practices and procedures.

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:

Writes news stories, feature stories, Public Service Announcements (PSAs), promotional announcements (promos), and other television programs.

Conducts field interviews.

Shoots and edits (non-linear, A-B roll, cuts-only) video tape (DVCPPro and ¾")

Puts together packaged news and feature stories with voice-over.

Operates professional television production equipment such as cameras, videotape recorders, editors (non-linear and standard), character generator, audio board, microphones, lights, switcher, etc.

Determines and evaluates equipment needs and ensures their availability for each assignment.

**CITY OF ROCKVILLE
VIDEO TECHNICIAN – PART-TIME
PAGE TWO**

Organizes production of television programs.
Works with City staff, community groups, members of the public, and other interested parties in relation to the work.
Performs other related duties as assigned.

MINIMUM REQUIREMENTS:

Training and Experience:

Any combination of training and experience substantially equivalent to an Associate in Arts degree from an accredited college or university with specialization in television journalism, production, or a related field and six months experience in television journalism, TV or video production, or related field. A valid driver's license is required. *Must be available to work a schedule consisting primarily of evening and weekend hours.*

Preferred Knowledge, Skills and Abilities:

Knowledge of television news gathering techniques.
Basic knowledge of the methods and procedures necessary in producing both live and recorded programs.
Knowledge of the proper use and maintenance of television production equipment.
Demonstrated skill in television news and feature writing; other writing for television.
Demonstrated skill in shooting, editing, and post-production of videotape.
Ability to organize work and procedures to meet production deadlines.
Ability to work a flexible schedule that consists primarily of evening and weekend hours.
Ability to work on own, initiating, developing, and completing projects without direct supervision.
Ability to deal effectively with and motivate individuals and groups of individuals to achieve desired goals.

Revised: 9/04