

**CITY OF ROCKVILLE
ADMINISTRATIVE SUPPORT COORDINATOR**

CHARACTERISTICS OF CLASS:

The Administrative Support Coordinator performs difficult skilled clerical and intermediate administrative work in support of the Office of the City Manager, coordinating the office administrative and clerical activities. The work requires a proactive approach with outside and inside contacts to carry out the Office's programs, or to explain specialized matters with occasional contacts with higher level officials. There are light physical demands, and the working conditions are somewhat stressful from meeting deadlines and demands and handling multiple projects. The skilled clerical work requires the incumbent to handle all assignments except those requiring office policy or procedure change where the administrative work requires the incumbent to handle a variety of assignments or problems independently and all work is subject to general policy, direction, practices and procedures. Covered by precedent and general supervisory review, the incumbent participates with others in program development, service delivery and supervising of subordinate 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:

- Coordinates day-to-day administrative activity for the City Manager's Office with City departments, officials and the public etc.
- Coordinates meetings for the City Manager and Deputy City Manager.
- Maintains an Administrative orientation notebook.
- Oversees the scheduling system for City Hall conference rooms.
- Tracks and monitors the City Manager's Budget and credit card, and the City's credit card.
- Processes payment of invoices and bills for City Manager's Office, Wellness and Human Rights Programs.

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ADMINISTRATIVE SUPPORT COORDINATOR
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Prepares and coordinates weekly correspondence from City Departments to the Mayor and Council.

Manages and processes travel accommodations, hotel, per diem funds etc for City Manager's staff and others.

Plans and coordinates meetings for City Manager's staff including catering, room reservations, etc.

Creates and maintains a database of various team members and sends staff meeting reminders (i.e. Imagine Rockville Action Team).

Orders and maintains office supplies inventories and refreshment supplies for meetings.

Prepares bi-weekly payroll and distributes payroll checks for the City Manager's Office staff and Senior Staff.

May coordinate and supervise high school students and others fulfilling community service hours.

Writes and prepares letters for the City Manager and Senior Staff's signature.

Serves as point of contact for callers and visitors to the City Manager's Office and serves them as may be appropriate.

Coordinates administrative support for the Human Rights Community Mediation Administrator and Wellness Coordinator.

Assists Human Rights Community Mediation Administrator in preparation of the City's annual Martin Luther King Celebration.

May meet with administrative support staff of City Departments to discuss issues of mutual interest.

Is responsible for maintaining and updating the City Manager's Office filing system.

Is responsible for updating and distribution of Emergency Notification List and Mayor and Council and Senior Staff information list.

Supervises support employees in the City Manager's Office.

Creates procedures to ensure effective and efficient operations of Switchboard/front desk,

Is responsible for ensuring coverage of City Hall's switchboard.

Handles problems and issues dealing with weekend and evening facility usage.

Performs a variety of other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to an Associate of Arts Degree in Office Management, Business Administration, etc. and six years of progressively responsible experience in office administration, two years of which must have been as manager and/or supervisor.

Preferred Knowledge, Skills and Abilities:

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ADMINISTRATIVE SUPPORT COORDINATOR
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Knowledge of, or ability to rapidly acquire, knowledge of City government procedures, and of the relationships between various City departments.

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

Knowledge of business English, spelling, arithmetic, punctuation, grammar, and general editing skills.

Knowledge of and advanced skill in the use of office equipment, including word processing and data based computer programs Wordperfect, data bases, Lotus 1-2-3.

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

Ability to communicate effectively both orally and in writing.

Ability to draft written responses to inquiries or concerns that may be of a sensitive nature.

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

Revised 9/04

**CITY OF ROCKVILLE
ARTS PROGRAMS SPECIALIST**

CHARACTERISTICS OF CLASS:

The Arts Programs Specialist performs intermediate para-professional and responsible administrative work coordinating, planning, and developing City-wide arts and cultural activities for all ages. The incumbent utilizes a proactive approach working with community-based arts organizations, the Cultural Arts Commission, volunteers, artist-contractors, and citizens in producing programs, special events and visual arts projects. The physical demands are moderate and the working conditions are good. The work is directed by the Arts Programs Supervisor, uses standardized administrative practices, and has meaningful impact on specific programs. The incumbent directs the work of temporary and volunteer 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:

Participates in all aspects of the City's arts programs which includes the Mansion Art Gallery of Rockville, the Rockville Community Chorus, Kids, Parks, Performing Arts and ,Arts in the Mansion series, special events, and implementation of the Master Plan for the Arts.

Works with civic groups, parent/student groups, local and regional arts organization and other community groups in determining arts and cultural needs and desires and implements programs and services in a cost effective manner.

Coordinates and gathers information related to arts and cultural needs for budget preparation and evaluation.

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ARTS PROGRAMS SPECIALIST
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Works with the Superintendent of Recreation, the Arts Program Supervisor, department staff and the Cultural Arts Commission to develop and implement new programs or update existing programs.

Develops timely public service, and promotional material for the quarterly recreation brochure, City newsletter, arts brochures, fliers, and other media.

Develops call for entries for competitive art selection processes.

Assists in the recruitment, selection, training and evaluation of temporary and volunteer staff.

Keeps informed of new developments in the field of arts and cultural activities.

Performs related duties as assigned.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from an accredited college or university with major course work in recreation, arts management, or related field plus two years of experience in arts programming administration.

Preferred Knowledge, Skills, and Abilities:

Knowledge of the objectives and principles of planned and diversified recreational and cultural arts programs appealing to all ages and interest groups.

Knowledge of the organization, development, and administration of arts related recreation programs.

Skill in oral and written communication.

Ability to administer programs within general policy guidelines and budgetary constraints.

Ability to serve as an advocate for the arts.

Ability to establish and maintain effective working relationships with those interested in art and cultural activities, within and outside the organization.

Revised: 9/04

CITY OF ROCKVILLE
ASSISTANT COMMUNITY CENTER SUPERVISOR

CHARACTERISTICS OF CLASS:

The Assistant Community Center Supervisor performs intermediate paraprofessional and responsible administrative work under the supervision of the Nature Center Supervisor. The employee supervises part-time, seasonal employees and volunteers and works closely with Recreation Services Division staff to facilitate coordination of Center usage. The work requires the employee to handle a variety of assignments or problems independently and requires outside and inside contacts to carry out organizational programs on matters requiring cooperation, explanation and persuasion. The physical work is light in nature requiring some mental effort and stress in performance of duties. The program work is performed under general policies, procedures and practices and is usually covered by precedents and general supervisory review.

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:

Assists in the overall operation of the community center. Opens and secures the facility. Safeguards cash and valuables. Orders and picks up supplies. Prepares building for programs. Operates copier machines, computers, audiovisual equipment, etc. Monitors the building for cleanliness and safety and requests building repairs when necessary.

Plans, organizes and implements recreation programs and events. Works closely with recreation services division staff to provide adequate room setup, program supplies and equipment to obtain program goals. Meets with citizen and community groups to identify needs, plan programs and answers questions regarding recreation programs.

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ASSISTANT COMMUNITY CENTER SUPERVISOR
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Monitors recreation activities. Issues equipment. Interprets and enforces rules. Resolves disputes. Enforces emergency and safety procedures, attends a variety of training as required.

Greets visitors to community center. Explains rules, activity registration procedures, center ID card program, and center programs to participants. Accepts reservations for facility rental, and recreation programs. Collects and deposits fees. Recommends during and after-hour scheduling.

Assists supervisor in maintaining records of revenues and expenditures, registrants, program participants. Writes reports as required. Assists in budget monitoring and control.

Conducts daily inspection of the facility to ensure the safe and effective operation of the facility including building equipment and surrounding grounds.

Establishes and maintains contacts with facility users to develop new services relevant to the current/changing needs of the community.

Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience equivalent to graduation from an accredited college or university with major course work in recreation, business, or management, plus one year of experience in community or recreation center management.

Preferred Knowledge, Skills and Abilities:

Ability to ensure that community and citizen input is solicited in reference to program evaluation and changes, using formal and informal surveys, meetings and personal contacts.

Ability to work with recreation service division programmers to ensure all community recreation needs are being met.

Ability to inspect the facility for safety, cleanliness, and daily operations.

Ability to coordinate building use between center operating programs and city wide operating programs.

Ability to develop drop in programs of a sporting, recreational and educational nature.

Skill in record keeping relating to program participant, program use hours, building use, staffs and volunteers hours.

Ability to train and supervise the program and center staff.

Revised 9/04

**CITY OF ROCKVILLE
ENGINEERING TECHNICIAN IV**

CHARACTERISTICS OF CLASS:

The Engineering Technician IV performs difficult technical engineering work on Public Works projects, applying sub professional technical principal and practices to assignments in the area of specialization. The work may involve the inspection of Public Works construction as well as private construction affecting public facilities. The work may also involve the skilled drafting of engineering drawings, along with limited engineering design work. The work may also involve leading a field survey party or applying advanced techniques in the area of traffic control. The employee is assigned to either the Contract Management, Environmental or Transportation Division, also receiving direction from engineers, Contract Manager or higher level engineering technicians.

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:

Inspects sanitary sewer, water, storm water, street, sediment control, traffic control and other construction to ensure that the work is completed according to plans, City ordinances, and applicable codes and specifications. Ensures that work is of acceptable quality, workmanship and materials.

Inspects street utility cuts for proper backfilling, compaction and repaving; inspects driveway construction; makes cost estimates for driveways and other routine projects where applicable.

Determines that proper permits and bonds have been obtained for private construction and ensures that work is properly performed before release.

Completes daily and weekly reports for each job inspected, compiles records of materials and monitors contract accounts for payments to contractors; makes final inspections.

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ENGINEERING TECHNICIAN IV
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Investigates and resolves complaints by property owners relating to the construction of City projects or subdivisions.

May prepare a variety of engineering drawings, including the design of sewer, water, storm water management, street and traffic control projects, based upon survey notes, design standards, and instructions from engineers. Accurately locates utilities, property lines, and easements on plans.

Prepares base and informational maps.

Researches deeds, reconciles boundary conflicts, and prepares precise and complete property descriptions for use in Public Works projects.

For the general public, researches engineering information such as utility depth and location, property ownership, etc.

May process and investigate complaints regarding traffic control devices.

Computes signal timings, prepares layouts for traffic sign text and monitors City's computerized traffic signal system.

Assists with sediment control and storm water management plan review and design.

Responsible for the inspection of construction on public facilities and private storm water management projects to ensure the quality, safety and completeness and timeliness of the work.

May be responsible for preparing engineering drawings in a timely and accurate manner and for making all necessary field measurements and calculations.

Responsible for determining reasonableness of contractor requests for changes of schedule and scope and for responding to citizen requests.

Performs related duties as assigned.

MINIMUM REQUIREMENTS:

Training and Experience:

Any combination of training and experience substantially equivalent to graduation from high school and a minimum of five years technical engineering experience, including at least three years experience in the specific area (inspection, drafting, etc.) of assignment. College course work in engineering may be accepted in lieu of actual experience. Possession of an appropriate driver's license valid in the State of Maryland.

Knowledge, Skills and Abilities:

Working knowledge of the methods, materials and techniques of Public Works construction, including safe work practices.

Working knowledge of quality control in construction, and of the effective corrective measure for defects and violations.

Working knowledge of typical contracts and specifications used in Public Works construction, including applicable City, State, Federal and WSSC specifications.

Ability to interpret construction plans and specifications and compare them with work in progress.

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ENGINEERING TECHNICIAN IV
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Ability to deal firmly but tactfully with contractors, workers, property owners, and the general public contacted in the course of the work occasionally under contentious circumstances.

May require thorough knowledge of the methods, nomenclature and practice of engineering drafting, and skill in the use of drafting instruments.

Working knowledge of property records and plats.

Working knowledge of field surveying practices and requirements.

Knowledge of design standards for the construction of Public Works projects and of warrants for traffic controls.

Ability to make engineering computations rapidly and accurately.

Ability to understand and work from oral and written instructions, including the ability to reduce and interpret field survey notes.

Ability to establish and maintain effective working relationships with other employees, and those contacted during the course of work.

Ability to effectively communicate, both orally and in writing.

Knowledge of microcomputers and computer software to perform engineering computations and to retrieve and store data.

Revised: 9/04

CITY OF ROCKVILLE EVENTS SPECIALIST

CHARACTERISTICS OF CLASS:

The Events Specialist performs intermediate paraprofessional and responsible administrative work coordinating, planning and developing City and community events. The incumbent utilizes a proactive approach interacting effectively with the public, staff members, vendors and artists. The physical demands are light and the working conditions are good. The work is directed by the Special Events Coordinator and uses standardized administrative practices. The incumbent participates with other staff in program development, service delivery and supervision of temporary 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:

Identifies, hires, coordinates and contracts performing artists for stage and roving entertainment for various City events.

Ensures there is effective communication between artists, vendors and staff before and during events.

Assists in the coordination of logistics for various City events including scheduling, staffing, and determining set-up needs.

Hires and schedules temporary employees to work City special events.

Coordinates and administers community events at local P.T.A's, schools and civic associations.

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EVENTS SPECIALIST
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Receives community events applications and completes work orders for equipment and supplies.

Attends community events and acts as City liaison and supervises the set up and break down of event equipment.

Assists with promotional activities and ensuring publicity and coverage of events.

Acts as a liaison between the City and Town Center residents and businesses when coordinating events.

Handles special projects as assigned.

Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from an accredited college or university with major course work in recreation administration or related field and some experience in contracting and coordinating entertainment for both small and large events. Must have appropriate driver's license valid in the State of Maryland.

Preferred Knowledge, Skills and Abilities:

Knowledge of proper rules and procedures to be followed when contracting entertainment.

Knowledge in aspects of event promotion such as marketing and advertising.

Excellent skill in organization and record keeping.

Ability to direct the activities of regular and temporary staff before, during and after an event.

Ability to represent the City of Rockville in a professional manner.

Ability to communicate effectively with the public, entertainers, vendors and staff members.

Ability to communicate effectively both in writing and orally.

Revised: 9/04

CITY OF ROCKVILLE FACILITIES ENGINEER

CHARACTERISTICS OF CLASS:

The Facilities Engineer performs difficult technical work in the maintenance and repair of all building and support equipment for the operation of City buildings, recreation centers, and parks facilities. Work involves repair and preventive maintenance of heating, ventilation, air conditioning (HVAC), refrigeration, minor electrical, plumbing, irrigation, and other assorted mechanical and minor electrical equipment. The person in this position is afforded a certain degree of independence and discretion with work being reviewed by the Facilities Maintenance Supervisor.

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 preventive maintenance, repair, and minor overhaul work on HVAC, refrigeration, minor electrical, plumbing, and irrigation systems at all City locations.
- Installs minor electrical, plumbing, HVAC, and refrigeration equipment at City buildings, facilities and parks.
- Prepares HVAC, refrigeration, irrigation, and plumbing systems for winter and summer operations in City buildings and parks.
- Coordinates contracts on repair work in respective areas at City facilities.
- Conducts tests and inspections of mechanical equipment.
- Stands on call for emergency situations and repair work during normal work hours, evenings, weekends, and holidays.
- Keeps records of supplies and materials used, makes purchases, meets with supervisor to discuss projects. Writes periodic reports.
- Provides supply and time expenditures on all work orders.
- Maintains inventory of supplies.

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FACILITIES ENGINEER
PAGE TWO**

Acts as facility maintenance supervisor in absence of the supervisor.

Performs related work as required.

Responsible for preventive and corrective maintenance requirements on HVAC, plumbing, refrigeration, minor electrical, and irrigation systems in City buildings and facilities.

Works with contractors on some repair work.

Responsible for maintaining parts and tool inventory for routine and emergency repairs to a variety of equipment.

Responsible for working with other supervisors in handling emergency and routine repairs.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from high school and three years of general building and equipment maintenance experience, two years of which must have been in a responsible leadership role in the building maintenance services. Must have or be able to obtain an approved basic HVAC and plumbing maintenance certificates within one year of employment. Possession of an appropriate drivers license valid in the State of Maryland.

Preferred Knowledge, Skills and Abilities:

Considerable knowledge of standard practices and tools of HVAC, refrigeration, minor electrical, plumbing and irrigation trades.

Considerable knowledge of the operating principles of HVAC, controls, air handlers, minor electrical, plumbing, and irrigation equipment and related mechanical equipment.

Knowledge to adapt available tools and parts to specific repair problems and return needed equipment to service as rapidly as possible.

Ability to work well under pressure, handle emergency situations and provide courteous service.

Ability to record repair and service operation of equipment on a routine basis.

Ability to diagnose, trouble-shoot, and locate defects in a wide variety of equipment.

Ability to read and interpret blueprints, technical reports, manuals, correspondence, and reports.

Ability to organize work efficiently.

Ability to apply technical principles to solve practical problems in a timely manner.

Ability to interpret wiring and mechanical diagrams and to see different colors.

Ability to perform basic masonry skills.

Ability to maintain a safe work site and observe all safety practices.

Ability to work well with all levels of management.

EOE

Revised:9/04

CITY OF ROCKVILLE GRAPHICS SPECIALIST

CHARACTERISTICS OF CLASS:

The Graphics Specialist performs intermediate technical work in designing, typesetting and layout, using an electronic publishing system in the preparation of camera ready artwork. The work requires a reactive approach responding to the needs of various City departments. The position also requires light physical work lifting printing and photographic chemicals, and the working conditions are somewhat disagreeable from fumes, noise and the stress of meeting deadlines. The incumbent's work is directed with set practices and procedures and general supervisory review. The work has direct impact on the City and on the specific requesting Departments.

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:

Designs and prepares camera ready artwork using an electronic publishing system for reproduction of 2-5 color brochures, newsletters, forms, maps, charts, graphs, t-shirts and a variety of other publications and visual aides.

Designs and prepares entire exhibits and display materials.

Operates desk top publishing system to produce camera ready copy and artwork for various materials.

Installs computer software, upgrades and manufacturer-recommended software modifications.

Converts PC files from other City departments to be used in the MacIntosh environment.

Troubleshoots and resolves specialized computer system problems.

Works with Public Information Office and other City staff to plan informational materials.

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GRAPHICS SPECIALIST
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Responds to requests from other departments for information and assistance concerning graphics; in the absence of Graphics Supervisor, responds to inquiries from vendors.

Assists with copiers and other machinery under graphics care.

Completes layout, typesetting, design, and paste-up for the quarterly Recreation Guide and City newsletter.

Uses creativity in producing quality materials within the limits of the budget.

Operates process camera to make line shot negatives and halftones of artwork.

Assures quality control.

Makes contact prints and enlargements of 35 mm negatives; develops paper photographic prints.

Performs related work as assigned.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to a Bachelor of Arts degree in graphic arts, art design, or related field and at least two years experience in graphic arts. Strong working knowledge of Macintosh electronic publishing systems including Photoshop, Freehand and PageMaker software is required.

Preferred Knowledge, Skills and Abilities:

In-depth knowledge of the principles and practices of design and layout of graphic materials.

Knowledge of the mediums, materials, and processes available for use in graphic design work.

Knowledge of the various art reproduction processes.

Knowledge of electronic publishing system and software; wordprocessing, graphics, paint and draw programs.

Knowledge of the printing process.

Ability to import texts and graphics to create a finished product.

Ability to prepare original artwork in a timely and cost-effective manner.

Ability to use and maintain photo reproduction equipment and typesetter.

Ability to keep cost reports and other records.

Ability to work independently or as a part of a team to design and execute projects.

Ability to typeset accurately and quickly and to produce accurate paste-ups and color separations.

Revised: 9/04

**CITY OF ROCKVILLE
LEGAL SECRETARY
Grade 16**

CHARACTERISTICS OF CLASS:

The Legal Secretary performs difficult skilled clerical and administrative work in support of the Office of the City Attorney, which includes supporting the City attorneys and coordinating the office administrative activities of the City Attorney's Office. The work requires specialized knowledge of legal documents and processes. In accordance with prescribed guidelines, the employee utilizes appropriate format and filing procedures to process complaints, answers, motions, discovery, orders, briefs, memoranda, letters, and other legal documents. The Legal Secretary receives directed, general supervisory oversight from the City Attorney; and, proceeds independently in performing legal secretarial work and coordinating administrative activities of the office. Contacts are with elected and appointed officials, the City Manager and employees at all levels, court personnel, lawyers and representatives of law firms, and the general public for the purposes of conducting administrative office functions, coordinating legal secretarial work and services, scheduling meetings; and receiving and exchanging information. The employee's work requires limited physical demands; there is considerable mental effort and stress involved in meeting office needs and deadlines. Work results impact the efficient operation of the City Attorney's Office.

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:

- Prioritizes, prepares, and types a variety of legal documents including complaints, answers, motions, discovery, memoranda of law, letters, orders, briefs, deeds and easements.
- Researches files and records for legal precedents, referenced case law or review of City Code reference.
- Reviews various legal documents to assure that all relevant materials are complete and conform to pertinent laws, rules, regulations, and office requirements; submits legal documents to the court in a timely manner, assuring that appropriate filing procedures have been followed.
- Maintains attorneys' calendars, to include scheduling appointments, establishing priorities of appointments, rescheduling as necessary, and coordinating the scheduling of meetings, hearings, and conferences.
- Serves as liaison between attorneys and City staff, contract attorneys, outside attorneys, court personnel, and witnesses.
- Screens incoming correspondence for subject matter content and routing, and enters information into appropriate tracking system.
- Receives and screens telephone calls pertaining to a variety of legal inquiries, many involving research and/or referral.
- Processes administrative transactions including invoices, purchase orders, and other such actions; utilizing appropriate databases to access data regarding transactions and enters, edits and updates such databases.

- Maintains office operating records and prepares reports on such records; receives and processes information on office operations from various sources; maintains and compiles data for budget input and other reports depicting unit administrative activities.
- Maintains office filing systems, to include sorting and filing correspondence, cases and other materials by alphabetical or numerical order.
- Updates law books and manuals, City and County Codes, administrative procedures, etc.
- Performs related duties as required.

QUALIFICATIONS:

Required Training and Experience: Completion of High School and six (6) years of legal secretarial experience. Legal secretarial experience in real estate, land use and administrative law is preferred.

Preferred Knowledge Skills and Abilities:

- Considerable knowledge of legal terminology and procedures.
- Considerable knowledge of legal forms and documents.
- Considerable knowledge of standard legal office practices and procedures.
- Knowledge of grammar, spelling, and punctuation.
- Skill in operating word processing and peripheral equipment.
- Ability to follow directions, organize assignments and work independently in the absence of specific instructions.
- Ability to exercise good judgment, courtesy and tact in receiving office callers and in making proper disposition of problems.
- Ability to compile, organize and assemble data required for reports and other projects.
- Ability to perform work assignments outside of normal business hours.

FLSA: Status: Non-Exempt

Created: 3/18

CITY OF ROCKVILLE MANAGEMENT ASSISTANT

CHARACTERISTICS OF CLASS:

The Management Assistant performs intermediate technical and administrative work to assist various divisions within a department. The work requires regular contacts within the Department and periodic contacts with other departments, outside agencies and the general public, seeking and supplying information on specialized matters, while coordinating activities between the divisions. While the work requires light physical effort, there is considerable mental effort and stress in meeting deadlines and completing projects. The incumbent participates with others in program development, service delivery and supervision of subordinate staff. The work is subject to general policy direction, practices and procedures, covered by precedents and general supervisory review.

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:

- Participates in planning, decision making and problem solving for the divisions.
- Assists in planning, coordinating, performing and implementing specific programs, projects, logistical support activities and special assignments.
- Assists in ensuring that high quality maintenance management services are provided.
- Monitors and coordinates policies and procedures necessary to ensure compliance with local, state and federal regulations.
- Coordinates various division activities with other departments as necessary.
- Assists in writing contract specifications and monitoring contract services and ensures they are renewed on a timely basis.

**CITY OF ROCKVILLE
MANAGEMENT ASSISTANT
PAGE 2**

Prepares and maintains financial records and reports.
Monitors expenditures, disbursements, requisitions and contract payments.
Assists with developing specifications and purchasing procedures.
Researches, analyzes and prepares statistical data, reports, letters, memos and other correspondence and communicates on a variety of subject matters to a variety of customers.
Investigates and ensures satisfactory resolutions of citizen service requests.
Assists in the ordering of equipment, materials and supplies for the divisions and maintenance of inventory.
Assists in the review plans and specifications and to ensure compliance with division standards.
Serves as a staff liaison with City employees, other departments, outside agencies, private groups and community organizations.
Assists with safety and training programs for the division.
May supervise, plan, schedule and assign work of subordinates.
Assists in the development, coordination, implementation and tracking of the division operating budget for several cost centers.
Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to an AA degree in Office Management, Business Administration or related field and four years of progressively responsible experience in project and program assistance preferably in a municipal government. Some supervisory experience preferred. A working knowledge of word processing, Internet research, Microsoft Word, Excel and Office computer programs is required. Possession of an appropriate driver's license valid in the State of Maryland.

Preferred Knowledge, Skills and Abilities:

General knowledge of the philosophy, principles, objectives, and practices of the department.
General knowledge of department practices and procedures.
Knowledge of personnel management, procurement, and contracting principles.
Knowledge of or ability to rapidly acquire knowledge of City government procedures and of the relationships between various City departments.
Knowledge of methods, principles, and techniques associated with research, data collection and report preparation.
Knowledge of and skill in the use of office equipment including word processing, data based computer programs Microsoft, Office, Word, and Excel.

**CITY OF ROCKVILLE
MANAGEMENT ASSISTANT
PAGE 3**

Ability to use the electronic time keeping (Kronos system).

Ability to use the Hansen Work Order System.

Ability to use the Advantage Financial System.

Ability to communicate clearly and concisely both orally and in writing.

Ability to make decisions recognizing established precedents and practices; and to use resourcefulness and tact in solving problems.

Ability to establish and maintain effective and harmonious working relations with associates and persons contacted in the course of the job.

Ability to supervise office operations and support staff.

Revised: 6/07

CITY OF ROCKVILLE PLANNER I

CHARACTERISTICS OF CLASS:

The Planner I performs responsible professional work involving a variety of general and specialized department programs. Work involves some contact with boards and commissions, developers, engineers, architects, other City and public agencies, and the general public in securing information and in interpreting and explaining various ordinances and plans for which the department is responsible. The work requires limited physical demands and the working conditions are usually good but occasionally somewhat disagreeable due to considerable mental effort and stress involved in handling multiple projects and meeting deadlines. Work is checked regularly for progress and conformance to established policies and requirements by the Director, Chief of Planning and Planner III who may supervise the incumbent.

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:

- Researches special planning studies; summarizes and analyses data; prepares accompanying report including illustrations, charts and tables.

- Analyses reports from other government and private agencies; prepares summaries for boards and commissions.

- Analyses reports prepared by citizen groups and prepares summaries; acts in a technical capacity for such groups recommending methodology that may be used in preparation of such reports, and briefing on planning data, terminology and procedures.

**CITY OF ROCKVILLE
PLANNER I
PAGE TWO**

Analyzes and compiles planning data; investigates citizen complaints, coordinates interagency actions on special reports.

Contacts other departments of City government or agencies at the Federal, State or local levels.

Works on development applications and briefs the Mayor & Council, Planning Commission, Historic District Commission, and Board of Appeals or other public bodies on planning concerns.

Assists applicants and the public to locate useful information, to follow procedures and comply with City requirements.

Researches and analyses in a professional manner planning related matters as assigned.

Prepares staff reports and studies accurately and in a timely fashion.

Conducts field surveys and documents results as required.

Performs other work as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from an accredited college or university with major course work in planning, architecture or a related field and one (1) year's planning experience; or a Master's degree from an accredited college or university in urban, city or regional planning.

Preferred Knowledge, Skills and Abilities:

Good knowledge of the principles, practices and techniques of urban planning, zoning and development.

Good knowledge of the literature and sources of information available concerning planning matters, and of the techniques and procedures useful to analyze and report on such subjects.

Good knowledge of zoning ordinances and the regulation and the methods and procedures by which they are enforced.

Good knowledge of drafting, sketching and lettering and of illustration techniques and practices.

Knowledge of computer applications to planning (word processing, spreadsheets and data bases, geographic information systems).

Skill in the use of drafting instruments and graphic display materials and programs.

Skill in presenting both oral and written reports to the Mayor & Council, Planning Commission and other groups..

**CITY OF ROCKVILLE
PLANNER I
PAGE THREE**

Ability to analyze and evaluate pertinent planning data, to develop unbiased, just and concise recommendations, and to execute plans once approved.

Ability to provide information to the boards and commissions, and other interested groups, and to convey concise and accurate explanations concerning various planning ordinances and procedures.

Ability to make recommendations recognizing established precedents and practices, and to use resourcefulness and tact in meeting new problems.

Ability to establish and maintain effective working relationships with other employees and to deal tactfully with applicants, engineers, the public, and elected and appointed officials.

Revised: 9/04

CITY OF ROCKVILLE
RECREATION PROGRAMS SPECIALIST
Grade 16

CHARACTERISTICS OF CLASS:

The Recreation Programs Specialist performs intermediate paraprofessional and responsible administrative work in support of camps and class programs. The incumbent has regular contact within the department and supplies information on specialized matters to the general public including parents of program participants. The physical demands are light and the working conditions are good. The work is directed by a Recreation Program Supervisor and uses standardized administrative practices. The incumbent participates with other staff in program development, service delivery and supervision of temporary 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:

- Assists with administrative duties related to class and camp programs.
- Handles inquiries and complaints for class and camp programs.
- Maximizes registrations for class and camp programs through administration of withdrawals, transfers, cancellations and waitlists.
- Organizes and inventories supplies and keys for camp and class programs and writes work orders as needed.
- Handles mailings to participants and instructors.
- Assists with publicity of programs.
- Reviews and compiles camp and class participant evaluations, fee comparisons, and demographics.
- Assists with reference checks on part-time and seasonal staff.

**CITY OF ROCKVILLE
RECREATION PROGRAMS SPECIALIST
PAGE TWO**

- Organizes and compiles training information for camp staff notebooks and manuals.
- Assists with field trip planning and booking for camps.
- Coordinates First Aide /CPR training for camp staff and ensure staff are notified.
- Updates and mails camp staff contracts and camp first day letters as scheduled.
- Assists in the planning, development, organization, and supervision of recreation programs.
- Assists in recruitment, training and supervision of part time recreation personnel.
- Assists with interviewing, scheduling, fingerprinting, and paperwork for new part time hires.
- Assists with special events as needed within the class /camp division
- Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from an accredited college or university with major course work in recreation administration or related field and some experience in recreation administration or related work. Must have appropriate driver's license valid in the State of Maryland.

Preferred Knowledge, Skills and Abilities:

- Knowledge of and appreciation for the objectives and principles of a planned and diversified recreation program appealing to all ages and interest groups.
- Knowledge of the organization, development and operation of a diversified recreation program.
- Ability to administer such programs within general policy guidelines and budgetary limitations.
- Ability to make decisions recognizing established precedents and practices, and to use resourcefulness in meeting new situations.
- Ability to establish and maintain effective working relationships with persons and groups interested in recreation, associates and other employees and departments, and the general public.
- Ability to assist staff to maintain a high level of quality and creativity in their daily work.

FLSA Code: Non-Exempt
Created: 12/08

**CITY OF ROCKVILLE
TRAFFIC SIGNAL AND LIGHTING TECHNICIAN I**

CHARACTERISTICS OF CLASS:

The Traffic Signal and Lighting Technician performs intermediate technical and administrative work involved in maintaining and repairing traffic signal equipment and street lights. The work is reactive with regular contacts within the department and periodic contacts with outside agencies, contractors and the general public. The physical demands are considerable requiring long periods in difficult work positions and the working conditions can be disagreeable due to weather conditions or working above traffic in a bucket of a boom truck. The incumbent's work is subject to functional policies and goals under general managerial direction. The incumbent's daily actions affect citizens with meaningful impact and moderate consequences. Incumbents work rotating shifts, weekends and other hours as necessary.

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:

- Inspects, removes, and repairs signal controls and auxiliary equipment.
- Diagnoses malfunctions; adjusts and replaces electronic and mechanical components.
- Repairs, replaces, or modifies electric and electronic components, controllers, relays, switches, fuses, timers and other parts.
- Assists in design and construction of special test equipment for shop testing of electronic components.

**CITY OF ROCKVILLE
TRAFFIC SIGNAL AND LIGHTING TECHNICIAN I
PAGE TWO**

Investigates complaints and reports of signal and traffic light malfunctions and adjusts, repairs or removes defective equipment.

Makes field repairs of damaged equipment.

Inspects, removes and repairs street light standards and auxiliary equipment such as control boxes, light fixtures, lamps and circuitry.

Assists in the design of electrical circuits and systems for street lighting and traffic signals.

Inspects the work of contractors relative to traffic signals and street lighting during the course of construction and upon completion.

Monitors traffic control computers and makes necessary adjustments.

Relamps signalized intersections and street lights.

Assists in preparing plans specifications for signal and street lighting projects.

Paints light and signal standards.

Keeps accurate work records, orders supplies, parts, and materials.

Performs general electrical repairs at municipal facilities as required.

Performs other 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 electronics or related field and three years of experience in traffic signal or electrical/electronic repair. Must possess appropriate driver's license valid in the State of Maryland. CDL license preferred. Possession of or ability to obtain certification as a Traffic Signal Technician, Level I, through the International Municipal Signal Association (IMSA).

Preferred Knowledge, Skills and Abilities:

Knowledge of theory and principles of electricity and electrical and electronic equipment and circuits.

Knowledge of tools and equipment used to repair electrical and electronic equipment and installations.

Knowledge of methods and procedures used to repair and maintain traffic signal and lighting systems.

Knowledge of occupational hazards and standard safety precautions.

Ability to test and repair electrical and electronic equipment and installations.

Ability to perform duties while elevated above traffic in a bucket of a boom truck.

Ability to read and interpret plans, specifications, blueprints, schematics and maintenance manuals.

**CITY OF ROCKVILLE
TRAFFIC SIGNAL AND LIGHTING TECHNICIAN I
PAGE THREE**

Ability to establish and maintain effective working relationships.
Ability to work a variety of irregular hours, including nights and weekends, as required.
Ability to be effective and concise in oral and written communication.

NOTE: Employees who have completed their initial probationary period and who have received certification as a Traffic Signal Technician, Level II, through the International Municipal Signal Association (IMSA) will move to the Traffic Signal and Lighting Technician II position in the pay period immediately following receipt of proof of certifications by them to the Personnel Department provided that the experience requirements of the class are met.

Created: March 2004

Revised: September 2008

CITY OF ROCKVILLE VICTIM ADVOCATE

CHARACTERISTICS OF CLASS:

The Victim Advocate performs intermediate paraprofessional work in a non-sworn position that provides proactive and timely support, information, counseling and appropriate referrals to crime victims and witnesses, making them aware of the range and availability of services and facilitating their access to those services. While the physical requirements of the position are limited to light in nature, it does require considerable mental effort to resolve relative issues. The work is subject to general policy direction, practices and procedures with general supervisory review, and the daily actions have meaningful impact on specific cases.

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:

Contacts victims of all crime classifications via telephone or letter to ascertain needs, advises victims of their rights, provides support during the preliminary phase of the investigation, and during the investigation's follow-up phase (i.e. counseling, information regarding financial compensation, creditor intercession, or court accompaniment).

Meets as necessary with victims at the station to explain police/criminal justice procedures, assists with the completion of forms and charging documents, provides crime prevention information and training, and/or arranges for translation and interpretation services.

Works closely with officers and others within the department to identify problems or crime trends or patterns in the City and assists with development of appropriate, responsive

CITY OF ROCKVILLE

VICTIM ADVOCATE
PAGE TWO

strategies, which may include environmental clean-up, diversion activities, crime prevention training, coordination of Neighborhood Watch, and cross-cultural education.

Works closely with other agencies to foster teamwork, cooperation, and coordination between this department and other agencies.

Works closely with the department's Community Services Officer on matters of mutual interest.

Maintains a reference of services and opportunities available to victims of crime. Formally surveys victims to identify unmet needs and gauges the impact of police follow-up.

Reviews computer-generated print-outs of calls for service to identify recidivism in the classification of domestic disputes and domestic violence calls; contacts victims who repeatedly call police to identify the nature of the problem (e.g. mate-related, elder, child, substance abuse); educates the victims about the impact of their repeated calls without intervention and resolution, and mobilizes the resources to address the problems.

Writes reports, based on information learned from victims, to formally update or close cases.

Interviews victims at home, when necessary, after receiving a report or request from an officer.

Accompanies victims to court proceedings for support and to assist with obtaining charging documents or Ex-Parte Orders.

When necessary, assists other department personnel with appropriate office duties, or with other problems for which the Victim Advocate is qualified to offer assistance.

Coordinates department victim assistance matters and programs with the department's Community Services Officer.

Assists the department's Accreditation Manager to ensure compliance with law enforcement accreditation standards relating to victim and witness assistance.

Keeps the Chief of Police and Command Staff members informed and apprised of victims' concerns and of activities and efforts undertaken by the Victim Advocate through the preparation and completion of a monthly activity report.

Performs other appropriate duties as required

MINIMUM REQUIREMENT:

Training and Experience:

Any combination of training and experience substantially equivalent to graduation from an accredited college or university with a Bachelor's degree in human services, counseling, or a closely related field and two years experience in a counseling services position. Possession of an appropriate driver's license valid in the State of Maryland.

CITY OF ROCKVILLE
VICTIM ADVOCATE

PAGE TWO

Preferred Knowledge, Skills and Abilities:

Knowledge of the appropriate community-based and government-based resources to which victims can be referred.

Knowledge of general police and criminal justice procedures in order to adequately explain same to victims and witnesses, and specific knowledge of department policies and procedures regarding the delivery of services to crime victims and witnesses.

Knowledge of victims' rights and of appropriate advocacy skills.

Knowledge of Commission on Accreditation for Law Enforcement Agencies (CALEA) standards pertaining to victim and witness assistance.

Skill in dealing with a variety of persons, under stressful and non-stressful conditions.

Ability to analyze situations in order to find effective solutions to problems.

Ability to interact with community members and leaders, members of the media, and elected and non-elected government and non-government officials in both formal and informal settings; and

Ability to make informative, educational presentations to different age groups on topics of concern to the victims and the department.

Ability to communicate effectively orally and in writing.

Revised: 9/04

**CITY OF ROCKVILLE
WATER TREATMENT PLANT OPERATOR**

CHARACTERISTICS OF CLASS:

The Water Treatment Plant Operator performs intermediate technical work performing operational, analytical, and maintenance tasks necessary to provide a potable and palatable water within the Federal and State standards. Work involves responsibility for the safe and efficient operation of chemical and plant controls and the maintenance of plant equipment in proper condition.

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:

Monitors operating conditions of the entire treatment process and makes all necessary adjustments to keep the process within established guidelines.
Performs daily physical, chemical and microbiological testing of incoming, process and outgoing water (i.e., turbidity, pH, hardness, lead, zinc and coliform).
Starts and stops pumps, motors, chemical feeders and other equipment as needed.
Performs pH tests on raw, settled and finished water; makes fluoride and taste and odor control tests to determine proper amount of lime or soda ash needed to counteract acidity.
Performs fluoride tests to regulate use of fluorides; makes other prescribed chemical and bacteriological tests.
Keeps laboratory and such laboratory apparatus as test tubes, burettes and beakers clean and in an orderly condition.
Inspects plant; records information from various charts and gauges and enters readings and test results in accordance with prescribed reporting system; adjusts operations to remedy raw and finished water conditions and to meet necessary use demands.
Records head loss, rate of flow of filters, and determines when filters should be backwashed; operates filters controls in backwashing filters.

**CITY OF ROCKVILLE
WATER PLANT OPERATOR
PAGE TWO**

Replaces and connects various drums and tanks when empty.

Greases and oils machinery, fills chemical hoppers, cleans bar screens, replaces belts and does other maintenance and minor plant repair work as necessary.

Performs related work as necessary.

Responsible for providing thorough operations and testing a potable and palatable water that meets or exceeds Federal and State standards in sufficient quantity to meet demand.

Responsible for performing required preventive maintenance on all equipment and repair equipment that breaks down in order to maintain operations.

Responsible for performing correctly split microbiological samples once a year to maintain laboratory analyst certification.

Responsible for attending 30 hours of training every three years to maintain operator certification status.

Responsible for responding when requested by the supervisor to any emergency at the water plant in order to maintain operations.

MINIMUM REQUIREMENTS:

Training and Experience:

Any combination of training and experience substantially equivalent to graduation from high school, and possession of a Maryland Class 4 Water Plant Operator License. Possession of a valid driver's license as issued by the Maryland Department of Motor Vehicles required.

Preferred Knowledge, Skills and Abilities:

Thorough knowledge of the principles and practices involved in the operation of large electric motors, pumps, chemical feeders and other electromechanical equipment.

General knowledge of chemistry, hydraulics, and mathematics.

Thorough knowledge and understanding of the operations and functions of the water treatment and pumping plant and the necessity for maintaining strict control conditions.

Thorough knowledge of laboratory procedures, of mechanical and electrical maintenance, and of equipment and hand tools used therein.

General knowledge of basic hydraulics, mathematics, chemistry, physics, electricity and electronics.

General knowledge of the Federal and State water quality standard especially the Safe Drinking Water Act and amendments and the required reporting requirements, Federal and State safety regulations for a Class 4 water plant operation, especially OSHA, MOSHA, Right-To-Know, Underground Tank Regulations, and SARA Title III.

Ability to ascertain and remedy abnormalities in the routine operation of mechanical, electrical and hydraulic equipment based on observation and results of laboratory tests.

Ability to read meters and charts accurately, to maintain records of shift operations, and to complete complex operating reports accurately.

**CITY OF ROCKVILLE
WATER PLANT OPERATOR
PAGE THREE**

Ability to understand and follow detailed laboratory and operating procedures, and to keep accurate records of actions taken.

Ability to perform mathematical computations rapidly and accurately.

Ability to adapt available tools and repair parts to specific repair problems.

Ability to diagnose and correct the faulty functioning of pumps, large electric motors, controls and allied appurtenances.

Ability to establish and maintain effective working relationships with fellow employees and supervisors.

Sufficient physical strength and agility to climb ladders, work in tight places for extended periods of time, and lift heavy objects.

Revised: 9/04

CITY OF ROCKVILLE WEB ASSISTANT

CHARACTERISTICS OF CLASS:

The Web Assistant performs intermediate technical and administrative work posting information to the City's Internet and Intranet Web sites and assists in maintaining the two sites. The work is detail oriented and requires a reactive approach responding to the needs of the various City departments. The incumbent's work is directed by the Web Administrator and must be reflective of the City's style. The work has limited physical demands and the working conditions can be stressful due to the high visibility of the work and its meaningful impact.

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:

- Updates information on the City's Internet and Intranet including meeting agendas, minutes, calendars, employment listings, staff reports, recreation guides, newsletters, etc.
- Converts content in various file formats for the Web using the City's content management system or Macromedia Dreamweaver.
- Assists the Web Administrator with digital photography, scanning and file conversion for special projects for the Web site.
- Prepares and optimizes digital images for the Web.
- Edits and writes new content for the Web.
- Provides support to non-technical City staff that use the content management system.
- Performs other duties as required.

**CITY OF ROCKVILLE
WEB ASSISTANT
PAGE TWO**

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience equal to a Bachelor's Degree in a related field and one year's experience with updating Web sites. Must be able to demonstrate proficiency with various software packages.

Preferred Knowledge, Skills and Abilities:

Knowledge and understanding of Web best practices and standards.
Knowledge of files and formats needed to convert files for print to files for the Web.
Knowledge of cross-platform conversion issues and an ability to work in both Macintosh and PC platforms.
Knowledge of HTML.
Skill in digital image preparation for the Web.
Skill in the use of Macromedia Dreamweaver, Fireworks and FreeHand
Skill in the use of Adobe Photoshop, Adobe Acrobat Professional.
Skill in the use of Microsoft Word.
Ability to facilitate a sense of clean design with complex constraints and short deadlines.
Ability to write or edit text for the Web applying standards of usability and to demonstrate strong language skills necessary for editing content for grammar, spelling and context to ensure that information is presented in an easy-to-read, format.
Ability to handle multiple priorities.
Ability to learn new technology as it becomes available.

Revised: 2/06

CITY OF ROCKVILLE ZONING INSPECTOR I

CHARACTERISTICS OF CLASS:

The Zoning Inspector performs intermediate technical and administrative work in securing and maintaining compliance with ordinances and regulations relating to zoning, occupational licensing, and nuisances within the City. This is code enforcement work requiring the application of technical and specialized knowledge, methods and techniques to ensure compliance with codes. Incumbent makes independent field inspections, writes reports, correspondence and notices, gathers evidence, prepares cases and testifies in court when necessary. The work is proactive requiring continuing personal contact with the general public, contractors, architects, etc. concerning construction code requirements. The physical demands are moderate under somewhat disagreeable working conditions. The incumbent's work has meaningful impact on specific cases and is subject to general supervisory review.

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:

Regularly conducts independent field inspections of commercial, industrial, and residential properties to verify compliance with the City of Rockville Zoning Ordinance and the Solid Waste Ordinance.

Performs inspections relative to the issuance of Sign Permits to determine compliance with permit conditions, the City's Sign Regulations, and any variances granted by the Sign Review Board.

Physically removes illegally erected signs from public property and rights-of-way.

Performs inspections of new construction for compliance with conditions of approval for Use Permits, Special Exceptions and approved site plans prior to final inspection and occupancy of new construction. Recommends approval or denial of Occupancy Permit based on findings and discussions with property owner or developer.

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ZONING INSPECTOR I
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Performs site inspections of existing properties for continued conformance with the Zoning Ordinance and approved site plans, on a regular schedule.

Performs field inspections of commercial and industrial properties to check tenants for current Occupancy and Sign Permits, and prepares correspondence advising of discrepancies. .

Performs inspections and monitors licensing of Temporary Uses (construction trailers, Christmas tree sales, etc.)

Performs inspections and monitors licensing of Private Refuse Collectors.

Maintains case files and permit information on Permit Plan.

Investigates and resolves complaints from the public regarding code violations, refuse collection, noise and lighting disturbances, and general commercial nuisances.

Performs evening, weekend, or Holiday inspections as necessary.

Meets with business owners, property managers, developers, architects, contractors and the general public to review proposed plans, answer code related questions, and provide advice with respect to variance applications, sign applications, and general zoning and sign regulations.

Performs other duties as required.

REQUIREMENTS:

Minimum Training and Experience:

Any combination of training and experience substantially equivalent to graduation from high school and three year's progressively responsible experience in property management, zoning enforcement or related field. Possession of an appropriate driver's license valid in the State of Maryland. Must pass the State of Maryland building inspector test and be certified by ICC as a Zoning Inspector within a reasonable time as determined by the City.

Preferred Knowledge, Skills and Abilities:

Considerable knowledge of the City of Rockville's Zoning Ordinance, sign regulations, Solid Waste Ordinance and the Maryland State Handicap Code.

Considerable knowledge in the interpretation of City codes, ordinances and regulations.

Ability to describe code related conditions in detail and maintain extensive records on case histories.

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

Ability to be tactful but firm during contentious circumstances.

Ability to be effective and concise in oral and written communication.

Ability to input data into a computer system.

NOTE: (Employees who have completed their initial probationary period and who have received the required certifications, will move to the Zoning Inspector II position in the pay period immediately following receipt of proof of certifications by the Personnel Department.)

Revised: 8/06