

**CITY OF ROCKVILLE  
CHIEF OF CONTRACT MANAGEMENT**

**CHARACTERISTICS OF CLASS:**

The Chief of Contract Management performs difficult professional and difficult administrative work managing and monitoring construction contracts for the Department of Public Works. The work requires contacts often with persons of importance and influence involving considerable tact, discretion and persuasion to obtain desired results. Physical demands are light and the work requires considerable mental effort and stress from handling multiple projects and meeting deadlines. The work is subject to functional policies and goals under general managerial direction of the Director of Public Works and has serious consequences. The incumbent participates with others in program development, service delivery and supervises engineering technicians engaged in inspection, administration, and monitoring of construction projects.

**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:**

- Manages, supervises and administers execution of all Public Works construction contracts for the City.
- Reviews construction drawings, specifications and contracts to ensure adherence to codes, policies, practicality and acceptable engineering practices.
- Reviews and processes appropriate payment to contractors.
- Meets with contractors and negotiates change orders and revisions to construction projects.
- Performs difficult engineering calculations and reviews engineering work submitted by constructing engineers for approval purposes.
- Manages bonded construction work through construction permits issued to builders and developers, tracking progress of the work and issuing release of bonds and surveys when all work is completed.

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Supervises engineering technicians who act as construction inspectors. Reviews daily, weekly and other work reports from staff. Instructs staff on new techniques in construction methods and materials testing, reviewing their work for reliability, providing them with comments, suggestions and direction.

Manages the asphalt maintenance, concrete maintenance, storm water management maintenance and other contracts, determining the schedule of which streets, curbs, sidewalks, storm water ponds and facilities are to receive work and when. Writes detailed specifications for work done under these maintenance projects.

Meets with citizens, business owners and others as necessary to review and discuss projects, problems and concerns of mutual interest. Appropriately addresses issues and solutions to problems.

Prepares the Division's annual operating and Capital Improvements Plan budgets.  
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 a Bachelor's degree in Civil Engineering and six years of progressively responsible experience in Civil Engineer Design and Construction Management, including at least three years of experience in Public Works Inspection and Supervision of Engineering and/or Inspectional staff. Must be a registered Professional Engineer or become registered with the State of Maryland within one year of employment. Must possess an appropriate driver's license valid in the State of Maryland.

**Preferred Knowledge, Skills and Abilities:**

Knowledge of construction and inspection methods, techniques, and materials relating to public works construction.

Knowledge of construction standards and specifications and of applicable regulations and codes of the City, State and public utilities.

Knowledge of the basic principles and practices of civil engineering, and of topographic and land surveying.

Knowledge of office management and accounting procedures for keeping accurate record of contract scheduling, quantities, payments, and correspondence.

Skill in dealing with a variety of individuals and groups, at all levels.

Skill in Contract Management and Budget Management.

Ability to plan and assign work to engineers and technicians in a manner conducive to full and timely completion of the project.

Ability to read and interpret construction plans, specifications, and details and to quickly and accurately compare them with work in progress.

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Ability to identify flaws and defects in public works construction in a timely manner, and to direct effective corrective measures thereto.

Ability to deal in a firm, fair and tactful manner with developers, permit holders, contractors, and the general public contacted in the course of project construction, occasionally under contentious circumstances.

Ability to establish and maintain good working relations with others.

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

Revised: 9/04

**CITY OF ROCKVILLE  
CHIEF OF INSPECTION SERVICES  
(BUILDING OFFICIAL)**

**CHARACTERISTICS OF CLASS:**

The Chief of Inspection Services performs difficult professional and administrative work managing the activities of the Inspection Services Division within the Department of Community Planning and Development Services. The Chief of Inspection Services serves as the City's Building Official, leading a technical and professional staff with responsibility for the City's built environment, life safety and fire safety. The incumbent manages the complex activities of the Fire Marshal's Office, Construction Code Section, and Zoning Enforcement. The work has a major impact on the City and requires thorough knowledge of the sound and acceptable principles and standards of building construction, fire protection, the zoning ordinance, and building and fire code application and enforcement. The work requires considerable tact, discretion and persuasion in handling various situations and working with internal and external contacts including appointed and elected officials, architects, engineers, contractors, developers, citizens, etc. The work requires light physical demands, with occasional field inspections with exposure to situations where accidents or injuries are possible. There is considerable mental effort, considerable stress, and frustrations, with time constraints which can make the work difficult when attempting to gain compliance. The incumbent's work has serious impact on the overall objectives of the department and is performed under the broad managerial direction of the Director of Community Planning and Development Services.

**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:**

Directs, administers and supervises activities of the Inspection Services Division, including residential and commercial plan review and permit issuance, construction code

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CHIEF OF BUILDING INSPECTIONS  
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inspections and enforcement, and enforcement of the City's zoning ordinance provisions. The code compliance enforcement includes the International Building, Plumbing, Mechanical, and Energy Codes, the National Electrical Code, State of Maryland Accessibility Code, safety and nuisance ordinances, and various licensing regulations.

Directs, administers and supervises activities of the Fire Marshal's office, including plan review, permit issuance, inspections of construction and fire protection systems, and of existing structures for compliance with the City's Fire Code, which incorporates State of Maryland, and National Fire Protection Association codes and standards.

Sets and administers Divisional rules, goals, objectives, operating policies and procedures, within Department parameters.

Analyzes requests for code compliance waivers and issues decisions on such waiver requests; suggests alternative methods for code compliance when appropriate.

Issues final, authoritative interpretation on the codes for staff internal to the organization, and external to architects, engineers, contractors, property owners, and other design professionals.

Authorizes new or unusual construction methods or materials.

Reviews, recommends, and prepares changes to codes, ordinances and policies to improve the efficiency and effectiveness of the operation, and to insure the City's compliance with State and Federal mandates relative to fire and construction codes.

Reviews and approves or rejects submitted Complex Structures Agreements prior to issuance of permits for construction, and reviews and accepts or rejects submitted Professional Certification Letters prior to occupancy of new buildings falling under the Complex Structures requirements.

Reviews and takes action as appropriate on inspection reports of supervising engineers and reports from testing agencies during construction of all new buildings.

Conducts hearings concerning professional licenses when necessary, and issues or revokes said licenses.

Meets with developers, contractors, architects, engineers, business and property owners, citizens and other community officials to review development plans and discuss permitting requirements or other issues.

Performs administrative duties relating to personnel and budget management for the Inspection Services Division.

Acts as the staff liaison for the Sign Review Board.

Testifies before the Planning Commission, and Board of Appeals as necessary.

Participates in meetings, dialogue and correspondence with local, national, and state organizations involving issues or questions on construction, fire, or zoning ordinance interpretation and enforcement.

Performs other duties as required.

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CHIEF OF BUILDING INSPECTIONS  
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**QUALIFICATIONS**

**Required Training and experience:**

Any combination of training and experience substantially equivalent to graduation from an accredited college or university with a Bachelors degree in architecture, engineering or a closely related field and eight years of progressively responsible experience in construction or fire code enforcement, of which three years must have been in a management/supervisory capacity utilizing team leadership skills. Master's degree may be substituted for two years of the non-management/supervisory experience. Must possess a driver's license valid in the State of Maryland. Must possess certification as a Building Official from the Council of American Building Officials (CABO) and certification as a Building Inspector, and as a Combination 1 & 2 Family Dwelling Code Inspector from the Building Officials and Code Administrators International (BOCA). Member of BOCA and/or NFPA preferred.

**Preferred Knowledge, Skills and Abilities:**

Thorough knowledge of the principles of acceptable building construction and design, and fire sciences.

Knowledge of national and local laws, ordinances and codes relative to the work.

Knowledge of architectural, engineering, and construction principles and practices.

Knowledge of fire protection principles and practices, and fire protection systems.

Ability to read and interpret a variety of blueprints, site plans, landscape plans, architectural and structural drawings and interior space designs.

Skill in negotiating and resolving conflicts relative to the work.

Skill in management and team leadership.

Skill in establishing and maintaining effective working relationships with consultants, property owners, residents, occupants, design professionals, other City employees, elected and appointed officials, and the general public, while under difficult and often contentious circumstances, which require the exercise of considerable tact and discretion.

Ability to present ideas and provide information and explanations clearly and concisely, orally and in writing to groups and individuals in an accurate and clearly understandable way.

Ability to manage multiple functions and projects in a satisfactory manner.

Revised: 9/04

**CITY OF ROCKVILLE  
CHIEF OF MANAGEMENT AND SUPPORT**

**CHARACTERISTICS OF CLASS**

The Chief of Management and Support performs difficult professional and administrative work relative to the administration of the Community Planning and Development Services Department, including budgetary and financial administration, strategic planning, development review, project management, grants, research, and special projects. The work requires regular contacts with persons of importance, both within and outside the City and requires considerable tact, discretion and persuasion. While the work requires limited physical effort, by its nature and diversity it is stressful. The incumbent's work is subject to functional policies and goals under the direction of the Director of Community Planning and Development Services and has serious consequences relative to program development and service delivery.

**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 as a member of the Community Planning and Development Services Team, involving policy and procedure development, problem-solving, and decision-making department-wide.
- Coordinates and administers preparation of the department's budget and CIP program.
- Monitors expenditures, revenues, accounting and cash handling procedures.
- Monitors purchasing activities and serves as department coordinator for administration of and compliance with purchasing rules and regulations.
- Evaluates fee structures and makes recommendations.
- Defines and implements goals and objectives. Sets standards. Develops and interprets policies and procedures. Reviews and approves major programs and projects.
- Supervises division personnel overseeing planning, scheduling, and assigning work.
- Evaluates work and counsels staff on ways to improve performance. Interviews, selects, and trains staff.

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CHIEF OF MANAGEMENT AND SUPPORT  
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Coordinates the preparation of program proposals by City departments and organizations for Community Development Block Grant programs.

Prepares applications to the Federal Government or State of Maryland and to Montgomery County for monies from CDBG and other related programs.

Ensures that Rockville receives its proportionate allocation of Federal funds from the County and ensures that the funds are used in a timely productive manner in accordance with applicable regulations.

Researches, analyzes and makes recommendations for program improvements and adjustments.

Negotiates and follows through on the processing of program applications.

Coordinates the work of department employees, consulting firms, other City departments and private contractors in assigned tasks.

Prepares grant applications.

Prepares correspondence related to activities of the CDBG program and the City's housing programs.

Attends monthly meetings of Rockville Housing Enterprise and the City's Housing Authority; confers with Authority staff and serves as intermediary between Authority and City.

Manages the City's Moderately Priced Dwelling Unit program.

Analyzes the Rockville Housing Enterprises' budget requests, makes recommendations on Authority activities.

Conceives, develops, and implements programs to provide and/or preserve housing for low/moderate income persons.

Investigates circumstances surrounding a wide variety of citizen related problems and develops solutions and/or explanations as necessary.

Researches, develops, and implements administrative policies/procedures.

Performs research and analysis of administrative and/or operational issues by gathering data, conducting feasibility studies, preparing reports and making recommendations.

Reviews and edits reports, memos, letters, etc. written by other staff for proper grammar, style, form, and consistency.

Performs other duties and related tasks 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 public administration, planning, economic development or related field and six years of progressively responsible experience in activities associated with public administration, planning, economic development or related work. A Masters Degree in a related field is desirable but not required. Must possess a driver's license valid in the State of Maryland.

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CHIEF OF MANAGEMENT AND SUPPORT  
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**Preferred Knowledge, Skills and Abilities**

Considerable knowledge of the principles, practices, law, regulations, procedures and requirements of state and Federally financed programs.

Considerable knowledge of the principles of municipal budgeting and administrative procedures.

Working knowledge of the principles, practices and organization of local government.

Working knowledge of real estate practices and law, planning, budget practices and some knowledge of accounting principles and practices.

Skill in establishing and maintaining effective working relationships with consultants, property owners, residents, occupants, other City employees, Federal and County officials, and the general public, while under difficult and often contentious circumstances which require the exercise of considerable tact and discretion.

Ability to provide information and to convey explanations of highly complicated regulations and requirements in a concise, accurate and clearly understandable way.

Ability to present ideas clearly and concisely, orally and in writing, to groups and individuals.

Ability to make decisions recognizing established precedents and practices, and to use resourcefulness and tact in meeting new problems for which there had been no precedent established.

Revised: 12/06

**CITY OF ROCKVILLE  
ORGANIZATIONAL DEVELOPMENT ADMINISTRATOR**

**CHARACTERISTIC OF CLASS:**

The Organizational Development Administrator performs difficult professional and intermediate administrative work in the development and execution of a comprehensive strategic organizational development program for the City. The incumbent is a change agent responsible for developing and implementing High Performance Organization (HPO) organizational effectiveness strategies for all levels of managers and employees. The class requires an influential and innovative approach at all levels to effect major organizational initiatives, and address various needs associated with organizational change through persuasion, coordination and explanation. Most of the work requires light physical demands and occurs under good conditions usually within an office setting or indoors, producing considerable mental effort and stress by handling multiple projects concurrently and meeting deadlines. The incumbent reports to the City Manager. The work by reason of scope, complexity and effect on overall results, is subject to broad policy and general management guidance and subject to general supervisory review at times for some of the assigned programs. The work involves program development and implementation and has serious consequences on the delivery of services. Manages the work of others outside the department related to organizational development.

**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 a number of related duties as required and as assigned by the City Manager including but not limited to:

Applies knowledge in organizational assessment to designing, developing, implementing and evaluating to change management programs and organizational problem solving.

Develops and implements an organization-wide HPO strategy for all levels of managers and employees.

Administers and monitors the HPO work plan including, but not limited to, researching, analyzing and making recommendations; designing, facilitating, coaching, conducting, managing and administering a variety of programs, projects and systems.

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ORGANIZATIONAL DEVELOPMENT ADMINISTRATOR  
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Partners with agency management and employees to identify organizational and employee development needs and works collaboratively to develop strategies and tactics designed to meet targeted needs; facilitates tailored programs responsive to this work.

Facilitates an array of professional development programs, including components of the management, leadership and customer service curriculum.

Monitors forces at all stages of development to optimize team productivity and provide support services to task forces in transition.

Serves as an “agent of change” in support of new City efforts and models teamwork and relationship building in all interactions.

Identifies and addresses issues that effect the overall health of the organization, including morale, effectiveness, turnover, absenteeism, and productivity.

Researches, analyzes, develops, makes recommendations, facilitates, conducts and manages programs and systems, on topics including policies and procedures, rules, and regulations.

Assists the City Manager, Assistant City Manager and Department Directors with special projects.

Represents the department as liaison to other City departments and divisions, professional organizations, etc.

Counsels supervisors and employees relative to HPO.

Researches, analyzes, prepares and presents a variety of reports and articles appropriate to the work.

Maintains a variety of records as required.

Conducts and coordinates data collection (research, surveys, meetings, focus groups).

Performs other duties as required.

**QUALIFICATIONS:**

**Required Training and Experience:**

Any combination of training and experience substantially equivalent to a Bachelor’s Degree (required) or Master’s Degree (preferred) from an accredited university or college in organizational development, business or public administration, human resources or a closely related field and five years of progressively more responsible experience in developing and implementing programs in organizational development, strategic planning, employee and management training, leadership development, coaching, process facilitation, organizational intervention or other areas aimed at strategically improving the performance of an organization and its employees. Qualified in the Myers-Briggs Type Indicator preferred. Possession of an appropriate driver’s license valid in the State of Maryland.

**Preferred Knowledge, Skills and Abilities:**

Thorough knowledge of the theories, concepts and practices of organizational development.

Thorough knowledge of the methods and procedures used in developing and implementing organizational effectiveness and leadership development programs.

Skill in dealing effectively with both individuals and groups of individuals at a full range of levels on a variety of work related issues and influencing them to change their behavior.

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ORGANIZATIONAL DEVELOPMENT ADMINISTRATOR  
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**Preferred Knowledge, Skills and Abilities continued:**

Ability to mediate resolutions to problems within and across department lines to improve organizational effectiveness.

Ability to manage a variety of programs.

Ability to work equally effectively in team-based environments as well as on tasks, which require high levels of initiative, autonomy and independent thought and action.

Ability to establish and maintain effective working relationships with all levels of employees.

Demonstrated ability to communicate effectively, both orally and in writing, with a diverse population.

Revision effective: 7/06

**CITY OF ROCKVILLE  
PURCHASING MANAGER**

**Grade 26**

**CHARACTERISTICS OF CLASS:**

The Purchasing Manager performs difficult professional and administrative work managing the activities of the Purchasing Division of the Department of Finance. The work requires regular contacts both within and outside the division to carry out programs and explain specialized matters and work with senior management and contractors to resolve protests, appeals and purchasing questions. The physical work is limited in nature, generally in an office setting, and requires effort in handling multiple tasks and meeting tight deadlines. The work, by its nature and scope, is subject to functional policies and goals under general managerial direction. The incumbent participates in program development, service delivery and supervision 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 positive behavior with regard to work; willingly accept constructive criticism; demonstrate respect toward others.

**EXAMPLES OF DUTIES:**

- Administers an electronic procurement process using a web based Financial System.
- Sets purchasing project priorities.
- Establishes and implements short and long-range division goals, objectives, policies and operating procedures.
- Reviews major procurement contracts, coordinates contract compliance, change orders and problem resolution in conformance with contract law.
- Performs source selection utilizing Internet, registration forms, industry contacts, publications, etc.
- Reviews and evaluates professional service proposals including making determinations of evaluation criteria in coordination with user departments. Serves on proposal evaluation committees.

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**PURCHASING MANAGER**  
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- Reviews and approves contract award recommendations in excess of \$100,000 to be presented to Mayor and Council.
- Assures that Purchase Orders, contracts, bonds, and insurance documents are correctly processed and executed and that proper records are maintained for public record.
- Negotiates contract terms and conditions for goods and services according to City standards and specifications.
- Monitors current national, state and local contracts/specifications; determines best method of procurement for each purchase to ensure compliance with state statutes, city ordinances, grant requirements, and other guidelines.
- Ensures departmental compliance of the de-centralized procurement policy with all applicable codes, laws, rules, regulations, standards, policies and procedures; initiates any actions necessary to correct deviations or violations and coordinates, implements, administers and maintains the Purchasing Card Program and systems.
- Reviews contract documents, licenses, and maintenance agreements to assure compliance with state statutes, city ordinances, grant requirements, and other guidelines.
- Confers with Legal Counsel on non-compliant contract issues, negotiates required changes with contractors.
- Coordinates and leads special projects required for the efficient operation of the Division and the City procurement process.
- Serves as proactive liaison with other departments as necessary to forecast supply needs and relevant quality of supplies.
- Ensures proper internal controls are in place for procurement process.
- Keeps informed of State statutes that affect Purchasing policies and procedures.
- Stays current with best practices in e-commerce and e-procurement through direct contact, conference attendance and professional publications.
- Collects, analyzes and interprets data relating to the performance of a variety of contracts.
- Oversees the management of the City's warehouse and sets policies etc. for inventory management.
- Develops and manages division budget.
- Prepares or completes various forms, reports, correspondence, bid specifications, bid schedule, budget documents, audit reports, graphs, or other documents.
- Manages staff development and training on automated purchasing system and purchase card system.
- Performs other duties as required.

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PURCHASING MANAGER  
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**QUALIFICATIONS:**

**Required Training and Experience:**

A Bachelor's Degree from an accredited college or university in Business or Public Administration or a closely related field and seven years of progressively responsible experience in governmental procurement in an automated environment including considerable supervisory experience. Certified Professional Public Buyer (CPPB) or Certified Public Purchasing Officer (CPPO) is preferred.

**Preferred Knowledge, Skills and Abilities:**

- Considerable knowledge of purchasing methods and procedures, including buying, inspecting, storing, issuing and charging systems.
- Considerable knowledge of the types, nomenclature and sources of supplies for a wide variety of materials, equipment, and services used by the City and of the market and price trends affecting them.
- Skill in managing multiple projects and programs.
- Skill in proper application of laws relevant to the work.
- Ability to effectively navigate the Internet to obtain necessary procurement information.
- Ability to develop acceptable policies and procedures, relative to the work.
- Ability to deal, communicate, motivate, influence and work effectively with individuals at all levels both within and outside the organization.

FLSA Code: Exempt

Revised: 01/07

06/09 (Formerly Titled Contracts Officer G-25)

**CITY OF ROCKVILLE  
SUPPORT SERVICES MANAGER**

**CHARACTERISTICS OF CLASS:**

The Support Services Manager performs difficult professional and administrative work as commander of the Support Services Division of the City's Police Department, which includes Civilian Services, Neighborhood Services/Animal Control, Police Communications, as well as records management/ parking tickets, warrant control, property and evidence management and equipment and budget coordination. The work requires regular contacts with officials and managers, both within and outside the City and involves considerable tact, discretion and persuasion in obtaining desired results. While the work requires light physical effort, by its nature and diversity it is stressful. The incumbent's work is subject to functional policies and goals under the general managerial direction of the Chief of Police and has serious consequences relative to program development, service delivery and supervision 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:**

Manages, coordinates and administers the departmental budget preparation and fiscal services, research and planning, program evaluation, data processing maintenance and development requests, procurement of goods and services, all civilian personnel activities, neighborhood services/animal control, property and evidence, department inventory and maintenance of internal records.

Maintains and up-dates accreditation files for reaccreditation and maintains a close working relationship with the Commission on Accreditation for Law Enforcement Agencies.

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**SUPPORT SERVICES MANAGER**  
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Initiates and updates department wide General Orders as required.  
Analyzes and reviews existing or proposed policies and procedures for feasibility and clarity ensuring they meet accreditation standards and recommends changes as necessary.

Researches, writes and implements written procedures as required.

Coordinates the training requirements for the department, ensuring officers meet the State mandated training each year.

Manages the operations and activities of the police communications center.

Manages the property and evidence function including department inventory.  
Maintains inventory records on all departmental equipment.

Manages the operations and activities of the records function including parking tickets and internal records.

Coordinates and administers the budget preparation and fiscal services. Monitors budget expenditures throughout the year. Reviews monthly reconciliation sheets and coordinates procurement of goods and services for the department.

Participates as part of the Police management team to establish and update major policies and procedures.

Advises and informs the Chief of Police on significant trends and new regulations related to police activities, submitting written reports and studies as required.

Prepares and writes proposals for departmental projects, including State and Federal grants.

Coordinates the preparation of monthly reports as required by the General Orders.

Acts as Police Department liaison with the Personnel Department on the recruitment, selection and promotion process.

Monitors and directs the background investigations for prospective police dispatchers and Neighborhood Services Officers and is involved in the final interview/selection process.

Manages the Citywide alarm systems.

Manages the City's pool car program.

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 criminal justice, business administration, public administration or a related field and six years of experience in business, public, personnel or law enforcement administration three of which must have been in a supervisory capacity. Must have no criminal record and be able to pass a thorough background investigation.

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SUPPORT SERVICES MANAGER  
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Preferred Knowledge, Skills and Abilities:

Knowledge and understanding of applicable Federal, State and local laws pertaining to the maintenance, use and security of police records.

Knowledge and understanding of the Commission on Law Enforcement Accreditation process.

Knowledge of the budget process and of financial management.

Knowledge and understanding of applicable Federal, State and local laws and guidelines pertaining to employment and personnel procedures.

Knowledge and understanding of computer hardware, software and systems analysis.

Knowledge of the organizational functions, powers, procedures, and policies of the City's Police Department.

Knowledge of modern police programs, operational functions and concepts.

Good organizational skills.

Ability to express thoughts clearly and concisely both orally and in writing.

Ability to establish and maintain effective working relationships with department personnel, other public agencies and the general public.

Revised: 9/04

**CITY OF ROCKVILLE  
TELEVISION & TELECOMMUNICATION MANAGER**

**CHARACTERISTICS OF CLASS:**

The Television and Telecommunication Manager performs difficult professional and difficult administrative work involved in the preparation and presentation of the City's Cable TV Programming, coordinating the City's telecommunications franchising including negotiations, and in managing the City's telecommunication operations. The work requires contacts within and outside the City to explain and present information on specialized matters that are of interest or concern to the citizens of Rockville as well as surrounding communities. The physical demands are limited and the working conditions are somewhat disagreeable due to the effort and stress involved in ensuring all information is timely and accurate and because of competing priorities. The incumbent's work is contributory and subject to functional goals and policies under general managerial direction of the Director of Information and Technology. Acts as Acting Director of Information and Technology in the Director's absence. The incumbent has supervisory responsibility for full-time and part-time 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:**

Directs and supervises staff in the preparation of cable TV programs, audio-visual presentations, news stories, public service announcements, television programs, advertisements, promotional announcements, commercials, etc.

Consults with the Public Information Officer, City Manager, Senior Staff and others to identify what information needs to be communicated.

Sets short and long-term goals and objectives for the Cable TV Section and telecommunications functions, and determines specific strategies to most effectively achieve goals and objectives.

Coordinates implementation of strategies, assigning specific aspects to staff.

Coordinates the City's telecommunications franchise. This includes the following: with the City Attorney, directs franchise negotiations processes with current operators and new telecommunications franchises.

**CITY OF ROCKVILLE**  
**TELEVISION AND TELECOMMUNICATION MANAGER**  
**PAGE 2**

Coordinates telecommunications franchising and the extension of city fiber optic network.

Administers the cable television franchise for the City.

Supervises edits/reviews and critiques all programs produced.

Prepares and administers operating and capital budget for the Cable TV Section.

Manages the City's telecommunication functions including policy development and implementation, security and all related issues

Serves as Public Information Officer and supervises the activities of the Public Information Office in the absence of the Public Information Officer.

Conducts interviews (on-camera and off) and researches information.

Writes copy in broadcast style.

Produces television programs, anchors TV news programs and hosts various types of TV programs.

Provides voice-over narration for TV programs video and audio/visual presentations. Selects and times sound bites, designs formats and selects visual elements. Determines priorities, nature and order of materials to be presented.

Approves use of outside vendors, free-lance professionals, etc., if needed.

Represents City's interests and acts as City liaison in all matters relating to its cable TV operations.

Performs other duties as required.

**QUALIFICATIONS:**

**Required Trainine and Experience:**

Any combination of training and experience substantially equivalent to graduation from an accredited college or university with major course work in journalism, broadcasting, political science, media technology or a related radio/television field plus five years experience in managing a public, educational, or governmental cable television station (two years of which must have been in a supervisory capacity) in the area of news directions, assignment editing, public affairs, public information or related work including extensive experience in telecommunication franchising. Possession of a driver's license valid in the State of Maryland.

**Preferred Knowledge. Skills and Abilities:**

Working knowledge of television, both live and video recording production and telecommunications.

Knowledge of techniques necessary in sound script writing and video editing.

Knowledge of the operation and use of video recording, television and associated equipment.

Knowledge of contract negotiation skills.

Good management and supervisory skills.

Ability to generate creative ideas and approaches relative to programs.

Ability to improvise, substitute, rewrite and make other final-hour changes in conjunction with producing and TV programming.

**CITY OF ROCKVILLE  
TELEVISION AND TELECOMMUNICATION MANAGER  
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Ability to work under pressure, especially in meeting deadlines and with competing priorities.

Ability to type and operate a word processor/PC

Ability to use discretion and sensitivity when responding to the public and members of the media.

Revised: 9/04

**CITY OF ROCKVILLE  
WATER PLANT SUPERINTENDENT**

**CHARACTERISTICS OF CLASS:**

The Water Plant Superintendent performs difficult professional and intermediate administrative work in directing the operation and maintenance of the water treatment and pumping plant. The work involves responsibility for supplying potable and palatable water to consumers through supervisory and other personnel. This position requires contacts with customers, Federal and State officials, etc., to explain specialized matters. Physical demands are moderate. The work is performed under the general managerial review of the Director of Public Works, with considerable opportunity for discretion and independence of action.

**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:**

Manages the total plant operations to ensure that Federal and State water quality standards and consumer water quantity demands are met and satisfied.

Plans, schedules, assigns, inspects and supervises the work of the plant operators, providing training, developing and teaching training programs so the staff maintains operational certification.

Prepares the annual budget requests for the plant in an effective and efficient manner and sees that expenditures are maintained within budgetary limitations; orders all supplies, equipment, chemicals, etc., and writes the technical specifications for these items.

Prepares and oversees the preparation of and submission of all reports to Federal and State agencies and City departments and divisions.

Maintains cooperative working relationships with the other members of the plant staff, cooperates with and provides assistance needed to other sections of the Public Works Department and with other City departments with whom the plant interacts, and with Federal and State agencies and the consuming public.

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

Plans for future plant needs, seeing that studies are conducted to keep plant equipment and treatment methods in an updated condition and makes recommendations for new equipment, projects and major repair of plant equipment, and personnel needs.

Directs the maintenance program of plant equipment to maintain it in good and proper condition.

Performs other related duties and tasks as assigned.

**QUALIFICATIONS:**

**Required 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 science, engineering, or a closely related field and seven years of progressively responsible experience in a complex water treatment operation in a certified capacity, including two years in a supervisory capacity.

Must have a valid Class 4 Water Treatment Operator's License prior to date of hire. Certification as a Maryland Class 4 Superintendent is necessary within three months of appointment. Possession of a valid driver's license.

**Preferred Knowledge, Skills and Abilities:**

Knowledge of the principles, procedures and practices necessary to maintain and enhance the operation and maintenance of a Class 4 Water Treatment Plant.

Knowledge of the Federal and State water quality standards (the Safe Drinking Water Act and Amendments) and the reporting requirements.

Knowledge of Federal and State safety regulations for a Class 4 water plant operation, i.e. OSHA, MOSH, Right-to-Know, Underground Tank Regulations and SARA Title III.

Knowledge of management principles and practices, administration techniques, current literature, techniques and developments in the field of a complex water plant operation.

Ability to apply management principles, procedures and techniques in the operation and maintenance of a Class 4 water treatment plant.

Ability to establish and maintain effective working relationships with public officials, consumers, subordinates, Federal and State agencies etc.

Ability to communicate effectively orally and in writing.

Ability to make short and long range plans for the needs of a complex water plant operation.

Ability to develop and teach training programs to the staff to maintain operational certification.

Revised June 1, 2006